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NEW QUESTION: 1

Ursa Major Solar (UMS) is building a portal for its premium B2B customers, Customer will be able to access their account information, open cases, download NDAs, and create dashboards Which user license allows UMS to meet these requirements?

- A. Customer Community
- B. Channel Account
- C. Commerce Portal
- D. Platform Portal

Answer: (SHOW ANSWER)

Platform Portal is a user license type that allows users to access custom objects and a subset of standard CRM objects, such as accounts, contacts, cases, and dashboards. This license type is suitable for UMS's premium B2B customers who need to access their account information, open cases, download NDAs, and create dashboards.

NEW QUESTION: 2

Cloud Kicks (CK) is using audience targeting to display pages and components to certain users based on their assigned audience. The New York City account contain multiple departments; all of which belong to that account. One of the page virtualization of the Home page of CK's Experience Cloud site a assigned to the New York City audience. CK also has a Rich Content Editor component within this Home page that is assigned inly to the Legal Department audience.

Who will be able to see the Rich Content Editor component?

- A. New York City audience members with the Legal Department sharing set
- B. All Cloud Kicks Experience Cloud site members
- C. All New York City audience members.

D. Members that are part of both the New York City audience and the Legal Department audience

Answer: D (LEAVE A REPLY)

NEW QUESTION: 3

Cloud Kicks (CK) is using audience targeting to display pages and components to certain users based on their assigned audience. The New York City account contain multiple departments; all of which belong to that account. One of the page virtualization of the Home page of CK's Experience Cloud site a assigned to the New York City audience. CK also has a Rich Content Editor component within this Home page that is assigned inly to the Legal Department audience.

Who will be able to see the Rich Content Editor component?

A. New York City audience members with the Legal Department sharing set

B. Members that are part of both the New York City audience and the Legal Department audience

C. All Cloud Kicks Experience Cloud site members

D. All New York City audience members.

Answer: B (LEAVE A REPLY)

The members that will be able to see the Rich Content Editor component are those that are part of both the New York City audience and the Legal Department audience.

Audience targeting is a feature that allows you to display pages and components to certain users based on their assigned audience. An audience is a group of users who share common attributes, such as profile, location, or language. When you assign an audience to a page or a component, only the users who belong to that audience can see it. If you assign multiple audiences to a page or a component, only the users who belong to all of those audiences can see it.

NEW QUESTION: 4

Universal Containers (UC) is implementing a community for its retailers.

How can UC give retail store managers access to the records owned by their peers and subordinates?

A. Put retail managers in a manager role.

B. Set OWD to public, and manage access via Apex Sharing.

C. Email retail managers best practices on how to manually share data.

D. Give retail managers Super User access.

Answer: (SHOW ANSWER)

NEW QUESTION: 5

The mission of No More Homelessness (NMH) is to help every homeless person in the best possible manner through its Experience Cloud site. NMH's site manager wants to set

up search engine optimization (SEO) to ensure NMH's public Experience Cloud site is visible to search engines.

Which two practices does the site manager need to do to ensure SEO is implemented successfully?

Choose 2 answers

- A. Check whether a custom robots.txt file to control indexing has been created.
- B. Check whether the Experience site is public and activated. Pencil & Paper
- C. Check whether the SEO Institute has provided the approval for the site with end date.
- D. Check whether manual sitemap refresh happens on the last day of every month.

Answer: ([SHOW ANSWER](#))

A robots.txt file is a text file that tells web crawlers which pages or files the crawler can or can't request from your site. This is used mainly to avoid overloading your site with requests; it is not a mechanism for keeping a web page out of Google. You can create a custom robots.txt file for your Experience Cloud site to control how search engines index your site.

To make your Experience Cloud site visible to search engines, you also need to make sure that your site is public and activated. A public site allows anyone on the internet to access your site without logging in. An activated site is live and ready for visitors.

NEW QUESTION: 6

No More Homelessness (NMH) is about to create a public site for volunteers where they will be able to sign up for volunteering opportunities at local events. Each registration will result in a record being created for a custom Event Registration object.

Which three considerations should NMH keep in mind for records created by guest users?

Choose 3 answers

- A. Queues cannot be assigned as owners of records created by guest users.
- B. When possible, one should create and assign queues as owners of records created by guest users.
- C. Setting the default owner for records created by guests is an option in Experience Cloud sites.
- D. Default owner does not need Read/Write access to view the records created by guest users.
- E. Any active user in an org can be assigned as the default owner of records created by guest users.

Answer: ([SHOW ANSWER](#))

For records created by guest users, NMH should keep in mind that queues cannot be assigned as owners, setting the default owner is an option in Experience Cloud sites, and any active user in an org can be assigned as the default owner. A queue is a location where records can be routed to await processing by a group of users. However, queues cannot be assigned as owners of records created by guest users because guest users do not have access to queues. Setting the default owner for records created by guests is an

option in Experience Cloud sites that allows NMH to specify who will own the records created by guest users on their public site. Any active user in an org can be assigned as the default owner of records created by guest users, as long as they have the appropriate permissions and access to the object.

NEW QUESTION: 7

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

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

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 8

What are three valid topic types? Choose 3 answers

- A. Featured Topic
- B. Content Topic
- C. Trending Topic
- D. Navigational Topic
- E. Standard Topic

Answer: A,C,E (LEAVE A REPLY)

Three valid topic types are Featured Topic, Trending Topic, and Standard Topic. Topics are keywords or phrases that help users find and organize content in Experience Cloud sites. A Featured Topic is a topic that is manually selected by an administrator or moderator to be displayed prominently on the site. A Trending Topic is a topic that is automatically generated by an algorithm based on the popularity and recency of the content. A Standard Topic is a topic that is created by users or administrators and can be assigned to any content.

NEW QUESTION: 9

DreamHouse Realty (DR) has active participation of home owners and prospective buyers in its Experience Cloud site that uses Chatter. Recently, DR observed a significant number of comments being marked as spam. OR's Salesforce and Security teams did further analysis and identified the posts made by the spammers.

OR's Management team has decided to remove all the spammers' posts and comments from the Experience Cloud site.

What should the Experience Cloud consultant recommend to remove them?

- A.** Submit a high-priority case with Salesforce Support to remove all of the spammers' posts and comments. The site will be under maintenance state until resolution.
- B.** Utilize the Insights reports by creating and using a custom action to remove all the spammers' posts and comments.
- C.** Enable Experience Cloud Einstein features to remove all the spammers' posts and comments as a background action.
- D.** Experience Cloud site managers, moderators, and admins work together to remove all the spammers' posts and comments manually.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 10

DreamHouse Reality (DR) is looking to enter the insurance business. After discussing with business advisor.

DR has decided to use independent agents to manage claims.

Which two features are available for DR to implement a solution involving insurance agent persona?

Choose 2 answers

- A.** Financial Services Community permission set license
- B.** Insurance agent permission set license
- C.** Financial Services Lightning template
- D.** Insurance Agent Portal Lightning template

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 11

Which three considerations should be made when using Criteria-Based Audiences?

Choose 3 answers

- A.** Components in the template header and footer sections cannot be assigned to an audience.
- B.** Salesforce must be contacted if you need to use the domain criteria in sandbox or Developer Edition orgs.
- C.** Up to 2,000 audiences can be created.
- D.** Domain criteria are not available in sandbox or Developer Edition orgs.
- E.** Record Type criteria cannot be assigned to a component.

Answer: A,B,E (LEAVE A REPLY)

Criteria-Based Audiences are a feature that allows you to display different content to different audiences based on criteria such as profile, location, domain, or user. However, there are some considerations when using Criteria-Based Audiences, such as:

Components in the template header and footer sections cannot be assigned to an audience. These sections are shared across all pages in your site and can't be customized for different audiences.

Salesforce must be contacted if you need to use the domain criteria in sandbox or Developer Edition orgs. Domain criteria allow you to target audiences based on the domain name they use to access your site. However, this feature is not enabled by default in sandbox or Developer Edition orgs.

Record Type criteria cannot be assigned to a component. Record Type criteria are only available for page variations and navigation menu items.

NEW QUESTION: 12

Ursa Major Solar (UMS) noticed that guest users are unable to see images on its customer portal.

Which setting should UMS enable in order for guest users to see the images?

- A. "Allow guest users to self register" in the Administration Workspace
- B. "Let guest users view asset files and CMS content available to the community" in the Administration Workspace
- C. "Enable Image Connect for guest users" in the Administration Workspace
- D. The "Jepson" theme in the Builder Workspace

Answer: B (LEAVE A REPLY)

NEW QUESTION: 13

Which two Community licenses allow records to be shared with a criteria-based sharing rule?

Choose 2 answers

- A. Customer Community
- B. Customer Portal
- C. Customer Community Plus
- D. Partner Community

Answer: (SHOW ANSWER)

NEW QUESTION: 14

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?

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 15

Ursa Major Solar (UMS) is automating its business processes using Salesforce. UMS wants its Platinum partners to be able to approve installation projects and deals. In which two ways can UMS accomplish this?

Choose 2 answers

- A. Add external users directly to approval queues and create a digital experience for those users.
- B. Assign external users as the co-owners on records and create a digital experience for those users.
- C. Assign external users Super User access on records and create a digital experience for those users.
- D. Assign external users as approvers on records and create a digital experience for those users.

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 16

Northern Trail Outfitters would like to display a different Hero component on the Home page for United States and EMEA.

How should an administrator accomplish this?

- A. Create a page variation for EMEA, configure the flexible page layout, and include a different Hero component.
- B. Create a page variation for EMEA, configure the Theme, and include a different Hero component.
- C. Use the same page variation for EMEA and include multiple targeted HTML components.
- D. Use the same page variation for EMEA, include multiple Hero components, and target each component.

Answer: (SHOW ANSWER)

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NEW QUESTION: 17

Universal Containers (UC) is looking to create a site that supports channel sales, leads distribution, and deal registration.

Which template should UC select?

- A. Customer Account Portal
- B. Help Center
- C. Partner Central
- D. Build Your Own

Answer: C (LEAVE A REPLY)

Partner Central is a template that is designed for creating a site that supports channel sales, lead distribution, and deal registration. The template includes features such as partner recruitment, onboarding, training, co-selling, lead management, opportunity management, and deal registration.

