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QUESTION 1

Ursa Major Solar would like to make an external user an Experience Site Moderator.

What are two of the several moderation permissions available to assign an external user in order for them to be an effective Experience Site Moderator?

Choose 2 answers

- A. Access Experience Management
- B. Access Sharing Sets
- C. Manage Setup
- D. Manage Experiences

Correct Answer: AD

To make an external user an Experience Site Moderator, two of the several moderation permissions available to assign are Access Experience Management and Manage Experiences. Access Experience Management allows an external user to access Experience Workspaces and Builder from an ExperienceCloud site. Manage Experiences allows an external user to create, edit, and delete experiences, as well as manage settings and content for existing experiences.

QUESTION 2

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

Correct Answer: D

This user license allows users to access cases, Knowledge articles, reports and dashboards, and custom objects in a self-service site. It also provides access to Chatter groups and files, and allows users to edit their own profiles. Customer Community Plus users can also use email-to-case functionality and create records that have lookups to accounts or contacts.

QUESTION 3

Ursa Major Solar (UMS) uses a third party to manage low-severity tickets using its legacy system. Sometimes, third-party agents have to create cases on behalf of UMS customers. Which user licenses should the implementation practitioner recommend for third-party staff?

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

Correct Answer: A

This license type allows third-party staff to access cases, leads, opportunities, contracts, and custom objects on behalf of UMS customers. Partner Community users can also create cases from questions, escalate questions to cases, and view Knowledge articles. Partner Community users cannot access quotes or reports and dashboards.

QUESTION 4

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.

Correct Answer: AB

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.

QUESTION 5

DreamHouse Realty (DR) recently created a site for potential buyers. DR has a rich knowledge base organized in data categories and now plans to make those Knowledge articles available to site users.

Which two steps does DR need to take in order to ensure that new articles show up in the site on an ongoing basis without manual intervention?

Choose 2 answers

- A. Map articles to Content Topics.
- B. Map topics to data categories.
- C. Enable "Share on Sites" setting.
- D. Enable "Automate Topic Assignment" setting.

Correct Answer: BC

To make Knowledge articles available to site users, you need to map topics to data categories and enable the "Share on Sites" setting. Topics are labels that you can assign to articles to make them easier to find and organize. Data categories are away of classifying articles based on a predefined hierarchy. You can map topics to data categories, so that when you assign a topic to an article, it automatically inherits the data category visibility settings. The "Share on Sites" setting allows you to share articles with public users on your site.

QUESTION 6

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

Correct Answer: D

The cause of the error is that accounts used in an External Account Hierarchy cannot be merged with another account. An External Account Hierarchy is a feature that allows you to create a hierarchy of partner accounts and contacts that mirrors the structure of your partner's organization. This helps you manage data access and visibility for your partners. However, accounts that are part of an External Account Hierarchy cannot be merged with other accounts, because this would disrupt the hierarchy and the sharing settings.

QUESTION 7

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.

Correct Answer: C

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.

QUESTION 8

Which three fields are required creating Experience Cloud users using Data Loader? Choose 3 answers

- A. Profile Id
- B. First Name
- C. Role Id
- D. Profile Name
- E. Currency

Correct Answer: ABE

Three fields that are required for creating Experience Cloud users using Data Loader are A, B, and E. Data Loader is a tool that allows you to import or export large amounts of data in or out of your Salesforce org. To create Experience Cloud

users using Data Loader, you need to have some required fields in your CSV file, such as:

Profile Id: This field specifies the profile that determines what users can see and do on your Experience Cloud site.

First Name: This field specifies the first name of the user. **Currency:** This field specifies the currency that applies to the user's data. Other required fields include Last Name, Alias, Email, Username, CommunityNickname, Contact Id (or

Account Id), and IsActive.

QUESTION 9

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

Correct Answer: BC

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 permissions.

QUESTION 10

DreamHouse Realty (DR) is designing a digital experience for its global real estate team. The realtors will need access to Knowledge, reports and dashboards, and Leads coming in from the website. Leads are converted to Opportunities by an internal DR deal desk.

Which license type meets this requirement?

- A. Customer Community Plus
- B. Customer Community
- C. Partner Community
- D. Channel Account

Correct Answer: C

This license type allows the realtors to access Knowledge articles, reports and dashboards, and Leads in the digital experience. Partner Community users can also access standard and custom objects, such as accounts, contacts, cases, and opportunities. Partner Community users can also register deals and collaborate with UMS on sales opportunities.

QUESTION 11

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

Correct Answer: D

To help UC with user management, UC should delegate external user administration to its partners. This will allow UC to grant permission to its partners to create new users or reset passwords for partner employees without involving UC's administrators. UC can use Delegated External User Administration, which is a feature that allows UC to assign specific users as delegated administrators who can manage external users in their own accounts.

QUESTION 12

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

Correct Answer: B

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.

QUESTION 13

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 Theme, and include a different Hero component.
- B. Create a page variation for EMEA, configure the flexible page layout, 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.

Correct Answer: B

Page variations allow you to create different versions of a page for different audiences. You can use the flexible page layout to customize the components and layout of each page variation. You can also target each page variation to a specific audience based on criteria such as location, profile, or record type.

QUESTION 14

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.

Correct Answer: C

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.

QUESTION 15

A consultant is setting up an experience for a client in a new org. The client insists on using standard profiles for external users.

Which step is required in order to use standard profiles in an experience?

- A. Allow using standard external profiles for self-registration, user creation, and login must be enabled.
- B. Create a permission set with 'Allow standard external profiles' check assign to all external users.
- C. Ensure the standard profile have Allow using standard external profiles for self- registration, user creation, and login set to True.
- D. Customer Community Plus Login Experience license need to be used.

Correct Answer: A

To use standard profiles in an experience, the step that is required is to enable the "Allow using standard external profiles for self-registration, user creation, and login" option in Setup. A profile is a collection of settings and permissions that determine what users can see and do in Experience Cloud. Standard profiles are predefined profiles that come with Salesforce and cannot be edited or deleted. To use standard profiles for external users in an experience, you need to enable the "Allow using standard external profiles for self-registration, user creation, and login" option in Setup, which gives you access to use standard profiles such as Customer Community User or Partner Community User.

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