Question 1

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?

Options:

A- Give external researchers and internal staff access to the mam 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

Explanation:

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.

Question 2

Question Type: **MultipleChoice**

Ursa Major Solar created a public knowledge base where both authenticated customers and unauthenticated guest users can view Known articles as a self-service option to troubleshoot issues.

When creating a Knowledge article, which checkbox should be selected so that all users can view the articles?

Options:

A- Visible to Partner

B- Visible to Customer

C- Visible to Public Knowledge Base

D- Visible to Anyone

Answer:

C

Explanation:

To make a Knowledge article visible to both authenticated customers and unauthenticated guest users on the public knowledge base, you need to select the Visible to Public Knowledge Base checkbox when creating the article. This will allow you to share the article with public users on your site. You can also select other visibility options, such as Visible to Customer or Visible to Partner, if you want to share the article with other channels.

Question 3

Question Type: MultipleChoice

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?

Options:

A- Customer Community

B- Channel Account

C- Commerce Portal

D- Platform Portal

Answer:

D

Explanation:

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.

Question 4

Question Type: **MultipleChoice**

Cloud Kicks wants to allow site users to tag site content with custom tags or member-created topics.

Which two permissions must be enabled for site users in Setup to accomplish this?

Choose 2 answers

Options:

A- Create Topics

B- Assign Topics

C- Tags Allowed

D- Member Can Access Topics

Answer:

A, D

Explanation:

To allow site users to tag site content with custom tags or member-created topics, you need to enable two permissions for site users in Setup:

Create Topics. This permission allows users to create new topics and assign them to content, such as posts, files, or articles. Users can also edit or delete the topics they created.

Member Can Access Topics. This permission allows users to access the topic management features on the site, such as viewing, following, or unfollowing topics. Users can also see the topics assigned to content and filter content by topics.

Question 5

Question Type: **MultipleChoice**

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

Options:

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:

A, D

Explanation:

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.

Question 6

What are three goals Ursa Major Solar can accomplish with experience Cloud moderation functionality?

Choose 3 answers

Options:

A- Allow members to remove other member from the Experience site if desired.

B- Track Flagging and moderation activity within the Experience site.

C- Allow members to flag posts comments files, and messages that are inappropriate or spam.

D- Designer specific users as moderators so that they can closely monitor the size.

E- Give members Audience Targeting permissions within the Experience site.

Answer:

B, C, D

Explanation:

UMS can accomplish three goals with Experience Cloud moderation functionality:

Track Flagging and moderation activity within the Experience site. Moderation functionality allows UMS to view reports and dashboards that show the flagging and moderation activity on its site, such as the number of flagged items, the number of moderated items, and the flagging reasons.

Allow members to flag posts comments files, and messages that are inappropriate or spam. Moderation functionality allows UMS to enable members to flag content that violates the site's guidelines or policies. Members can choose a flagging reason from a predefined list or enter their own reason.

Designer specific users as moderators so that they can closely monitor the size. Moderation functionality allows UMS to assign specific users as moderators who have permission to manage content on its site. Moderators can review flagged items, delete or edit inappropriate content, ban or warn abusive users, or escalate issues to administrators.

Question 7

Question Type: MultipleChoice

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

Which template should UC select?

Options:

A- Customer Account Portal

B- Help Center

C- Partner Central

D- Build Your Own

Answer:

C

Explanation:

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.

Question 8

Question Type: **MultipleChoice**

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

Options:

A- Public Site Connect

B- Document Library Model (DLM)

C- Guest user and public access settings

D- Content Delivery Network

Answer:

C, D

Explanation:

To create a do-it-yourself site for its existing and prospective customers, UC should focus on two Experience Cloud features:

Guest user and public access settings. These settings allow you to control what unauthenticated users can see and do on your site, such as viewing articles, manuals, and FAQs, or asking and answering questions.

Content Delivery Network. This is a feature that allows you to improve the performance of your site by caching static resources, such as images, JavaScript, and CSS files. This can enhance the user experience and reduce the load on your server.

Question 9

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?

Options:

A- Retail managers need to be given super User access.

B- Retail managers needs to be put in the execute role in the Role Hierarchy

C- A Sharing Set needs to be created.

D- A sharing Rule needs t be created.

Answer:

A

Explanation:

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.

Question 10

Question Type: MultipleChoice

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

Choose 3 answers

Options:

A- Profile Id

B- First Name

C- Role Id

D- Profile Name

E- Currency

Answer:

A, B, E

Explanation:

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, Community Nickname, Contact Id (or Account Id), and IsActive.