NEW QUESTION: 18

Cloud Kicks has noticed its new Experience Cloud site is taking a long time to load.

Which tool should the system administrator use to troubleshoot the problem?

- A. Salesforce Community Page Optimizer
- B. Lightning Page Maximizer
- C. Cloud Network Optimization Bolt
- D. Experience Cloud Performance Profiler

Answer: (SHOW ANSWER)

To troubleshoot the problem of the site taking a long time to load, the system administrator should use Salesforce Community Page Optimizer. This is a tool that analyzes the performance of an Experience Cloud site and provides recommendations for improving the page load time. The tool checks for issues such as component density, image size, caching settings, and network latency.

NEW QUESTION: 19

Zephyrus Relocation (ZRS) plans to launch a public site. ZRS would like to leverage a topic catalog so that site users can see all the organized topics in one place and easily navigate to any topic or subtopic.

Which step is required to set up a topic catalog?

- A. Create at least one subtopic and add the More Topic link when editing the navigation menu.
- B. Create at least one topic along with its subtopic.
- C. Enable Topic Hierarchy and create at least one topic with two subtopics.
- D. Create at least one topic and add the More Topics,,,, ;link editing the navigation menu.

Answer: C (LEAVE A REPLY)

To set up a topic catalog, the step that is required is to enable Topic Hierarchy and create at least one topic with two subtopics. A topic catalog is a feature that allows you to display

all the topics and subtopics on your Experience Cloud site in a hierarchical structure. Users can see the topic catalog by clicking the More Topics link on the navigation menu. To use the topic catalog, you need to enable Topic Hierarchy, which allows you to create topics and subtopics up to three levels deep. You also need to create at least one topic with two subtopics, which will populate the topic catalog with some content.

NEW QUESTION: 20

DreamHouse Reality (DR) is looking to enter the insurance business. After discussing with business advisor. DR has decided to use independent agents to manage claims.

Which two features are available for DR to implement a solution involving insurance agent persona?

Choose 2 answers

- A.** Insurance Agent Portal Lightning template
- B.** Insurance agent permission set license
- C.** Financial Services Lightning template
- D.** Financial Services Community permission set license

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 21

Universal Containers (UC) is a conglomerate with various lines of business operating worldwide. UC helps finance crop research, provides insurance services to coffee growers, and manufactures specialized coffee machines and other products. UC also has a franchise unit to help grow its franchise business worldwide. UC is planning to build multiple portals and sites to support its various lines of business.

What two points should UC keep in mind when selecting a template for these sites and portals?

Choose 2 answers

- A.** Industry-specific templates are available today but not Lightning Bolt solutions.
- B.** Industry-specific Lightning Bolt solutions are available today but not templates. Pencil & Paper
- C.** Insurance Agent Portal template becomes available once Financial Services Cloud is correctly set up in an org.
- D.** Industry-specific templates as well as Lightning Bolt solutions are available today.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 22

Ursa Major Solar would like its authenticated external users to be able to search for Quote and Contract objects but not Opportunity or Asset objects.

Which two standard features allow an administrator to accomplish that?

Choose 2 answers

- A.** Remove Opportunity and Asset from the Title Menu component in the property editor.

B. Remove Opportunity and Asset from the navigation Menu component in the property editor.

C. Remove Opportunity and Asset from the object list in the Global Search Result component property editor.

D. Remove Opportunity and Asset from the Autocomplete object list in the Search component property editor.

Answer: C,D (LEAVE A REPLY)

To prevent authenticated external users from searching for Quote and Contract objects but not Opportunity or Asset objects, you need to remove Opportunity and Asset from the object list in the Global Search Result component property editor and the Autocomplete object list in the Search component property editor. The Global Search Result component displays the search results for all objects that match the search term. The Autocomplete object list displays the suggested objects that match the search term as you type. You can customize these components by selecting or deselecting the objects that you want to include or exclude from the search.

NEW QUESTION: 23

DreamHouse Realty (DR) plans to invite individuals from several new companies to its Broker Portal and would like to differentiate the user experience for each company.

Which three options should the DR system administrator use to personalize the look and feel of the portal for each new brokerage?

Choose 3 answers

A. Branding Sets

B. Page Variations

C. Audience Sets

D. Audience Targeting

E. Partner User Roles

Answer: (SHOW ANSWER)

NEW QUESTION: 24

universal Containers UC maintains multiple customer-facing sites, but only one profile for all customer users. No 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

A. Select the profile for a given site.

B. Select a permission set for a given site.

C. Edit the applicable user profile.

D. Create a permission set.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 25

Which three items are reportable by a site administrator through Google Analytics for Experience Cloud sites?

Choose 3 answers

- A. Page View by Salesforce Object
- B. Search Activity
- C. User Login History Option
- D. Number of Case Created by user
- E. Contact Support page Activity

Answer: B,C,E (LEAVE A REPLY)

Three items that are reportable by a site administrator through Google Analytics for Experience Cloud sites are B, C, and E. Google Analytics is a tool that allows you to measure and analyze the traffic and behavior of your Experience Cloud site visitors.

Google Analytics can report on various items, such as:

Search Activity: This item shows how users search for content on your site, such as the number of searches, the search terms used, the number of results returned, and the click-through rate.

User Login History Option: This item shows how users log in to your site, such as the number of logins, the login methods used, the login duration, and the login frequency.

Contact Support page Activity: This item shows how users interact with your contact support page, such as the number of visits, the bounce rate, the average time on page, and the conversion rate.

NEW QUESTION: 26

Universal Containers is looking to build a new self-service site. Users will post questions, read Knowledge articles, and view case reports, users will not be registering deals or participating in any other sales activity.

Which external user license meets these requirements?

- A. Customer Community Plus
- B. Authenticated Service Site User
- C. External Community Plus
- D. External Identity

Answer: A (LEAVE A REPLY)

NEW QUESTION: 27

Ursa Major Solar (UM5) is planning to build a portal for its partners. Among other things, UMS will be distributing leads to its partners in the portal.

Which standard component can UMS leverage if it elects to use Partner Central template?

- A. Lead Inbox
- B. Lead Selector
- C. Lead Flow
- D. Lead Distribution

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 28

Northern Trail Outfitter is looking to implement a public Knowledge base. The company has 1, 000 articles stored in an external systems.

Some of the articles are more than 2 years old.

What should a consultant recommend to optimize the public knowledge base?

- A.** Bulk-import all articles to Salesforce and achieve duplicate and outdated articles.
- B.** Bulk-import the top performing articles to Salesforce and select the public knowledge base channel.
- C.** Manually add the top performing articles to Salesforce and select the Public Knowledge Base channel.
- D.** Manually add the top performing articles to Salesforce and select Authenticated Sites as the Channel.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 29

To which three objects can the Partner Super User access be applied?

Choose 3 answers

- A.** Opportunities
- B.** Accounts
- C.** Cases
- D.** Custom Objects
- E.** Campaigns

Answer: A,B,D ([LEAVE A REPLY](#))

Partner Super User access is a feature that allows you to grant access to records owned by other partner users who have the same role or a role below them in the role hierarchy. You can apply Partner Super User access to three objects: Opportunities, Accounts, and Custom Objects.

NEW QUESTION: 30

Cloud Kicks (CK) is launching a new public marketing site. The company expects a large volume of traffic and wants to ensure its site performs well. CK also wants repeat visitors to have the fastest browsing experience possible.

What should CK do to get the best performing site?

- A.** Enable and configure the Content Delivery Network so that public content is cached.
- B.** Schedule Apex jobs to push content to users' browser caches.
- C.** Use Next Best Action to predict what content to serve to the user's browser.
- D.** Disable Visualforce to make all pages switch to Lightning.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

A consultant recently finished gathering requirements for a Cloud Kicks (CK) project that will launch five new Customer Experience Cloud sites worldwide, all on a brand new Salesforce org. The purpose of these sites is to generate buzz around new CK models and crowdsource new ideas for the RAD department. The consultant knows Multiple Books that they need to enable moderation and rate limit rules as part of their planning and must meet the following requirements:

- * Each site must have three unique content moderation rules that flag specific keywords.
- * Each site must have four unique rate rules that govern posting limits.
- * All authenticated users must be able to post on demand. Calculator

What should the consultant consider doing before beginning work on these sites?

- A.** Ensure that both the notify and freeze actions for all site rate rules are implemented.
- B.** Notify the stakeholders that the number of content moderation rules, but not rate rules, exceeds the org limit.
- C.** Notify the stakeholders that the number of rate rules, but not content moderation rules, exceeds the org limit.
- D.** Notify the stakeholders that the number of both moderation and rate rules exceeds the org limit.

Answer: (SHOW ANSWER)

Before beginning work on these sites, the consultant should notify the stakeholders that the number of both moderation and rate rules exceeds the org limit. Moderation rules are rules that flag or block content based on keywords, phrases, or patterns. Rate rules are rules that limit the number of posts or comments a user can make in a given time period. The org limit for moderation rules is 10 and the org limit for rate rules is 5. Since each site needs 3 moderation rules and 4 rate rules, the total number of rules for 5 sites is 15 moderation rules and 20 rate rules, which exceed the org limit.

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NEW QUESTION: 32

Cloud Kicks (CK) is planning to build a social intranet site as well as an HR help site for its employees using Experience Cloud. Most employees either work in sales or service and currently use Salesforce.

Which user license should be recommended for CK's employees to access Experience Cloud sites?

- A. Platform Portal
- B. Salesforce Unlimited
- C. Salesforce Authenticated Site
- D. Customer Community

Answer: D (LEAVE A REPLY)

NEW QUESTION: 33

Ursa Major Solar (UMS) will be creating a partner portal to distributing leads to partners. Partners will also be able to create their own leads in the portal UMS has decided to use Partner Central template.

Which three should UMS take at a minimum In order to meet the requirement?

- A. Create a Lead Process for Lead Distribution
- B. Create a Lead Queue for Lead Distribution.
- C. Enable "Allow External Creation" in Digital Experience settings
- D. Configure Lead creation Leadon low Distribution inside PRM Workspace.

