Free Questions for Experience-Cloud-Consultant

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Question 1

Bloomington Caregivers (BC) intends to launch a company-wide project to create personalized experiences for its providers, vendors installers, and patients. BC's business processes and workflow flow industry standards and common practices, mostly driven by compliance and regulatory mandates.

What should BC closely into during the evaluation phase?

Options:

A- Lightning Bolt solutions

B- Community Connect

C- Digital Experience framework

D- SDLC (Software Developer Life Cycle) for Experiences

Answer:

A

Explanation:

BC should look closely into Lightning Bolt solutions during the evaluation phase. Lightning Bolt solutions are industry-specific solutions that include prebuilt themes, templates, pages, components, and business logic for Experience Cloud sites. Lightning Bolt solutions can help BC create personalized experiences for its providers, vendors, installers, and patients by providing them with best practices and ready-made features for their industry. BC can find and install Lightning Bolt solutions from AppExchange or create their own custom solutions using Lightning Bolt framework.

Question 2

Question Type: MultipleChoice

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?

Options:

A- 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.

B- 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

C- The Record Detail component is a custom component and was not configured correctly

D- The Record Detail component will only show record details for the Case object.

Answer:

A

Explanation:

The reason for this issue is that 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. The Record Detail component is a component that displays the fields and values of a record on your Experience Cloud site. The recordID is a unique identifier that specifies which record to display. The Record Detail component uses the recordID associated with the object for the page template, which means that it can only display one record per object per page. For example, if you have a page template for Account, you can only display one Account record on that page using the Record Detail component. To display multiple records of different objects on a page, you need to use other components, such as Related List or Record List.

Question 3

Question Type: **MultipleChoice**

Cloud Kicks (CK) has a Partner Community with an External Account hierarch. The Number of Partner Roles is set to two with the roles defined as Partner Manager and partner user.

If CK has a Partner user at a child account that creates a case, who will have access?

Options:

A- The Partner user who created the case those in the Partner Manager role above them, and those in the Partner manager role in the Partner account

B- The Partner user who created the case, their peers in the Partner user role, those in the Partner manager role above them, those in the Partner user role in the partner account, and those in the partner Manager role in the parent account.

C- The partner user who created the case, their peers in the partner user role, those in the partner Manager role above them, and those in the Partner Manager role in the parent account.

D- The partner User who created the case, those in the partner Manger role above them, those in the Partner user role in the parent account, and those in the partner manager role in the parent account.

Answer:

B

Explanation:

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.

Question 4

Question Type: MultipleChoice

What are two ways a question can be escalated to a case?

Choose 2 answers

Options:

A- Manually by a moderator selecting "Escalate to Case" in the Feed

B- Manually by users commenting "Escalate"

C- Automatically via Case Assignment Rules

D- Automatically via process Builder by meeting specified criteria

Answer:

A, D

Explanation:

A question can be escalated to a case in two ways:

Manually by a moderator selecting "Escalate to Case" in the Feed. A moderator is a user who has permission to manage content on your site. A moderator can escalate a question to a case by clicking on the "Escalate to Case" action in the Feed menu of the question post.

Automatically via process Builder by meeting specified criteria. Process Builder is a tool that allows you to automate business processes based on criteria and actions. You can use Process Builder to create a process that escalates a question to a case when certain criteria are met, such as number of comments, number of likes, or time elapsed.

Question 5

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) reports that 50% of calls to its support line are for repeatable issues.

Using standard out-of-the-box functionality, in which ways can NTO decrease its call volume using an Experiences site?

Choose 3 answers

Options:

A- Create an FAQ Knowledge article.

B- Deploy a chatbox to address common questions.

C- Enable Chatter Questions to encourage peer-to-self-service

D- Create a public ''announcement only' group for moderators to address common questions.

E- Create an FAQ rich text component on the Home page.

Answer:

A, B, C

Explanation:

To decrease its call volume using an Experience site, NTO can use standard out-of-the-box functionality such as:

Create an FAQ Knowledge article. A Knowledge article is a document that provides information or a solution to a common issue or question. NTO can create an FAQ Knowledge article that answers the most frequently asked questions by its customers and publish it on its site.

Deploy a chatbot to address common questions. A chatbot is an automated conversational agent that can interact with customers using natural language. NTO can deploy a chatbot on its site that can answer common questions, provide information, or escalate issues to agents.

Enable Chatter Questions to encourage peer-to-self-service. Chatter Questions is a feature that allows customers to post questions on your site and get answers from other customers or experts. NTO can enable Chatter Questions on its site to encourage peer-to-self-service and reduce the need for support calls.

Question 6

Question Type: MultipleChoice

DreamHouse Reality (DR) is switching to a franchise-based business model in order to grow its market share. Franchises as well as properly appraised at DR, will immediate access to a real estate opportunity in their area as soon, as it crosses a threshold.

What should the Experience Cloud consultant recommend for record sharing?

Options:

A- Apex sharing

B- Sharing Set

C- Account Hierarchy

D- Sharing Rule

Answer:

D

Explanation:

To share records with partners who will work on low-severity B2C customer issues, DR should use sharing rules. Sharing rules allow you to extend sharing access to users in public groups, roles, or territories. You can use sharing rules to share records owned by internal users with partners based on criteria such as record type, field value, or ownership.