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Question: 1

Universal Containers (UC) maintains multiple customer experiences, but only one profile for all customer users. 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

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

Answer: A, B

Explanation:

To grant access to each customer, the UC admin should select a permission set and a profile for a given experience. A permission set is a collection of settings and permissions that give users access to various tools and functions in Experience Cloud. A profile is a collection of settings and permissions that determine what users can see and do in Experience Cloud. By selecting a permission set and a profile for each experience, the UC admin can control the access level of each customer user.

Question: 2

Ursa Major Solar (UMS) wants to differentiate between the leads created by partners and the leads created by its

own Sales team. All lead records are shared with partners: however, some of the information captured by the

Sales team on the lead record should not be shared with partners.

Which two steps should UMS take at a minimum in order to meet the requirement?

Choose 2 answers

- A. Create Lead Record Types for Lead Distribution.
- B. Enable "Lead Sharing" in Digital Experience settings.
- C. Create a separate channel for partners in PRM Workspaces.
- D. Create Page Layouts for Lead Distribution.

Answer: A, D

Explanation:

To differentiate between the leads created by partners and the leads created by its own Sales team, UMS should create lead record types and page layouts for lead distribution. A record type is a way to offer different business processes, picklist values, and page layouts to different users based on their profiles. A page layout is a way to control the layout and organization of detail and edit pages in Salesforce. By creating lead record types and page layouts, UMS can customize the fields and values that are displayed to partners and Sales team members.

Question: 3

No Moré Homelessness (NMH) is about to create a public site for volunteers where they will be able to sign up for

volunteering opportunities at local events. Each registration will result in a record being created for a **Custom Event Registration** object.

Which three considerations should NMH keep in mind for records created by guest users?

Choose 3 answers

- A. Queues cannot be assigned as owners of records created by guest users.
- B. When possible, one should create and assign queues as owners of records created by guest users.
- C. Setting the default owner for records created by guests is an option in Experience Cloud sites.
- D. Default owner does not need Read/Write access to view the records created by guest users.
- E. Any active user in an org can be assigned as the default owner of records created by guest users.

Answer: A, C, E

Explanation:

For records created by guest users, NMH should keep in mind that queues cannot be assigned as owners, setting the default owner is an option in Experience Cloud sites, and any active user in an org can be assigned as the default owner. A queue is a location where records can be routed to await processing by a group of users. However, queues cannot be assigned as owners of records created by guest users because guest users do not have access to queues. Setting the default owner for records created by guests is an option in Experience Cloud sites that allows NMH to specify who will own the records created by guest users on their public site. Any active user in an org can be assigned as the default owner of records created by guest users, as long as they have the appropriate permissions and access to the object.

Question: 4

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.

Answer: B

Explanation:

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: 5

The mission of No More Homelessness (NMH) is to help every homeless person in the best possible manner through its Experience Cloud site. NMH's site manager wants to set up search engine optimization (SEO) to ensure NMH's public Experience Cloud site is visible to search engines.

Which two practices does the site manager need to do to ensure SEO is implemented successfully? Choose 2 answers

- A. Check whether a custom robots.txt file to control indexing has been created.
- B. Check whether the Experience site is public and activated. Pencil & Paper
- C. Check whether the SEO Institute has provided the approval for the site with end date.
- D. Check whether manual sitemap refresh happens on the last day of every month.

Answer: A, B

Explanation:

A robots.txt file is a text file that tells web crawlers which pages or files the crawler can or can't request from your site. This is used mainly to avoid overloading your site with requests; it is not a mechanism for keeping a web page out of Google. You can create a custom robots.txt file for your Experience Cloud site to control how search engines index your site.

To make your Experience Cloud site visible to search engines, you also need to make sure that your site is public and activated. A public site allows anyone on the internet to access your site without logging in. An activated site is live and ready for visitors.

Question: 6

What does a system administrator need to do when creating Experience Cloud users?

- A. Add user to an account as a contact record.
- B. Add user to an account as a user record.
- C. Click the "Log In to Site as User" button.
- D. Assign Partner Community Plus license to the user.

Answer: A

Explanation:

To create Experience Cloud users, you need to add them to an account as contact records. Then, you can enable them as Experience Cloud users and assign them a user license and profile.

Question: 7

Ursa Major Solar (UMS) would like to render a header and footer from an external content management system into its customer portal.

Which feature should UMS use to accomplish this?

- A. Developer Console
- B. Compact Header Properties
- C. Rich Content Editor
- D. CMS Connect

Answer: D

Explanation:

CMS Connect allows you to display content from an external content management system (CMS) in your Experience Cloud site. You can use CMS Connect to render a header and footer from your CMS in your site, as well as other content types such as articles, banners, or images.