Answer: A,B,D (LEAVE A REPLY)

To meet the requirement of distributing leads to partners, UMS needs to take at least three steps:

Create a Lead Process for Lead Distribution. A lead process is a set of stages that a lead goes through from creation to conversion. UMS can create a lead process that defines how leads are distributed to partners based on criteria such as region, industry, or product.

Create a Lead Queue for Lead Distribution. A lead queue is a list of leads that are assigned to a group of users who share the workload. UMS can create a lead queue for its partners and assign leads to the queue based on the lead process.

Configure Lead creation Leadon low Distribution inside PRM Workspace. PRM Workspace is a feature that allows UMS to manage its partner relationships, such as recruiting, onboarding, training, and co-selling. UMS can configure lead creation and distribution settings inside PRM Workspace, such as enabling partners to create their own leads, setting up lead assignment rules, and defining lead notification preferences.

NEW QUESTION: 34

The Experience Cloud manager has been asked to ensure that a Knowledge article is visible to Internal Salesforce users, unauthenticated visitors to the site, and third-party authenticated users.

Which two settings need to be configured on the draft article before it is published?

Choose 2 answers

- A. Visible to Partner
- B. Visible in Public Knowledge Base
- C. Visible to Employee
- D. Visible to Guest User

Answer: B,C (LEAVE A REPLY)

These two options allow the article to be visible to internal Salesforce users, unauthenticated visitors to the site, and third-party authenticated users. Visible in Public Knowledge Base enables the article to be accessed by guest users without logging in, while Visible to Employee enables the article to be accessed by internal users with the appropriate permissions⁴

NEW QUESTION: 35

Get Cloudy Consulting is implementing an equity management solution for one of its financial clients. The solution will enable the external independent financial researchers to collaborate with internal portfolio control staff in a private Chatter group.

What should the Experience Cloud consultant recommend to meet the requirements for both personas?

- A. Give external researchers and internal staff access to the main org.
- B. Create a portal for external researchers and give internal staff access to the portal.
- C. Create a portal for external researchers and give internal staff access to the main org.
- D. Create a portal for external researchers and create an app for internal staff.

Answer: C (LEAVE A REPLY)

To meet the requirements for both personas, GCC should create a portal for external researchers and give internal staff access to the main org. This will allow GCC to provide different features and permissions for each persona, as well as enable collaboration between them in a private Chatter group. For example, GCC can create a portal for external researchers using the Partner Central template, where they can view and update financial data, access reports and dashboards, and join Chatter groups. GCC can also give internal staff access to the main org using standard user licenses, where they can manage portfolio data, create workflows and processes, and join Chatter groups.

NEW QUESTION: 36

Which two statements regarding data categories are true?

Choose 2 answers

- A. Translated articles will not follow the master article data category. Therefore, translated articles can be assigned to a different data category.
- B. When a category is made visible to a user through custom settings or is made visible by default, its child and parent categories are not included.
- C. Child roles cannot see more data categories than their parent role. If the parent role's visibility changes, the child role's category visibility is reset to its parent's category visibility.

D. Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 37

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?

A. Create a peer-to-peer forum for agents and share the URL with employees.

B. Create a digital experience for agents and share the URL with employees.

C. Create a digital experience for agents and an app for employees.

D. Create a self-service community for agents and an app for employees.

Answer: C (LEAVE A REPLY)

The Experience Cloud consultant should recommend creating a digital experience for agents and an app for employees. A digital experience is a branded online destination that allows you to connect with your customers, partners, or employees. An app is a collection of items that work together to serve a particular function. By creating a digital experience for agents, DR can offer them a portal where they can manage claims, access resources, and collaborate with DR employees. By creating an app for employees, DR can provide them with a workspace where they can approve settlements and adjustments, view reports and dashboards, and communicate with agents.

NEW QUESTION: 38

The Salesforce Administrator at Ursa Major Solar is trying to create a partner user for their Partner Community that was built using Salesforce Experience Builder. However, the admin is not able to create it from the contact record.

What could be two reasons causing this issue?

Choose 2 answers

A. The Salesforce Administrator is not assigned a role in Salesforce.

B. The Salesforce Administrator is not a member of the Partner Community

C. The account record associated with the contact record is not enabled as a partner.

D. The Salesforce administrator is not marked as a delegated administrator on the partner account.

Answer: (SHOW ANSWER)

Two reasons causing this issue are C and D. To create a partner user for their Partner Community, the Salesforce administrator needs to have two requirements met: The account record associated with the contact record must be enabled as a partner, which means that it has the Is Partner checkbox checked. This indicates that the account is part of your partner network and can access your Partner Community site. The Salesforce administrator must be marked as a delegated administrator on the partner account, which

means that they have limited administrative privileges to perform certain user management tasks on behalf of an administrator. This allows them to create partner users from contact records without having full system administrator access.

NEW QUESTION: 39

Universal Containers is looking to onboard three new partners to the community.

- * Each partner have a branded experience containing their colors and logo.
- * Gold and silver partners should have access to the Leads inbox component, but Bronze partners should not.
- * Bronze partners should not have access to the Leas tab.

How should an administrator solve for these requirements?

- A.** Create branding sets, audience targeting, and navigation menu targeting.
- B.** Create branding sets, audience targeting and a custom Navigation menu component.
- C.** Create a separate community for each partner with audience targeting.
- D.** Create branding sets, a separate page variation for each partner, and a custom Navigation Menu component.

Answer: A (LEAVE A REPLY)

To solve these requirements, the administrator should create branding sets, audience targeting, and navigation menu targeting. Branding sets are collections of branding elements, such as colors, fonts, images, and logos, that you can apply to your Experience Cloud site. Audience targeting is a feature that allows you to display pages and components to certain users based on their assigned audience. Navigation menu targeting is a feature that allows you to display different navigation menu items to different users based on their assigned audience. By using these features, the administrator can create different branded experiences for each partner, control the access to the Leads inbox component and the Leads tab, and customize the navigation menu for each partner.

NEW QUESTION: 40

A consultant needs to leverage ExperienceBundle for a deployment but is unable to view it. What is the most likely cause for this issue?

- A.** The "Enable ExperienceBundle Metadata API" setting needs to be checked.
- B.** The experience has not yet been published.
- C.** A change set containing the Network needs to be deployed.
- D.** A custom Experience template needs to be created.

Answer: (SHOW ANSWER)

NEW QUESTION: 41

Ursa Major Solar would like the navigation menu in the customer portal to be vertical. Which two options make this possible?

Choose 2 answers

- A.** Edit the default navigation

- B. Download an app from AppExchange
- C. Fix the header's Position.
- D. Write custom code

Answer: (SHOW ANSWER)

Two options that make it possible to have a vertical navigation menu in the customer portal are B and D. A navigation menu is a component that allows users to navigate through different pages and sections of your Experience Cloud site. By default, the navigation menu is horizontal, but you can change it to vertical by using different options. One option is to download an app from AppExchange, which is a marketplace where you can find and install apps, components, and solutions for your Experience Cloud site. Another option is to write custom code, which allows you to create your own custom components and layouts for your Experience Cloud site.

NEW QUESTION: 42

Northern Trail Outfitters has an Experience Cloud site using the Customer Service template. They have noticed that many questions take a long time to receive a response or go completely unanswered.

Which functionality would allow questions to get internal visibility?

- A. Create moderators for each topic.
- B. Enable Escalate to Case.
- C. Limit the number of questions posted per day.
- D. Tell users to submit a case for unanswered questions.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 43

Universal Containers (UC) is building a new self-service site for its large global customer base. Customers will be posting questions, viewing Knowledge articles, downloading warranties, opening tickets, and registering their recent purchases. Purchases are stored in a custom object. UC is considering using the Customer Service template for the site and External Apps license for the customers.

Which limitation could cause a potential issue for UC?

- A. External Apps license does NOT allow access to cases.
- B. External Apps license does NOT download documents out-of-the-box.
- C. External Apps license does NOT allow self-registration.
- D. External Apps license does NOT allow access to custom objects.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 44

AW Computing wants to create a site that gives customers access to Knowledge articles and peer-to-peer conversations, with the aim of decreasing the number of calls to its support organization.

What should AW Computing do to accomplish this goal?

- A. Give access to its internal orgs using Chatter groups
- B. Open its Slack implementation to all customers
- C. Create a site with the Customer Service template
- D. Create a site with the Marketing Microsite template

Answer: (SHOW ANSWER)

To create a site that gives customers access to Knowledge articles and peer-to-peer conversations, AW Computing should use the Customer Service template. The Customer Service template is a pre-built site that includes features such as Knowledge, Chatter, Cases, and Topics. AW Computing can use this template to provide self-service options to its customers, such as browsing or searching for articles, posting or answering questions, creating or viewing cases, and following or filtering topics. This can help AW Computing reduce the number of calls to its support organization.

NEW QUESTION: 45

A manager at Ursa Major Solar is responsible for creating and editing only the community users for the Partner Community they have recently set up using Experience Cloud. However, the manager is able to make organizational changes to the user records of the internal users as well.

What could be the possible issue here?

- A. The manager has been given the Manage Profiles and Permission Sets permission.
- B. The manager has been given the Manage Customer Users permission.
- C. The manager has been given the Manage User permission.
- D. The manager has been given the Manage External Users permission.

Answer: (SHOW ANSWER)

This permission allows the manager to create, edit, and delete all users in the org, including internal users. This permission overrides the sharing settings and role hierarchy that normally restrict access to user records. To limit the manager's access to only community users, the manager should be given the Manage External Users permission instead.

NEW QUESTION: 46

Ursa Major Solar (UMS) has seen exponential growth in recent years. The Incoming call volume to the support center has gone up exponentially as well, and is now reaching unmanageable levels.

What should UMS consider to help the situation?

- A. Create a smart queue router using Service Cloud template.
- B. Create a peer-to-peer forum using Self Service template.
- C. Create a self service community using Customer Service template.
- D. Create virtual support agents using Chat Bot template.

Answer: (SHOW ANSWER)

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NEW QUESTION: 47

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?

