

Latest [May 07, 2022 Experience-Cloud-Consultant Exam Dumps - Valid and Updated Dumps [Q46-Q69]



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Salesforce Experience-Cloud-Consultant Exam Syllabus Topics:

TopicDetailsTopic 1- Illustrate the reasons for creating or utilizing an Experience for a specific use case- Apply the steps to set up Experience dashboards and insightsTopic 2- Given a scenario, set the correct user visibility in an Experience- Implement external account relationships for an ExperienceTopic 3- Given a scenario, determine a security model based on an Experience use case- Apply ticketing and Service Cloud capabilities for Experience CloudTopic 4- Analyze and apply Experience Moderation features- Analyze and apply Experience Moderation featuresTopic 5- Given a scenario, recommend and implement Delegated External User administration- Recommend the Declarative Sharing options that could be leveraged for an ExperienceTopic 6- Given a scenario, determine how to properly set up a user for an Experience- Describe how to enable and activate an ExperienceTopic 7- Given a set of requirements, evaluate which external license type(s) to use- Describe the capabilities of different Experience deployments and migrationsTopic 8- Given a scenario, make articles visible or accessible in an Experience- Identify most common personas for Experience CloudTopic 9- Apply the steps for enabling partner and customer users for Experiences- Modify an experience within the Experience Builder

NO.46 Bloomington Caregivers (BC) wants to streamline back-end processes and workflows for its employees. BC recently learned about lightning Bolt solutions for employees at a world tour event.

Where should BC look for potential Lightning Bolt solutions?

- * Salesforce AppExchange
- * Salesforce Accelerator Directory
- * Salesforce Accelerator Catalog
- * Salesforce Connect

NO.47 Universal Containers has Contact and Account objects set to Public Read Only for internal users, but an Experience Cloud users is not able to view Contacts and accounts.

How should you fix this issue?

- * The external sharing model should be updated so that the Account object is private but the Contact object remains public only
- * Sharing rules should be configured open each object to give Read Only access to experience Cloud users.
- * The existing sharing model should be updated to so that the Contact and Account Objects are private, and sharing rules should be configured on each individual object to give Public Read Only access to Experience Cloud users.
- * The internal sharing model should be updated so that the Contact and Account objects are Public read Only.

NO.48 Universal Containers (CU) is looking to create a site that supports channel sales, leads distribution, and deal registration.

Which template should UC select?

- * Customer Account Portal
- * Help Center
- * Partner Central
- * Build Your Own

NO.49 What accurately sequences the necessary steps to create a partner user from an enabled partner account?

*)

1) Edit the user record to assign the correct role/profile. ee

2) View the partner account contact. Single Book

3) Select Manage External User.

4) Select Enable Partner User.

5) Save.

* 1) View the partner account contact.

2) Select Manage External User. Multiple Books

3) Select Enable Partner Account.

4) Edit the user record to assign the correct role and profile.

5) Save.

* 1) View the partner account contact.

2) Select Manage External User.

3) Select Enable Partner User.

4) Edit the user record to assign the correct role/profile.

5) Save.

* 1) Edit the user record to assign the correct role/profile.

2) View the partner account contact.

3) Select Manage External User.

4) Select Enable Partner Account.

5) Save.

NO.50 Get Cloudy Consulting has decided to set up and create an Experience Cloud site where customers can create service tickets or chat live with agents.

What is the first step the system administrator should take to create the site?

- * Update organization-wide settings.
- * Enable Search Engine Optimization (SEO).
- * Enable Digital Experiences.
- * Configure the default login.

NO.51 Northern trail Outfitters has created a microsite digital experience for its Gold-Level VIP customers. The digital experience is not yet active.

The community manager would like to send welcome emails on a specific day, which include a promotion for participating in the community.

In which order should the community manager perform activation steps?