Question: 8

In which two ways can Opportunities with a Community User be shared?

Choose 2 answers Calculator

- A. Add a Partner Community profile to a Sharing Set and add Opportunities as an object in the Sharing Set.
- B. Add a Customer Community Plus profile to a Sharing Set and add Opportunities as an object in the Sharing Set.
- C. Create an owner-based sharing rule with a Customer Community User.
- D. Create a criteria-based sharing rule with a Partner Community role.

Answer: A, D

Explanation:

Sharing sets allow you to grant access to records that have a lookup relationship to the same account or contact that the community user has. You can use sharing sets to share opportunities with partner community users who belong to the same account as the opportunity owner.

Criteria-based sharing rules allow you to share records based on field values. You can use criteria-based sharing rules to share opportunities with partner community users who meet certain criteria, such as region, industry, or status.

Question: 9

Dreamscape Flowers needs to create a digital experience that meets the following requirements: * It allows for collaboration between customer and partner users.

* Self-service for customer users is available.

* Partner users create or resolve cases for their customers and need to see case data on a dashboard.

* Partner users do not manage Leads, Opportunities, or Campaigns.

Which license type should a Salesforce Admin use for these partner users?

- A. Customer Community
- B. Customer Community Plus
- C. Employee Community

D. Partner Community

Answer: B

Explanation:

Customer Community Plus licenses allow users to access standard CRM objects, such as cases and accounts, and custom objects. They also allow users to collaborate with other users through Chatter groups, files, and topics. Customer Community Plus licenses are suitable for partner users who need to create or resolve cases for their customers and see case data on a dashboard, but do not manage leads, opportunities, or campaigns.

Question: 10

Ursa Major Solar (UMS) noticed that guest users are unable to see images on its customer portal. Which setting should UMS enable in order for guest users to see the images?

- A. "Enable Image Connect for guest users" in the Administration Workspace
- B. "Let guest users view asset files and CMS content available to the community" in the Administration Workspace
- C. "Allow guest users to self register" in the Administration Workspace
- D. The "Jepson" theme in the Builder Workspace

Answer: B

Explanation:

This setting allows guest users to view images and other content that are stored as asset files or CMS content in your Experience Cloud site. You need to enable this setting if you want guest users to see images on your customer portal.

Question: 11

Cloud Kicks (CK) is about to launch a public site and is expecting very high traffic in certain regions.

CK will be using Content Delivery Network (CDN).

What should CK consider during the go-live phase to prevent usability issues?

- A. CK should provision and activate CDN in those regions where traffic is high.
- B. CK should provision CDN in those regions where traffic is high and activate CDN where traffic is low.
- C. CK should provision and activate CDN in those regions where traffic is low
- D. CK should provision CDN in those regions where traffic is low and activate CDN where traffic is high.

Answer: A

Explanation:

To prevent usability issues, CK should provision and activate CDN in those regions where traffic is high. A CDN is a network of servers that delivers cached static content from websites to users based on the geographic location of the user. By provisioning and activating CDN in high-traffic regions, CK can improve the performance and availability of their public site for their users.

Question: 12

What accurately sequences the necessary steps to create a partner user from an enabled partner account?

A.

- 1) Edit the user record to assign the correct role/profile. ee
- 2) View the partner account contact. Single Book
- 3) Select Manage External User.
- 4) Select Enable Partner User.
- 5) Save.

B.

- 1) View the partner account contact.
- 2) Select Manage External User. Multiple Books
- 3) Select Enable Partner Account.
- 4) Edit the user record to assign the correct role and profile.
- 5) Save.

C.

- 1) View the partner account contact.
- 2) Select Manage External User.
- 3) Select Enable Partner User.
- 4) Edit the user record to assign the correct role/profile.
- 5) Save.

D.

- 1) Edit the user record to assign the correct role/profile.
- 2) View the partner account contact.
- 3) Select Manage External User.
- 4) Select Enable Partner Account.
- 5) Save.

Answer: C

Explanation:

To create a partner user from an enabled partner account, the correct sequence of steps is C. A partner user is a user who has access to your Experience Cloud site through a partner account. A partner account is an account that has the Is Partner checkbox enabled. To enable a partner user, you need to view the partner account contact, select Manage External User, select Enable Partner User, edit the user record to assign the correct role and profile, and save.

Question: 13

A consultant recently finished gathering requirements for a Cloud Kicks (CK) project that will launch five new Customer Experience Cloud sites worldwide, all on a brand new Salesforce org. The purpose of these sites is to generate buzz around new CK models and crowdsource new ideas for the RAD department. The consultant knows Multiple Books that they need to enable moderation and rate limit rules as part of their planning and must meet the following requirements:

- * Each site must have three unique content moderation rules that flag specific keywords.
- * Each site must have four unique rate rules that govern posting limits.
- * All authenticated users must be able to post on demand. Calculator

What should the consultant consider doing before beginning work on these sites?