- A. CK should provision and activate CDN in those regions where traffic is high.
- B. CK should provision CDN in those regions where traffic is low and activate CDN where traffic is high.
- C. CK should provision CDN in those regions where traffic is high and activate CDN where traffic is low.
- D. CK should provision and activate CDN in those regions where traffic is low

Answer: D (LEAVE A REPLY)

NEW QUESTION: 48

Get Cloud Consultant (GCC) is implementing a Salesforce- based solution for a global coffee brand. The coffee company works with agrp research and coffee growers from around the work. These researcher will submit their recommendation in the system which will go through an approval process before reaching coffee growers who will ultimately use those recommendation during cultivation.

The Design team estimates the need for at least 20 custom objects given that the coffee company plans to use Salesforce to also manage incentives. Compensations, distribution, and projections.

Which user license Should GCC recommend for the researchers?

- A. Customer Community Plus
- B. Customer Community
- C. External Apps
- D. Partner Community Plus

Answer: C (LEAVE A REPLY)

NEW QUESTION: 49

Universal Containers (UC) is planning to create a portal for its global partner network. Users will be assigned a Partner Community license and a role.

Which two things should UC keep in mind when setting up partner roles?

Choose 2 answers

- A. Role Hierarchy can only be used if all objects have external OWD set to Private.
- B. The default limit for the number of roles for portals is 50,000 per org.
- C. Unused roles can be deleted.
- D. Once created, roles cannot be deleted.

Answer: ([SHOW ANSWER](#))

When setting up partner roles, you need to keep in mind some considerations, such as: The default limit for the number of roles for portals is 50,000 per org. You can request an increase from Salesforce if you need more roles.

Once created, roles cannot be deleted. You can only deactivate them or rename them.

NEW QUESTION: 50

Universal Containers is implementing a Partner Community.

Which sharing setting would allow users to collaborate with their peers who work for the same partner firm, but not with any users outside of their firm?

- A. Site User Visibility
- B. Community User Visibility
- C. Chatter Group Member Visibility
- D. Portal User Visibility

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 51

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?

- A. Help Center C
- B. Customer Service
- C. Customer Account Portal
- D. Partner Central

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

Ursa Major Solar (UMS) has seen exponential growth in recent years. The Incoming call volume to the support center has gone up exponentially as well, and is now reaching unmanageable levels.

What should UMS consider to help the situation?

- A. Create a peer-to-peer forum using Self Service template.
- B. Create a self service community using Customer Service template.
- C. Create a smart queue router using Service Cloud template.
- D. Create virtual support agents using Chat Bot template.

Answer: B (LEAVE A REPLY)

This option allows UMS to reduce the call volume by providing customers with self-service options, such as knowledge articles, FAQs, case management, chat, and feedback. The Customer Service template is designed for this purpose and offers a responsive and customizable layout2

NEW QUESTION: 53

The Experience Cloud site manager of Cloud Kicks has enabled reputation for its community members, As per the recommendation given by the Experience Cloud consultant, a decision was made to use the out of the box features.

Which two things happen automatically when the site manager enables automation?

Choose 2 answers

- A. Customer portal members gain the ability to provide badges to other members.
- B. Inactive and active members are assigned default reputation points.
- C. Default point system and set of reputation levels become available.
- D. Chatter influence is removed from the Contribution section on the Profile page.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 54

Cloud Kicks has noticed its new Experience Cloud site is taking a long time to load.

Which tool should the system administrator use to troubleshoot the problem?

- A. Cloud Network Optimization Bolt
- B. Salesforce Community Page Optimizer
- C. Lightning Page Maximizer
- D. Experience Cloud Performance Profiler

Answer: (SHOW ANSWER)

NEW QUESTION: 55

Which two Community licenses allow records to be shared with a criteria-based sharing rule?

Choose 2 answers

- A. Partner Community
- B. Customer Community
- C. Customer Community Plus
- D. Customer Portal

Answer: (SHOW ANSWER)

Two Community licenses that allow records to be shared with a criteria-based sharing rule are Partner Community and Customer Community Plus. These license types allow users to access custom objects and a subset of standard CRM objects, such as accounts, contacts, cases, and dashboards. These license types also support advanced sharing features, such as role hierarchy, sharing rules, manual sharing, and Apex sharing.

NEW QUESTION: 56

Ursa Major Solar would like to use three Record Detail components on a page to display object details for the Account, Case, and Opportunity objects for the user who is logged in to the company's portal. When they drop the components on the page, they are not getting the desired results.

What is causing this issue?

- A. The Record Detail component is a custom component and was not configured correctly
- B. The Record Detail component populates the recordID associated with the object for the page template, so this component will not work for this use case.
- C. The Record Detail component will only show record details for the Case object.
- D. The Record Detail component populates the record associated with the object for the page template so this component will only work on the Home page template

Answer: B (LEAVE A REPLY)

NEW QUESTION: 57

In which two ways can Opportunities with a Community User be shared?

Choose 2 answers Calculator

- A. Add a Customer Community Plus profile to a Sharing Set and add Opportunities as an object in the Sharing Set.
- B. Create an owner-based sharing rule with a Customer Community User.
- C. Add a Partner Community profile to a Sharing Set and add Opportunities as an object in the Sharing Set.
- D. Create a criteria-based sharing rule with a Partner Community role.

Answer: C,D (LEAVE A REPLY)

Sharing sets allow you to grant access to records that have a lookup relationship to the same account or contact that the community user has. You can use sharing sets to share opportunities with partner community users who belong to the same account as the opportunity owner.

Criteria-based sharing rules allow you to share records based on field values. You can use criteria-based sharing rules to share opportunities with partner community users who meet certain criteria, such as region, industry, or status.

NEW QUESTION: 58

Get Cloudy Consulting wants to leverage Metadata API for migrating changes between environments.

What are the three keyfeatures of Metadata API?

Metadata API might require manual migration for changes that involve unsupported settings and features.

- A. Metadata API is ideal for when the changes are complex.
- B. Metadata API can be used programmatically as well as declaratively.
- C. Metadata API supports migrating all Communicates settings and features.
- D. Metadata API is ideal when multiple work streams are involved.

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 59

No More Homelessness (NMH) and DreamHouse Realty (DR) are working to provide free housing to low-income seniors. Social workers at NMH need to access records owned by realtors at DR.

What should the Experience Cloud consultant recommend for record sharing?

- A. Super User
- B. Sharing Set
- C. Role Hierarchy
- D. Sharing Rule

Answer: D (LEAVE A REPLY)

NEW QUESTION: 60

Universal Containers (UC) wants to create a do-it-yourself site for its existing and prospective customers. The site will contain articles, belong manuals, and FAQs. Users will be able to ask questions and answer other users' questions on the site.

Which two Experience Cloud features should UC focus on as it starts building out the site?

Choose 2 answers

- A. Document Library Model (DLM)
- B. Guest user and public access settings
- C. Public Site Connect
- D. Content Delivery Network

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 61

Ursa Major Solar would like to expose the custom object SolarPanels to its customer portal. This particular object contains 150 fields, and a majority of the fields are technical codes and internal information.

How should the administrator limit the fields available in the customer portal?

- A. Utilize CSS overrides to hide unwanted fields.
- B. Create a page variation for the customer portal to hide unwanted fields.
- C. Use Field-Level Security to remove access to the unwanted fields.
- D. Utilize the Developer Console with coding to hide unwanted fields.

Answer: C (LEAVE A REPLY)

To limit the fields available in the customer portal, the administrator should use Field-Level Security to remove access to the unwanted fields. Field-Level Security is a feature that allows the administrator to control the visibility and editability of fields for different profiles and permission sets. The administrator can use Field-Level Security to hide or make read-only the technical codes and internal information fields for the customer portal profile or permission set.

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NEW QUESTION: 62

What accurately sequences the necessary steps to create a partner user from an enabled partner account?

- A.** 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.
- B.** 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.
- C.** 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.
- D.** 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.

Answer: C (LEAVE A REPLY)

To create a partner user from an enabled partner account, the correct sequence of steps is C. A partner user is a user who has access to your Experience Cloud site through a partner account. A partner account is an account that has the Is Partner checkbox enabled. To enable a partner user, you need to view the partner account contact, select Manage External User, select Enable Partner User, edit the user record to assign the correct role and profile, and save.

NEW QUESTION: 63

DreamHouse Realty (DR) has active participation of home owners and prospective buyers in its Experience Cloud site that uses Chatter. Recently, DR observed a significant number of comments being marked as spam. OR's Salesforce and Security teams did further analysis and identified the posts made by the spammers.

OR's Management team has decided to remove all the spammers' posts and comments from the Experience Cloud site.

What should the Experience Cloud consultant recommend to remove them?

A. Utilize the Insights reports by creating and using a custom action to remove all the spammers' posts and comments.

B. Submit a high-priority case with Salesforce Support to remove all of the spammers' posts and comments. The site will be under maintenance state until resolution.

C. Experience Cloud site managers, moderators, and admms work together to remove all the spammers' posts and comments manually.

D. Enable Experience Cloud Einstein features to remove all the spammers' posts and comments as a background action.

Answer: A (LEAVE A REPLY)

To remove all the spammers' posts and comments from the Experience Cloud site, DR should utilize the Insights reports by creating and using a custom action to remove them. Insights reports are reports that show the activity and engagement metrics on DR's site, such as page views, likes, comments, flags, and moderation actions. DR can use Insights reports to identify the spammers' posts and comments based on the flagging reasons or other criteria. DR can also create a custom action that allows DR to remove multiple posts or comments at once from the Insights reports.

NEW QUESTION: 64

A consultant needs to leverage ExperienceBundle for a deployment but is unable to view it. What is the most likely cause for this issue?

A. The experience has not yet been published.

B. A change set containing the Network needs to be deployed.

C. The "Enable ExperienceBundle Metadata API" setting needs to be checked.

D. A custom Experience template needs to be created.

Answer: C (LEAVE A REPLY)

The ExperienceBundle Metadata API allows you to retrieve, deploy, create, update, or delete an Experience Cloud site's metadata definition in a single API call. To use this API, you need to enable the "Enable ExperienceBundle Metadata API" setting in the Experience Cloud site's administration settings.

NEW QUESTION: 65

Universal Containers (UC) updates its Salesforce CMS content often to meet the needs of its customers. The site builder wants to use a template with out-of-the-box components that dynamically update the CMS content on its Experience Cloud site.

Which template should the site builder use?

