Question 1

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?

Options:

A- Create separate user account for UC customer in CK's Experience Cloud site, since SSO cannot be established between two Experience Cloud sites.

B- 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.

C- Establish SSO between the two Experience Cloud sites by using one org as an identity provider and the other org as a service.

D- Create custom Apex handlers using login method from site class to sign in users from one community to the other.

Answer:

C

Explanation:

To allow UC's customers to log in to CK's site, an Experience Cloud consultant should recommend establishing SSO between the two Experience Cloud sites by using one org as an identity provider and the other org as a service provider. SSO is a feature that allows users to authenticate with one system and access multiple systems without entering their credentials again. To use SSO between two Experience Cloud sites, you need to use one org as an identity provider (IdP), which is the system that verifies the user's identity and issues a security token. You also need to use the other org as a service provider (SP), which is the system that accepts the security token and grants access to its resources.

Question 2

Question Type: **MultipleChoice**

Bloomington Caregivers (BC) wants to share Covid-19 related information with all site visitors, including unauthenticated users.

Which three things should BC in mind about unauthenticated or guest user access?

Choose 3 answers

Options:

A- Guest user external organization-wide default are always set to Private.

B- Guest user can't access records via manual sharing

C- Guest user can't records via manual existing records

D- Guest user can't be members of public groups or queues.

E- Guest user external organization-wide defaults are always set to Public.

Answer:

A, B, D

Explanation:

Three things that BC should keep in mind about unauthenticated or guest user access are A, B, and D. Unauthenticated or guest user access is a feature that allows users to access your Experience Cloud site without logging in or registering. Unauthenticated or guest users have limited access and visibility to data in your Salesforce org, and they have some restrictions, such as:

Guest user external organization-wide defaults are always set to Private. This means that guest users cannot access any records that are owned by external users (such as Customer Community or Partner Community users) unless they are explicitly shared with them.

Guest user can't access records via manual sharing. This means that guest users cannot access any records that are shared with them by using the Sharing button on the record detail page.

Guest user can't be members of public groups or queues. This means that guest users cannot access any records that are shared with them by using public groups or queues as criteria.

Question 3

Question Type: MultipleChoice

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

Choose 3 answers

Options:

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

Explanation:

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.

Question 4

Question Type: MultipleChoice

Zephynus 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?

Options:

A- Create at least one subtopic and add the More Topic ink 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

Explanation:

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.

Question 5

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 reason causing this issue?

Choose 2 answers

Options:

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:

C, D

Explanation:

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.

Question 6

Question Type: **MultipleChoice**

Northern Trail Outfitters wants to add a background image to a record list of products in its digital experience.

How should an administrator accomplish this?

Options:

A- Use an HTML component

B- Create CMS items.

C- Use a Flexible page layout.

D- Build a custom Lightning component.

Answer:

D

Explanation:

To add a background image to a record list of products in its digital experience, an administrator should build a custom Lightning component. A Lightning component is a reusable unit of user interface that you can create and customize using code. A custom Lightning component allows you to add your own functionality and design to your Experience Cloud site. To add a background image to a record list of products, an administrator should build a custom Lightning component that uses the SLDS Background Image utility class and the lightning-record-list base component.