- * Add available profiles and permission sets to the Admin Workspace, enable Contacts as community users, set welcome emails to Enabled, and set the community to Active.
- * Set the Community to Active, and available profiles and permission sets to the Admin Workspace, enable Contacts as community users, and set welcome emails to Enabled.
- * Publish the community, which will send out the welcome emails.
- * Set the community to Active, and available profiles and permission sets to the Admin Workspace, and create a process to send the welcome emails.

NO.52 What are three goals Ursa Major Solar can accomplish with Experience Cloud moderation functionality?

Choose 3 answers

- * Allow members to remove other member from the Experience site if desired.
- * Track Flagging and moderation activity within the Experience site.
- * Allow members to flag posts, comments, files, and messages that are inappropriate or spam.
- * Designate specific users as moderators so that they can closely monitor the site.
- * Give members Audience Targeting permissions within the Experience site.

NO.53 DreamHouse Realty is planning to launch a digital experience for its partners where they will be able to pick a Lead from shared leads and start working toward getting the lead converted into an Opportunity.

Which two steps are part of setting up Lead Sharing or Lead Distribution for partners?

Choose 2 answers

- * Enable 'Allow External Lead Sharing' in Digital Experience settings.
- * Create Page Layouts for Lead Distribution.
- * Configure Lead Creation and Lead Distribution inside PRM Workspace.
- * Create Assignment Rules for Lead Distribution.

NO.54 Which three items are reportable by a site administrator through Google Analytics for Experience Cloud sites?

Choose 3 answers

- * Page View by Salesforce Object
- * Search Activity
- * User Login History Option
- * Number of Case Created by user
- * Contact Support page Activity

NO.55 Insightopia is planning to create a high-performance site for its partners. The Home page will feature multiple custom component that will provide insights and trends along with near real-time updates. Which template should Insightopia consider for its site?

- * Partner Central
- * Customer Account Portal
- * Build Your Own (LWR)
- * Help Center

NO.56 Ursa Major Solar (UMS) recently went through a major rebranding effort that resulted in a new company logo along with new brand colors. UMS wants to update brand colors across all of its sites. The sites are built with Lightning templates.

Which tool should the Experience Cloud consultant recommend to make these changes?

- * ExperienceBundle
- * Experience Cloud Script Master
- * Site Builder
- * Lightning Builder

NO.57 DreamHouse Realty (DR) plans to expand its business by offering insurance products to home buyers. DR will use its network of independent agents to manage claims in their region. Agents will need to work with DR on settlement and adjustment approvals.

What should the Experience Cloud consultant recommend?

- * Create a peer-to-peer forum for agents and share the URL with employees.
- * Create a digital experience for agents and share the URL with employees.
- * Create a digital experience for agents and an app for employees.
- * Create a self-service community for agents and an app for employees.

NO.58 Cloud Kicks (CK) wants to organize content on its site so that users can easily search and brows for information.

Which three features should CK use to accomplish this goal?

- * Navigational Topics
- * Content Topics
- * Content Graph
- * Featured Topic
- * Navigation Tree

NO.59 Universal Containers (UC) has been using Salesforce to manage its sales and service processes. UC also an Experience Cloud site to interact with its customers. UC has now acquired Cloud Kicks (CK) Retail to grow its business, CK also uses Salesforce and a self-service site built on the experience Cloud to allow its customers to log support requests. UC now wants its customers to be able to use CK's self-service site so they can have a more integrated experience.

What should an Experience Cloud consultant recommend so that UC's can log in to CK's site?

- * Create separate user account for UC customer in CK's Experience Cloud site, since SSO cannot be established between two Experience Cloud sites.
- * Use a third-party identity provider to establish SSO between the two Experience Cloud sites, since Salesforce can only be used as a service provider.
- * Establish SSO between the two Experience Cloud sites by using one org as an identity provider and the other org as a service.
- * Create custom Apex handlers using login method from site class to sign in users from one community to the other.

NO.60 Universal Containers (UC) wants to build a product registration site to allow guest users to register a product.