- A. Build Your Own (Aura)
- B. Customer Service
- C. Build Your Own (LWR)
- D. Salesforce Tabs + Visualforce

Answer: B (LEAVE A REPLY)

NEW QUESTION: 66

The system administrator at Cloud Kicks (CK) has deactivated their Experience Cloud site to do some maintenance and cleanup.

How should the administrator ensure that CK customers do NOT receive a welcome email when the site is once again active?

- A. Disable the Send welcome email checkbox for the site.
- B. Remove all profiles from the site's membership and add them again after the site is activated.
- C. Use Data Loader to remove all members' email addresses.
- D. Use the new Service Not Available (SNA) feature.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 67

Bloomington Caregivers (BC) has created a customer Experience site using Experience Cloud that gives customers the ability to pay this, manage appointments, and open cases with support. BC also has a partner Experience site on Experience Cloud. The company's leadership has now decided to extend access to the customer Experience site to its partners and internal Salesforce users so they can collaborate more effectively.

What is the recommended way to add partners and internal users to the customer Experience site?

- A. Add the existing partner profiles and internal user profiles to the customer Experience site; this will automatically give users access to the customer site.
- B. Enable the partner accounts and the internal accounts as customers; the users under these accounts will then automatically gain access to the customer site.

C. Configure SSO between the partner site and customer site so partners get access. Also configure SSO between internal org and the customer site so internal users get access to the customer site.

D. Create business accounts for partners and internal users, enable the accounts as customers, and then create users under these accounts by creating contacts.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 68

Universal Containers is looking to onboard three new partners to the community.

* Each partner have a branded experience containing their colors and logo.

* Gold and silver partners should have access to the Leads inbox component, but Bronze partners should not.

* Bronze partners should not have access to the Leas tab.

How should an administrator solve for these requirements?

A. Create branding sets, audience targeting and a custom Navigation menu component.

B. Create a separate community for each partner with audience targeting.

C. Create branding sets, a separate page variation for each partner, and a custom Navigation Menu component.

D. Create branding sets, audience targeting, and navigation menu targeting.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 69

Ursa Majer Solar (UMS) would like authenticated Experience Site users to see cases, quotes, contracts, and Knowledge articles appear in search results, but the Search Results component is only returning Knowledge articles.

How should UMS configure its search results to yield the desired results?

A. In Salesforce Setup, under the Experience Site users' profile, adjust the system permissions to allow for multiple objects in search results.

B. On the Search page, switch the Search Results component with Global Search Results and select the appropriate objects in the property editor.

C. On the Search page, select the appropriate objects in the property editor for the Search Results component.

D. On the Home page, in the property editor for the Hero component, adjust the Hero Type to "Call to Action" instead of "Search".

Answer: B ([LEAVE A REPLY](#))

This option allows UMS to configure its search results to include cases, quotes, contracts, and Knowledge articles. The Global Search Results component is a new component that supports multiple objects and facets in the search results. UMS can add this component to the Search page and select the objects that they want to display in the property editor.

NEW QUESTION: 70

Which three topic types can be used in an Aura site?

Choose 3 answers

- A. Content Topic
- B. Standard Topic
- C. Featured Topic
- D. Navigational Topic
- E. Deleted Topic

Answer: ([SHOW ANSWER](#))

Three topic types that can be used in an Aura site are:

Standard Topic. This is a topic that is created by users or administrators and assigned to content, such as posts, files, or articles. Users can follow or unfollow standard topics and see the related content on the topic detail page.

Featured Topic. This is a topic that is selected by administrators to highlight important or popular content on the site. Featured topics appear on the home page or on the topic catalog page of the site.

Navigational Topic. This is a topic that is used to organize content into categories or subcategories on the site. Navigational topics appear on the navigation menu of the site and allow users to browse content by topic.

NEW QUESTION: 71

Ursa Major Solar (UMS) wants to differentiate between the leads created by partners and the leads created by its own Sales team. All lead records are shared with partners: however, some of the information captured by the Sales team on the lead record should not be shared with partners.

Which two steps should UMS take at a minimum in order to meet the requirement?

Choose 2 answers

- A. Create Lead Record Types for Lead Distribution.
- B. Create Page Layouts for Lead Distribution.
- C. Create a separate channel for partners in PRM Workspaces.
- D. Enable "Lead Sharing" in Digital Experience settings.

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 72

What are two Salesforce recommendations for setting up partner roles in large orgs?

Choose 2 answers

- A. Grant partner users access to the partner account using a Sharing Rule,
- B. Reduce the number of roles to one to improve system performance.
- C. Create partner roles in the same branch in your Role Hierarchy.
- D. Create partner roles in a separate branch in your Role Hierarchy.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

Cloud Kicks (CK) wants to create a public site to recruit potential volunteers. Volunteering events are stored in a custom VolunteeringEvent object.

How can CK give guest users access to a custom object?

- A. Through guest user roles
- B. Through guest user Sharing Sets
- C. Through guest user organization-wide defaults (OWD)
- D. Through guest user Sharing Rules

Answer: C (LEAVE A REPLY)

To give guest users access to a custom object, CK can use guest user organization-wide defaults (OWD). OWD are a feature that allows you to set the default level of access that guest users have to records of a custom object. You can use OWD to grant Read Only or Read/Write access to guest users for a custom object. For example, CK can use OWD to give guest users Read Only access to the VolunteeringEvent object.

NEW QUESTION: 74

Universal Containers (CU) 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?

- A. Create custom Apex handlers using login method from site class to sign in users from one community to the other.
- B. Establish SSO between the two Experience Cloud sites by using one org as an identity provider and the other org as a service.
- C. 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.
- D. Create separate user account for UC customer in CK's Experience Cloud site, since SSO cannot be established between two Experience Cloud sites.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 75

Ursa Major Solar (UM5) is planning to build a portal for its partners. Among other things, UMS will be distributing leads to its partners in the portal.

Which standard component can UMS leverage if it elects to use Partner Central template?

- A. Lead Distribution
- B. Lead Inbox
- C. Lead Selector

D. Lead Flow

Answer: B (LEAVE A REPLY)

To distribute leads to its partners in the portal, UMS can leverage the Lead Inbox component if it elects to use Partner Central template. The Lead Inbox component is a standard component that displays a list of leads assigned to the partner user or their partner account. The partner user can view, accept, or reject the leads from the Lead Inbox component.

NEW QUESTION: 76

Which step does the system administrator have to take to create a partner user?

- A. Create a partner queue, and add users to it.
- B. Select Enable Partner User from the Contact Detail page.
- C. Assign the Gold Partner permission to the user.
- D. Add the user to the All Partner Portal Users public group.

Answer: B (LEAVE A REPLY)

This step allows the system administrator to create a partner user from an existing contact that is associated with a partner account. The partner user inherits the role, profile, and permission sets from the contact. The system administrator can also specify a username, email address, and nickname for the partner user.

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NEW QUESTION: 77

Universal Containers (UC) is implementing a community for its retailers.

How can UC give retail store managers access to the records owned by their peers and subordinates?

- A. Put retail managers in a manager role.
- B. Set OWD to public, and manage access via Apex Sharing.
- C. Email retail managers best practices on how to manually share data.
- D. Give retail managers Super User access.

Answer: D (LEAVE A REPLY)

This option allows UC to give retail store managers access to the records owned by their peers and subordinates. Super User access is a feature that grants community users access to records that are owned by users who have the same role or a role below them in the role hierarchy. Super User access can be enabled for partner users or customer users with Customer Community Plus or Partner Community licenses²

NEW QUESTION: 78

Universal Containers (UC) has hired UX designers to help improve brand recognition and has a new style guide it needs to implement to unify branding across all of its Experience sites.

What should UC do to accomplish this?

- A. Create a custom template to apply to all Experience sites.
- B. Reference a shared Bootstrap CSS file in all of the sites.
- C. Create a custom theme to apply to all Experience sites.
- D. Send the style guide to Experience managers to implement.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 79

Ursa Major Solar has a customer portal where both customers and employees can log in to view information about the company. The marketing team has created a special design of their logo and company branding for their Platinum customers, and would like the user interface in the portal to reflect that special design when a Platinum Calculator customer is logged in.

Which functionality should the Experience Cloud manager use to achieve this?

- A. Templates
- B. Branding Sets
- C. CMS Connect a
- D. Themes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 80

Which three topic types can be used in an Aura site?

Choose 3 answers

- A. Deleted Topic
- B. Featured Topic
- C. Navigational Topic
- D. Content Topic
- E. Standard Topic

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 81

Cloud Kicks (CK) is planning to introduce a User Acceptance Testing (UAT) process to ensure quality. UAT will take place In Partial and Full sandboxes. OC has also set up the Salesforce content Delivery Network (CDN) for its domain in production environment.

What should CK keep in mind about salesforce CDN?

- A. Salesforce CDN is only supported in Full sandbox environments.
- B. Salesforce CDN is not supported in sandbox environments.
- C. Salesforce CDH is only supported in Developer sandbox environments
- D. Salesforce CDN is supported in all sandbox environment

Answer: B (LEAVE A REPLY)

CK should keep in mind that Salesforce CDN is not supported in sandbox environments. Salesforce CDN is a feature that allows CK to improve the performance of its site by caching static resources on servers that are closer to CK's site visitors. However, this feature is only available in production environments and not in sandbox environments, such as Partial and Full sandboxes. Therefore, CK should not use Salesforce CDN for its UAT process.

NEW QUESTION: 82

Universal Containers (UC) has a customer portal so that customers can manage their shipping. UC has several sharing rules in place and leverages the External Account Hierarchy to assist with data access. One of UC's large customers, Cloud Kicks, has recently acquired Northern Trail Outfitters. Sales wants to merge these two accounts, but they are getting an error.

What could be the cause of the error?

- A. The user trying to merge the accounts does not have the System Administrator profile.
- B. The user trying to merge the accounts does not have the Merge Portal Roles permission.
- C. Accounts with active Experience Cloud users cannot be merged with another account.
- D. Accounts used in an External Account Hierarchy cannot be merged with another account.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 83

Universal Containers (CU) is looking to create a site that supports channel sales, leads distribution, and deal registration.

Which template should UC select?

