



Free Questions for Experience-Cloud-Consultant by
vceexamstest

Shared by McCall on 24-05-2024

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

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?

Options:

- 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

Explanation:

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 layout.

Question 2

Question Type: MultipleChoice

Universal Containers (UC) works with regional partners to sell localized products. UC is actively accepting new partner applications in certain regions. Partners can only apply using UC's referral program, and the application form in certain regions can potentially contain a varying degree of sensitive information. The list of existing partners must not be shared with the general public.

What should the Experience Cloud consultant recommend?

Options:

- A-** Create an app for the Internal business development team and allow them to generate token-based referral links for existing partners in their region.
- B-** Create a public site for existing partners and allow them to generate token-based referral links for prospect partners.
- C-** Create a public site for prospect partners, show them a nondisclosure agreement, and allow them to fill out an application form on the

site.

D- Create an authenticated digital experience for partners and allow them to refer other partners in their region.

Answer:

A

Explanation:

This option allows UC to control the access to the partner application form and ensure that only qualified partners can apply. Token-based referral links are unique and expire after a certain time, which adds an extra layer of security. Creating an app for the internal team also allows UC to track the performance of the referral program and reward the existing partners accordingly.

Question 3

Question Type: MultipleChoice

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

Options:

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

Answer:

B, C

Explanation:

Two steps that the UC admin should take to grant access to each customer are B and C. To grant access to an Experience Cloud site, you need to assign a license type, a profile, and a permission set to each user. A license type determines what features and functionality a user can access on the site. A profile determines what objects and fields a user can see and edit on the site. A permission set determines what additional permissions and settings a user can have on the site. To assign a profile and a permission set for a given experience, you need to select them from the drop-down menus in the Admin Workspace of your Experience Builder tool.

Question 4

Question Type: MultipleChoice

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?

Options:

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

Answer:

D

Explanation:

The sharing setting that would allow users to collaborate with their peers who work for the same partner firm, but not with any users outside of their firm, is Portal User Visibility. Portal User Visibility is a setting that allows portal users (such as Customer Community or Partner Community users) to see other portal users who have the same role or a role below them in the portal role hierarchy. This setting enables portal users to share information and collaborate with their peers within their own firm, but not with other firms.

Question 5

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) offers a new product that is different in North America

a. 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

Options:

A- None

- B-** Visible
- C-** Personal
- D-** Default
- E-** Audience

Answer:

A, D, E

Explanation:

Three visibility options available in Experience Cloud are None, Default, and Audience. Visibility options allow you to control who can see a page or a component on your Experience Cloud site. None is an option that allows you to hide a page or a component from all users. Default is an option that allows you to display a page or a component to all users who have access to the site. Audience is an option that allows you to display a page or a component only to users who belong to a specific audience. An audience is a group of users who share common attributes, such as profile, location, or language.

Question 6

Question Type: MultipleChoice

Ursa Major Solar (UMS) has business and person accounts in its Salesforce org. UMS has partner portals created for its Silver partners, DreamHouse Realty (DR) and Cloud Kicks (CK).

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

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

Choose 2 answers

Options:

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

Answer:

B, C

Explanation:

Two considerations for creating partner users and granting access are B and C. Partner users are external users who access your Experience Cloud site through a partner account. A partner account is an account that has the Is Partner checkbox enabled. To create partner users and grant access, you need to assign them a license type and a profile. Two license types that are suitable for partner users are Partner Community and Customer Community Plus. These license types allow partner users to access standard CRM objects, such as accounts, contacts, leads, opportunities, and cases, as well as custom objects and tabs. They also allow partner users to use roles and sharing rules to share records with other users.

Question 7

Question Type: MultipleChoice

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?

Options:

A- Create business accounts for partners and internal users, enable the accounts as customers, and then create users under these

accounts by creating contacts.

B- 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.

C- Add the existing partner profiles and internal user profiles to the customer Experience site; this will automatically give users access to the customer site.

D- Enable the partner accounts and the internal accounts as customers; the users under these accounts will then automatically gain access to the customer site.

Answer:

D

Explanation:

To add partners and internal users to the customer Experience site, the recommended way is to enable the partner accounts and the internal accounts as customers; the users under these accounts will then automatically gain access to the customer site. A customer account is an account that has the Is Customer checkbox enabled. This indicates that the account is part of your customer network and can access your customer Experience site. To enable an existing account as a customer, you need to edit the account record and check the Is Customer checkbox. This will automatically grant access to the customer site to all the users under that account, without creating new user records or profiles.

Question 8

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

Explanation:

To implement the new style guide and unify branding across all of its Experience sites, UC should create a custom theme and apply it to all sites. A theme is a collection of branding assets and style settings that define the look and feel of your site. You can create a custom theme that matches your style guide and apply it to multiple sites using the Theme Management feature in Experience Builder.

To Get Premium Files for Experience-Cloud-Consultant Visit

<https://www.p2pexams.com/products/experience-cloud-consultant>

For More Free Questions Visit

<https://www.p2pexams.com/salesforce/pdf/experience-cloud-consultant>