The

functionality will involve a multi-step flow.

How should UC enable the guest user to run the flow?

- * Assign a single screen to multi-step flow and give the guest user access via page layout.
- * Save the flow with the 'System Context Without Sharing-Access All Data' option.
- * Set the 'Enable Lightning Flows for Guest User' toggle option to ON in Setup.
- * Convert multi-step flow into individual flows and give the guest user access to each flow separately.

NO.61 Northern Trail Outfitters (NTO) is evaluating Experience Cloud for creating an onboarding app for new hires.

Which two things should NTO consider when creating the onboarding app? Calculator Choose 2 answers

- * Experience Cloud cannot be used for employee apps.
- * Not all Chatter posts inside Chatter groups within the employee app will be available in the main org.
- * Employee apps are only available in Unlimited Edition.
- * Chatter posts related to a record will be available in the employee app as well as the main org.

NO.62 DreamHouse Reality (DR) is switching to a franchise-based business model in order to grow its market share. Franchises as well as properly appraised at DR, will immediate access to a real estate opportunity in their area as soon, as it crosses a threshold.

What should the Experience Cloud consultant recommend for record sharing?

- * Apex sharing
- * Sharing Set
- * Account Hierarchy
- * Sharing Rule

NO.63 Northern Trail Outfitters (NTO) would like to create a public Knowledge base for the general public to be able to view

articles, manuals, and FAQs.

Which template should NTO select when building its site?

- * Partner Central
- * Help Center
- * Customer Account Portal
- * Customer Service

NO.64 Northern Trail Outfitters (NTO) offers a new product that is different in North America, EMEA, and Asia Pacific regions. Pages have been created and published for this product. The site manager has applied criteria to ensure visibility for these products are applied as per the requirement for each region. NTO further wants to control the users who see a specific page of this product settings its visibility.

Which three visibility options are available in Experience Cloud?

Choose 3 answers

- * Audience
- * None
- * Default
- * Personal
- * Visible

NO.65 Universal Containers (UC) would like to create a site for its existing customers. The site will contain articles, manuals, and FAQs. The site will also contain access to UC's Contracts object specific to each customer and the ability for customers to update their billing information, requiring them to log in to the site to access any information.

Which template should UC select when building its site?

- * Customer Service
- * Customer Account Portal
- * Partner Central
- * Help Center C

NO.66 Cloud Kicks (CK) is about to launch a public site and is expecting very high traffic in certain regions. CK will be using Content Delivery Network (CDN).

What should CK consider during the go-live phase to prevent usability issues?

- * CK should provision and activate CDN in those regions where traffic is high.
- * CK should provision CDN in those regions where traffic is high and activate CDN where traffic is low.
- * CK should provision and activate CDN in those regions where traffic is low
- * CK should provision CDN in those regions where traffic is low and activate CDN where traffic is high.

NO.67 Ursa Major Solar (UMS) has business and person accounts in its Salesforce org. UMS has partner portals created for its Silver partners, DreamHouse Realty (DR) and Cloud Kicks (CK).

UMS's Experience team is creating users for its partners. DR and CK users do not require access to opportunities, leads, and campaigns.

What are the two considerations for creating partner users and granting access?

Choose 2 answers

- * Only business accounts can be created as partner users
- * Assign Partner Community license to partner users.
- * Assign Customer Community Plus license to partner users.
- * Only person accounts can be created as partner users.

NO.68 universal Containers UC maintains multiple customer-facing sites, but only one profile for all customer users. Ho customer has access to more than one site.

which two steps should the UC admin take to grant access to each customer?

Choose 2 answers

- * Select a permission set for a given site.
- * Edit the applicable user profile.
- * Create a permission set.
- * Select the profile for a given site.

NO.69 Which component inform support agents working in the Service Console what actions a customer has taken on an Experience site?

- * Experience Tracker
- * Customer Insights
- * Community View
- * Einstein Customer

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