- A. Customer Account Portal
- B. Partner Central
- C. Help Center
- D. Build Your Own

Answer: (SHOW ANSWER)

NEW QUESTION: 84

Northern Trail outfitters (NTO) aims to provide personalization by encouraging its individual customers to self-register in its B2C Experience site. NTO is not looking to create a placeholder account.

NTO Experience consultant has set up self-registration in its Login and Registration pages. NTO's site manager has configured the "Allow external users to self-register" option. NTO uses Customer Community Plus Licenses.

Which two steps are needed to complete self-registration in NTO's Experience site?

Choose 2 answers

- A.** Ensure that the Account field is empty in the registration section.
- B.** Contact Salesforce Customer Support to enable Communities Self Registration Controller.
- C.** Ensure that the Contact field is empty in the registration section.
- D.** Contact Sales customer Support to enable Person Accounts.

Answer: ([SHOW ANSWER](#))

To complete self-registration in NTO's Experience site without creating a placeholder account, NTO needs to take two steps:

Ensure that the Account field is empty in the registration section. This will allow NTO to create individual customers without associating them with an account.

Contact Sales customer Support to enable Person Accounts. Person Accounts are a feature that allows NTO to store information about individual customers in a single record, instead of using separate account and contact records. NTO needs to contact Salesforce Customer Support to enable Person Accounts in its org.

NEW QUESTION: 85

What are three best practices when configuring self-registration for an Experience Cloud site? Choose 3 answers

- A.** Use the same profile for your self-service site and your partner portal.
- B.** Use a restrictive default profile to begin with.
- C.** Assign the standard site profile as the default for self-registration.
- D.** Assign a cloned standard site profile as the default for self-registration.
- E.** Create a separate profile for your self-service site and your partner portal.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 86

Ursa Major Solar (UMS) wants to differentiate between the leads created by partners and the leads created by its own Sales team. All lead records are shared with partners; however, some of the information captured by the Sales team on the lead record should not be shared with partners.

Which two steps should UMS take at a minimum in order to meet the requirement?

Choose 2 answers

- A. Create Lead Record Types for Lead Distribution.
- B. Create Page Layouts far Lead Distribution.
- C. Enable "Lead Sharing" in Digital Experience settings.
- D. Create a separate channel for partners in PRM Workspaces.

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 87

A consultant is in the process of designing the sharing and visibility model for Cloud (CK) new hiking site built on experience Cloud. The consultant knows that CK plans to use the Customer Community License type.

What limitations should the consultant consider related to sharing and visibility for this license type?

- A. All site users that require access to all records across all objects have the proper Sharing Set.
- B. All site users that require access to certain records for certain objects have the proper Sharing set.
- C. Any site users that require access to specific records have the proper Sharing Rule.
- D. All site users have the appropriate role assigned.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 88

What is required when creating portal users through Just-Time (JIT) provisioning?

- A. FederationIdentifier
- B. Organization_id
- C. User.Role
- D. FirstName

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 89

Dreamscape Flowers recently launched three Experience Cloud sites for North America, Europe, and Asia Pacific regions. The Community managers have installed the Salesforce Communities Management package and are getting useful insights on adoption and engagement.

During the Community managers' weekly meeting, the Community manager for Europe mentioned that the preconfigured Insights reports cannot be used for their Experience Cloud site.

What is the reason for this issue?

- A. The Experience Cloud site for Europe is not using Chatter which is needed to use the preconfigured Insights reports.
- B. The Experience Cloud site for Europe has more than a million users.
- C. The Community manager for Europe does not have System Administrator privileges.

D. The preconfigured Insights reports need to be modified to meet GDPR requirements.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 90

Ursa Major Solar (UMS) is using the Customer Account Portal template where both customers and employees can log in to view information about the company. UMS would like the Home page to showcase internal resources at the top for its employees, and would like self-help resources to be available for logged-in customers. UMS wants to exclude employee resources from the layout of the Home page when customers are logged in. Which functionality should UMS utilize to showcase the Home page in different ways?

- A. Case Feeds
- B. Page Variations
- C. Sharing Sets
- D. Developer Console

Answer: B (LEAVE A REPLY)

This option allows UMS to showcase the Home page in different ways for its employees and customers. Page variations are different versions of a page with different layouts, components, and content. UMS can create page variations for the Home page and use audience targeting to display different variations to different audiences based on user attributes, such as profile or user type3

NEW QUESTION: 91

AW Computing is using the Build Your Own (LWR) template to create a site for its customers. The site will showcase blog posts written by AW Computing thought leaders. Which component should the site creator use to dynamically populate the site with blog posts as new ones are added?

- A. CMS Connect (JSON)
- B. CMS - Single
- C. Grid component with CMS Collections
- D. Grid component with list.views

Answer: (SHOW ANSWER)

To dynamically populate the site with blog posts as new ones are added, CK should use a Grid component with CMS Collections. A Grid component is a component that displays content in a grid layout with rows and columns. A CMS Collection is a collection of content items that are created and managed in Salesforce CMS. CK can use a Grid component and select a CMS Collection as the content source. This will allow CK to showcase blog posts written by AW Computing thought leaders on its site and automatically update them as new ones are added.

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NEW QUESTION: 92

Northern Trail Outfitter is looking to implement a public Knowledge base. The company has 1, 000 articles stored in an external systems.

Some of the articles are more than 2 years old.

What should a consultant recommend to optimize the public knowledge base?

- A.** Manually add the top performing articles to Salesforce and select the Public Knowledge Base channel.
- B.** Bulk-import all articles to Salesforce and achieve duplicate and outdated articles.
- C.** Manually add the top performing articles to Salesforce and select Authenticated Sites as the Channel.
- D.** Bulk-import the top performing articles to Salesforce and select the public knowledge base channel.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 93

Universal Containers has implemented Chat, but agents are complaining that they have to capture several pieces of information before being able to service the customer.

What should an administrator do to capture information upfront on the Experience site?

- A.** Create a flow for customers to fill out before initiating Chat.
- B.** Enable Chat for only authenticated users and pass the user's information on hidden fields.
- C.** Deploy a unique chat per topic.
- D.** Create a pre-chat form to fill out before initiating Chat.

Answer: D (LEAVE A REPLY)

To capture information upfront on the Experience site, the administrator should create a pre-chat form to fill out before initiating Chat. A pre-chat form is a form that appears before a chat session starts and asks customers to provide some information, such as their name, email, phone number, or issue description. This helps agents to identify the customer and prepare for the chat session.

NEW QUESTION: 94

To which three objects can the Partner Super User access be applied?

Choose 3 answers

- A. Campaigns
- B. Custom Objects
- C. Cases
- D. Accounts
- E. Opportunities

Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 95

Ursa Majer Solar (UMS) would like authenticated Experience Site users to see cases, quotes, contracts, and Knowledge articles appear in search results, but the Search Results component is only returning Knowledge articles.

How should UMS configure its search results to yield the desired results?

- A. On the Search page, switch the Search Results component with Global Search Results and select the appropriate objects in the property editor.
- B. In Salesforce Setup, under the Experience Site users' profile, adjust the system permissions to allow for multiple objects in search results.
- C. On the Search page, select the appropriate objects in the property editor for the Search Results component.
- D. On the Home page, in the property editor for the Hero component, adjust the Hero Type to "Call to Action" instead of "Search".

Answer: D (LEAVE A REPLY)

NEW QUESTION: 96

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?

- A. Help Center
- B. Customer Service
- C. Partner Central
- D. Customer Account Portal

Answer: A (LEAVE A REPLY)

NEW QUESTION: 97

Universal Containers has recently launched a site for its retailers. Retailers are able to collaborate with other retailers around topics; however, retail managers aren't able to see records owned by their peers and subordinates.

What should be done to resolve the issue?

- A. A Sharing Set needs to be created.
- B. A Sharing Rule needs to be created.
- C. Retail managers need to be put in the executive role in the Role Hierarchy.
- D. Retail managers need to be given Super User access.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 98

The Cloud Kicks (CK) site administrator is onboarding a new partner to its Experience Cloud site. They have created the partner as an Account, added the required Contacts, and ensured that the Welcome Email selection is checked. However, upon review, the site administrator has found that none of the partner users were able to register. What should the site administrator do to ensure they are able to set up partner users correctly?

- A. Double-check that the partner profile has been added to the CK site.
- B. Double-check that the provided email addresses are correct.
- C. Ensure that the Account has been enabled as a partner Account.
- D. Ensure that the Contacts under the Account are enabled as partner users.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 99

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?

- A. Customer Account Portal
- B. Partner Central
- C. Help Center
- D. Customer Service

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 100

Universal Containers is implementing a customer community.

What sharing mechanism should be used to allow customers to view their own cases even after those cases are assigned to a support agent?

- A. OWD and Apex Sharing
- B. Sharing Set
- C. Case co-ownership using Super User access
- D. Sharing Map and custom permission set

Answer: B ([LEAVE A REPLY](#))

A sharing set is a feature that grants community users access to records that have a lookup relationship with their user record or their account or contact record. For example, a sharing set can grant customers access to cases that have the same contact as their user

record, regardless of the case owner or role hierarchy. Sharing sets are easy to configure and do not require code.

NEW QUESTION: 101

The Salesforce Administrator at Universal Containers (UC) has set up topics. UC is going through a rebranding phase and wants to simplify topics but keep articles that have been assigned to the topics.

How should the Salesforce Administrator accomplish this?

- A. Delete existing topics and assign articles to newly created topics.
- B. Keep existing topics and reassign articles to newly created topics.
- C. Merge similar topics in Content Management.
- D. Mark old topics as Inactive and assign articles to the new active topics.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 102

Universal Containers is implementing a customer community.

What sharing mechanism should be used to allow customers to view their own cases even after those cases are assigned to a support agent?

- A. Case co-ownership using Super User access
- B. Sharing Set
- C. OWD and Apex Sharing
- D. Sharing Map and custom permission set

Answer: B (LEAVE A REPLY)

NEW QUESTION: 103

Which step denotes the completion of an Experience Cloud site setup?

- A. Setting up SSO
- B. Activating the site
- C. Assigning roles to users
- D. Assigning profiles to users

Answer: B (LEAVE A REPLY)

The step that denotes the completion of an Experience Cloud site setup is activating the site. Activating the site is the final step that makes your Experience Cloud site live and accessible to your users and visitors. Before activating the site, you need to complete other steps such as creating pages, adding components, configuring settings, assigning permissions, and testing functionality. After activating the site, you can still make changes and updates as needed.

NEW QUESTION: 104

Dreamscape Flowers (DF) has a community for its flower growers. DF now wants to create communities for its franchisee network as well as direct B2C customers as part of a

company-wide digital transformation. Other subsidiaries of DF are also undergoing digital transformation and are interested in setting up similar communities based on DF's approach.

In what two ways can Lightning Bolt help DF accomplish this?

Choose 2 answers

- A. Lightning Bolts can be distributed and reused.
- B. Lightning Bolts can help reduce implementation time.
- C. Lightning Bolts can help minimize licensing and provisioning cost.
- D. Lightning Bolts can help organize, manage, and reuse digital content.

Answer: (SHOW ANSWER)

Two ways that Lightning Bolt can help DF accomplish this are A and B. Lightning Bolt is a framework that allows you to create and distribute industry-specific solutions that include prebuilt themes, templates, pages, components, and business logic. By using Lightning Bolt, DF can create a solution for its flower business that includes all the features and functionality they need for their communities. They can then distribute and reuse this solution for their subsidiaries or other customers who want to set up similar communities. This can help reduce implementation time and ensure consistency and quality across different communities.

NEW QUESTION: 105

Cloud Kicks (CK) wants to use its existing single sign-on (SSO) Identity Provider with its new Experience Cloud site.

CK wants to use the Just-in-Time Provisioning feature for Experience Cloud.

Which value is required in the user type?

- A. Federation ID
- B. Entity ID
- C. Standard
- D. Username

Answer: (SHOW ANSWER)

NEW QUESTION: 106

Universal Containers is planning to build a community where customers will be able to view Knowledge articles and chat live with a support agent.

What should the administrator use to configure the chat functionality?

- A. Service Channel and Chatter
- B. Experience Builder and Chatter
- C. Chat Agent Guided Setup Flow and Service Console
- D. Service Console and Service Channel

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 107

Cloud Kicks (CK) is planning to build a social intranet site as well as an HR help site for its employees using Experience Cloud. Most employees either work in sales or service and currently use Salesforce.

Which user license should be recommended for CK's employees to access Experience Cloud sites?

- A. Salesforce Authenticated Site
- B. Salesforce Unlimited
- C. Customer Community
- D. Platform Portal

Answer: (SHOW ANSWER)

To access Experience Cloud sites, CK's employees should use the Salesforce Unlimited user license. This license allows employees to access Salesforce and Experience Cloud sites with the same login and credentials. It also provides unlimited custom objects, tabs, and apps, as well as enhanced storage and support. The Salesforce Unlimited user license is the most comprehensive and flexible license for Salesforce users.

NEW QUESTION: 108

Dreamscape Flowers (DF) has a community for its flower growers. DF now wants to create communities for its franchisee network as well as direct B2C customers as part of a company-wide digital transformation. Other subsidiaries of DF are also undergoing digital transformation and are interested in setting up similar communities based on DF's approach.

In what two ways can Lightning Bolt help DF accomplish this?

Choose 2 answers

- A. Lightning Bolts can be distributed and reused.
- B. Lightning Bolts can help reduce implementation time.
- C. Lightning Bolts can help organize, manage, and reuse digital content.
- D. Lightning Bolts can help minimize licensing and provisioning cost.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 109

Northern Trail Outfitters (NIO) is considering how to manage its accounts for the B2B portion of its business. NIO uses person accounts for its B2C business, and business accounts with related contacts for its B2B business. NIO has several B2B customer accounts that are very large. These accounts have child accounts that represent departments and opportunities at the department level that will need to be visible to users at the parent account level. NIO has Customer Community Plus licenses.

How should NIO manage its accounts in its Partner Community?

- A. Enable the External Account Hierarchy setting departments as child accounts.
- B. Extend the Standard Role Hierarchy setting departments as child accounts.
- C. Since NIO has person accounts, it cannot use the External Account Hierarchy and will need to use groups and sharing rules to grant the required record access.
- D. Use the Business Accounts and Contacts with Sharing Sets to grant additional record access as needed.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 110

Cloud Kicks (CK) is planning to introduce a User Acceptance Testing (UAT) process to ensure quality. UAT will take place in Partial and Full sandboxes. CK has also set up the Salesforce content Delivery Network (CDN) for its domain in production environment.

What should CK keep in mind about Salesforce CDN?

- A. Salesforce CDN is not supported in sandbox environments.
- B. Salesforce CDN is supported in all sandbox environments.
- C. Salesforce CDN is only supported in Developer sandbox environments.
- D. Salesforce CDN is only supported in Full sandbox environments.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 111

Universal Containers (UC) updates its Salesforce CMS content often to meet the needs of its customers. The site builder wants to use a template with out-of-the-box components that dynamically update the CMS content on its Experience Cloud site.

Which template should the site builder use?

- A. Build Your Own (Aura)
- B. Customer Service
- C. Salesforce Tabs + Visualforce
- D. Build Your Own (LWR)

Answer: (SHOW ANSWER)

This template allows CK to use out-of-the-box components that dynamically update the CMS content on its Experience Cloud site. Build Your Own (LWR) is a template that uses Lightning Web Components (LWC) to create fast and responsive pages. It also supports

Salesforce CMS Connect, which allows CK to display CMS content from any CMS source on its site.

NEW QUESTION: 112

Ursa Major Solar (UMS) would like to display a collection of news articles it has added to a workspace in Salesforce via a CMS Collection in its customer portal.

Where should UMS create the CMS collection before configuring the CMS Collection component in Experience Builder?

- A. Community Setting
- B. Content Management in Workspaces
- C. Branding Sets
- D. Administrator in Workspaces

Answer: B (LEAVE A REPLY)

NEW QUESTION: 113

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

- A. Enable "Allow External Lead Sharing" in Digital Experience settings.
- B. Create Page Layouts for Lead Distribution.
- C. Configure Lead Creation and Lead Distribution inside PRM Workspace.
- D. Create Assignment Rules for Lead Distribution.

Answer: A,D (LEAVE A REPLY)

To set up Lead Sharing or Lead Distribution for partners, two steps are to enable "Allow External Lead Sharing" in Digital Experience settings and create Assignment Rules for Lead Distribution. Enabling "Allow External Lead Sharing" allows partners to access leads that are shared with them through sharing rules or manual sharing. Creating Assignment Rules for Lead Distribution allows leads to be automatically assigned to queues or users based on criteria that you define.

NEW QUESTION: 114

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?

- A. Assign a single screen to multi-step flow and give the guest user access via page layout.
- B. Save the flow with the "System Context Without Sharing-Access All Data" option.
- C. Set the "Enable Lightning Flows for Guest User" toggle option to ON in Setup.

D. Convert multi-step flow into individual flows and give the guest user access to each flow separately.

Answer: (SHOW ANSWER)

To enable the guest user to run the flow, UC should set the "Enable Lightning Flows for Guest User" toggle option to ON in Setup. A flow is a tool that allows you to automate business processes by guiding users through screens and performing actions based on their inputs. A guest user is a user who accesses your Experience Cloud site without logging in or registering. To allow guest users to run flows on your site, you need to enable the "Enable Lightning Flows for Guest User" option in Setup, which gives guest users access to run flows that are embedded in Lightning pages or Visualforce pages.

NEW QUESTION: 115

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?

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

Answer: A (LEAVE A REPLY)

To prevent usability issues, CK should provision and activate CDN in those regions where traffic is high. A CDN is a network of servers that delivers cached static content from websites to users based on the geographic location of the user. By provisioning and activating CDN in high-traffic regions, CK can improve the performance and availability of their public site for their users.

NEW QUESTION: 116

Partners at Universal Containers (UC) have given feedback that it takes too long for administrators to create new users or reset passwords for partner employees.

What should be done to help UC with user management?

- A.** Create a new user form that automatically triggers a process to create a user.
- B.** Implement a limit on new users and password resets.
- C.** Delegate external user administration.
- D.** Recommend partners share user credentials.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 117

Universal Containers (UC) has a customer portal so that customers can manage their shipping. UC has several sharing rules in place and leverages the External Account

Hierarchy to assist with data access. One of UC's large customers, Cloud Kicks, has recently acquired Northern Trail Outfitters. Sales wants to merge these two accounts, but they are getting an error.

What could be the cause of the error?

- A.** The user trying to merge the accounts does not have the Merge Portal Roles permission.
- B.** The user trying to merge the accounts does not have the System Administrator profile.
- C.** Accounts with active Experience Cloud users cannot be merged with another account. Pencil & Paper
- D.** Accounts used in an External Account Hierarchy cannot be merged with another account.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 118

Universal Containers (UC) maintains multiple customer experiences, but only one profile for No customer has access to more than one experience Which two steps should the UC admin take to grant access to each customer?

Choose 2 answers

- A.** Edit the applicable user profile
- B.** Select a permission set for a given experience
- C.** Select the profile for a given experience
- D.** Create a permission Set

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 119

Dreamscape Flowers (DF) is evaluating Salesforce Partner Relationship Management (PRM) to help improve its current channel sales performance.

In what two ways can Salesforce PRM help DF accelerate channel sales?

Choose 2 answers

- A.** By automating partner entitlement assignment in Channel sales teams
- B.** BY automating partner tiering in Channel sales hierarchy
- C.** By automating partner lead routing
- D.** By automating quoting with Salesforce CPQ

Answer: (SHOW ANSWER)

Two ways that Salesforce PRM can help DF accelerate channel sales are B and C.

Salesforce PRM is a solution that allows you to manage your partner relationships and empower them to sell your products and services. By using Salesforce PRM, DF can automate partner tiering in Channel sales hierarchy, which allows them to assign different tiers and benefits to their partners based on their performance and potential. DF can also automate partner lead routing, which allows them to distribute leads to their partners based

on criteria such as location, product, or skill. These features can help DF increase partner engagement and loyalty, optimize lead conversion, and grow channel revenue.

NEW QUESTION: 120

Universal Containers has recently launched a site for its retailers. Retailers are able to collaborate with other retailers around topics; however, retail managers aren't able to see records owned by their peers and subordinates.

What should be done to resolve the issue?

- A.** Retail managers need to be put in the executive role in the Role Hierarchy.
- B.** Retail managers need to be given Super User access.
- C.** A Sharing Rule needs to be created.
- D.** A Sharing Set needs to be created.

Answer: B (LEAVE A REPLY)

Super User access is a feature that allows you to grant access to records owned by other users who have the same role or a role below them in the role hierarchy. You can use Super User access to give retail managers access to records owned by their peers and subordinates.

NEW QUESTION: 121

Which three permissions are included for a delegated administrator?

Choose 3 answers

- A.** Create and edit external user records.
- B.** Manage object access for external users.
- C.** Add external users to multiple accounts.
- D.** Generate new passwords for external users.
- E.** Manage permissions sets for external users on their account.

Answer: A,D,E (LEAVE A REPLY)

Three permissions that are included for a delegated administrator are A, D, and E. A delegated administrator is a user who has limited administrative privileges to perform certain user management tasks on behalf of an administrator. A delegated administrator can create and edit external user records, generate new passwords for external users, and manage permission sets for external users on their account. A delegated administrator cannot manage object access or add external users to multiple accounts.

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NEW QUESTION: 122

Northern Trail Outfitters (NTO) is punning to create an HR help desk for its employees. IT recommends using Experience Cloud to build the HR help desk app. What should NTO consider when building the HR help desk app?

- A. HR user profiles are only available in Enterprise and Performance Editions with HR permission set license.
- B. MR user profile is only available in Employee Cloud with Employee permission set license.
- C. The HR help desk app can centralize knowledge and self service into one experience site.
- D. The HR help desk app can centralize Chatter from all related active Experience Cloud sites in the org.

Answer: (SHOW ANSWER)

NEW QUESTION: 123

As a pilot, Ursa Major Solar's customers from California were assigned to a page variation for the Home page so that the layout looks slightly different than for customers from other states. The page variation uses a Rich Content Editor component assigned solely to Platinum customers.

Who will be able to view the Rich Content Editor component?

- A. All customers
- B. All customers from California
- C. All Platinum customers
- D. All Platinum customers from California

Answer: D (LEAVE A REPLY)

NEW QUESTION: 124

Zephyrus Relocation (ZRS) plans to launch a public site. ZRS would like to leverage a topic catalog so that site users can see all the organized topics in one place and easily navigate to any topic or subtopic.

Which step is required to set up a topic catalog?

- A. Enable Topic Hierarchy and create at least one topic with two subtopics.
- B. Create at least one topic and add the More Topics link when editing the navigation menu.
- C. Create at least one subtopic and add the More Topic link when editing the navigation menu.
- D. Create at least one topic along with its subtopic.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 125

Dreamscape Flowers (DF) is planning to use Salesforce Partner Relationship Management (PRM) to manage partner lifecycle. DF is aware that Salesforce PRM can help with channel sales, lead distribution, and co-marketing with partners.

Which other three features come standard with Salesforce PRM that DF can leverage without any code customization?

Choose 3 answers

- A. Partner Value Score Matrix
- B. Case Escalation
- C. AI-Powered Knowledge Base
- D. Partner Incentivization Map
- E. Chat

Answer: (SHOW ANSWER)

Salesforce Partner Relationship Management (PRM) is a solution that helps you manage your partner lifecycle, from recruitment to enablement to co-selling. Salesforce PRM comes with some standard features that you can leverage without any code customization, such as:

Case Escalation: You can enable your partners to escalate cases to you when they need your help or expertise.

AI-Powered Knowledge Base: You can provide your partners with relevant and personalized knowledge articles powered by Einstein Article Recommendations.

Chat: You can enable your partners to chat with you or other partners in real time using Embedded Service Chat or Salesforce Chat Snap-ins.

NEW QUESTION: 126

Northern Trail Outfitters (NIO) is considering how to manage its accounts for the B2B portion of its business. NIO uses person accounts for its B2C business, and business accounts with related contacts for its B2B business. NTO has several B2B customer accounts that are very large. These accounts have child accounts that represent departments and opportunities at the department level that will need to be visible to users at the parent account level. NIO has Customer Community Plus licenses.

How should NTO manage its accounts in its Partner Community?

- A. Extend the Standard Role Hierarchy setting departments as child accounts.
- B. Enable the External Account Hierarchy setting departments as child accounts.
- C. Use the Business Accounts and Contacts with Sharing Sets to grant additional record access as needed.
- D. Since NTO has person accounts, it cannot use the External Account Hierarchy and will need to use groups and sharing rules to

Answer: D (LEAVE A REPLY)

grant the required record access.

NEW QUESTION: 127

Universal Containers (UC) is building a digital experience for its customers that supports custom case management and commerce solutions. These custom solutions each require more than 10 unmanaged custom objects that would be utilized by customers.

Which two license types have single SKUs that would support this requirement for UC customers?

Choose 2 answers

- A. Commerce Portal
- B. External Apps
- C. Channel Account
- D. Customer Community Plus

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 128

Ursa Major Solar would like the navigation menu in the customer portal to be vertical.

Which two options make this possible?

Choose 2 answers

- A. Download an app from AppExchange
- B. Fix the header's Position.
- C. Edit the default navigation
- D. Write custom code

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 129

Ursa Major Solar (UMS) would like to render a header and footer from an external content management system into its customer portal.

Which feature should UMS use to accomplish this?

- A. Developer Console
- B. CMS Connect
- C. Compact Header Properties
- D. Rich Content Editor

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 130

Cloud Kicks (CK) wants potential customers to use self-registration to sign up and gain access to its new site. CK uses Person Accounts for its customers.

How should the CK system administrator configure self-registration?

- A. Set the profile to the standard Person Account profile.
- B. Leave the Account field blank.
- C. Create a flow to convert the Contact to a Person Account.

D. Create a trigger on User to convert the Contact to a Person Account.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 131

Northern Trail Outfitters has a network of resellers who are Partner Community users. One of the resellers has requested that their parent company get View access to cases created by their child companies.

Which functionality will meet the requirement best?

- A. Manually share cases.
- B. Move users who need case access to a higher level in the Role Hierarchy.
- C. Configure an External Account Hierarchy.
- D. Create a Sharing Set for the Account.

Answer: C (LEAVE A REPLY)

An External Account Hierarchy is a feature that allows you to create a hierarchy of accounts for your partners and grant access to records based on the hierarchy level. You can use an External Account Hierarchy to grant View access to cases created by child companies to their parent company.

NEW QUESTION: 132

Universal Containers (UC) works with a large retainer network. UC wants these retailers to start registering deal and work with UC to convert them into sales.

Which user license should the Experience Cloud consultant recommend?

- A. Partner Community Plus
- B. Partner Community
- C. Platform Portal
- D. Commerce Portal

Answer: A (LEAVE A REPLY)

This user license allows partners to register deals and work with UC on sales opportunities. It also provides access to reports and dashboards, campaigns, orders, price books, and products. Partner Community Plus users can also access standard and custom objects, such as accounts, contacts, cases, and leads¹

NEW QUESTION: 133

Ursa Major Solar (UMS) is automating its business processes using Salesforce. UMS wants its Platinum partners to be able to approve installation projects and deals. In which two ways can UMS accomplish this? Choose 2 answers

- A. Add external users directly to approval queues and create a digital experience for those users.
- B. Assign external users as the co-owners on records and create a digital experience for those users.

C. Assign external users Super User access on records and create a digital experience for those users,

D. Assign external users as approvers on records and create a digital experience for those users.

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 134

Northern Trail Outfitters has a network of resellers who are Partner Community users. One of the resellers has requested that their parent company get View access to cases created by their child companies.

Which functionality will meet the requirement best?

A. Create a Sharing Set for the Account.

B. Manually share cases.

C. Configure an External Account Hierarchy.

D. Move users who need case access to a higher level in the Role Hierarchy.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 135

Universal Containers has recently launched a site for its retailers. Retailers able to collaborates with other retailers around topic; however, retail managers aren't able to see records owned by their peers and subordinates.

What should be done to resolve the issue?

A. Retail managers need to be given Super User access.

B. Retail managers need to be put in the executive role in the Role Hierarchy.

C. A Sharing Rule needs to be created.

D. A Sharing Set needs to be created.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 136

An Experience site is built in an Unlimited org. Some of the pages within the site are exposed to guest users.

How many page views are allowed per month?

A. 1 million

B. 5 million

C. 100,000

D. 500,000

Answer: B ([LEAVE A REPLY](#))

The page view limit for an Experience site depends on the org edition and the license type of the site users. For an Unlimited org, the page view limit is 5 million per month for guest users, and unlimited for authenticated users. A page view is counted when a user requests a page that is served by the site.

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NEW QUESTION: 137

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 that visibility for these product pages are applied as per the requirements for each region. NTO further wants to control the users who see a specific page of this product by setting its visibility.

Which three visibility options are available in Experience Cloud? Choose 3 answers

- A. Audience
- B. Default
- C. Personal
- D. Visible
- E. None

Answer: A,B,E (LEAVE A REPLY)

NEW QUESTION: 138

Ursa Major Solar (UMS) is using the Customer Account Portal template where both customers and employees can log in to view information about the company. UMS would like the Home page to showcase internal resources at the top for its employees, and would like self-help resources to be available for logged-in customers. UMS wants to exclude employee resources from the layout of the Home page when customers are logged in. Which functionality should UMS utilize to showcase the Home page in different ways?

- A. Developer Console
- B. Case Feeds
- C. Page Variations
- D. Sharing Sets

Answer: (SHOW ANSWER)

NEW QUESTION: 139

Ursa Major Solar wants to give customers the ability to add authorized users to view usage, billing, and payment history.

Which permission should be granted to customers to add authorized users?

- A. Delegated External User Administrator
- B. View and Manage Users
- C. Modify All for Usage, Billing, and Payment History
- D. View Content in Portals

Answer: A (LEAVE A REPLY)

To give customers the ability to add authorized users to view usage, billing, and payment history, UMS should grant Delegated External User Administrator permission to customers. Delegated External User Administrator is a permission that allows customers to create new users or reset passwords for other customers in their own account. UMS can use Delegated External User Administration, which is a feature that allows UMS to assign specific users as delegated administrators who can manage external users in their own accounts.

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