- A. Ensure that both the notify and freeze actions for all site rate rules are implemented.
- B. Notify the stakeholders that the number of content moderation rules, but not rate rules, exceeds the org limit.
- C. Notify the stakeholders that the number of rate rules, but not content moderation rules, exceeds the org limit.
- D. Notify the stakeholders that the number of both moderation and rate rules exceeds the org limit.

Answer: D

Explanation:

Before beginning work on these sites, the consultant should notify the stakeholders that the number of both moderation and rate rules exceeds the org limit. Moderation rules are rules that flag or block content based on keywords, phrases, or patterns. Rate rules are rules that limit the number of posts or comments a user can make in a given time period. The org limit for moderation rules is 10 and the org limit for rate rules is 5. Since each site needs 3 moderation rules and 4 rate rules, the total number of rules for 5 sites is 15 moderation rules and 20 rate rules, which exceed the org limit.

Question: 14

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

Answer: A, D

Explanation:

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 Experience Cloud site. Manage Experiences allows an external user to create, edit, and delete experiences, as well as manage settings and content for existing experiences.

Question: 15

DreamHouse Realty is planning to launch a digital experience for its partners where they will be able to pick a Lead from shared leads and start working toward getting the lead converted into an

Opportunity.

Which two steps are part of setting up Lead Sharing or Lead Distribution for partners?

Choose 2 answers

- A. Enable "Allow External Lead Sharing" in Digital Experience settings.
- B. Create Page Layouts for Lead Distribution.
- C. Configure Lead Creation and Lead Distribution inside PRM Workspace.
- D. Create Assignment Rules for Lead Distribution.

Answer: A, D

Explanation:

To set up Lead Sharing or Lead Distribution for partners, two steps are to enable "Allow External Lead Sharing" in Digital Experience settings and create Assignment Rules for Lead Distribution. Enabling "Allow External Lead Sharing" allows partners to access leads that are shared with them through sharing rules or manual sharing. Creating Assignment Rules for Lead Distribution allows leads to be automatically assigned to queues or users based on criteria that you define.

Question: 16

Universal Containers (UC) is building a new self-service site for its large global customer base. Customers will be posting questions, viewing Knowledge articles, downloading warranties, opening tickets, and registering their recent purchases. Purchases are stored in a custom object. UC has decided to use Customer Service template for the experience and Customer Community Plus license for the customers. Which limitation could cause a potential issue for UC?

- A. Customer Service template does not allow downloading documents out-of-the-box.
- B. Customer Service template does not allow record pages for custom objects out-of-the-box.
- C. Customer Community Plus license does not allow access to custom objects.
- D. Customer Community Plus license allows only up to 2 million users per org.

Answer: D

Explanation:

Customer Community Plus licenses have a limit of 2 million users per org, which could be a potential issue for UC if they have a large global customer base that exceeds this limit. The other options are not limitations of the Customer Service template or the Customer Community Plus license.

Question: 17

Ursa Major Solar is creating an employee experience portal.

Using audience targeting, how should the Experience designer set it up so that different pages in the portal appear to different departments and roles within those departments?

- A. By using Location criteria and specifying which IP address applies to each department and domain
- B. By using Profile criteria and selecting the Service profile
- C. By using Domain criteria and creating custom domains for each department or role to

access the portal

D. By using User criteria and selecting appropriate user fields on CRM objects

Answer: D

Explanation:

User criteria allow you to target audiences based on user fields on CRM objects, such as department, role, or region. You can use user criteria to set up different pages in the portal for different departments and roles within those departments.

Question: 18

An administrator for Cloud Kicks wants to create a new partner user for an existing site.

Which step does the administrator need to perform right before providing user details and saving the user record?

- A. Click "Manage Partner User" on the Contact detail page, then click "Enable Customer User".
- B. Click "Manage Partner User" on the Account detail page, then click "Enable Partner User".
- C. Click "New" on the User Setup page in Lightning Experience.
- D. Click "Manage External User" on the Contact detail page, then click "Enable Partner User".

Answer: D

Explanation:

To create a new partner user for an existing site, you need to first create a contact record for the partner user, then click "Manage External User" on the contact detail page, and then click "Enable Partner User". This will allow you to provide user details and save the user record.

Question: 19

Northern Trail Outfitters (NTO) is building a digital experience for its independent researchers who will

be collaborating with NTO's staff on their research-related submissions.

Which user visibility setting needs to be enabled at a minimum?

- A. None
- B. Site User Visibility
- C. Guest User Visibility
- D. Portal User Visibility

Answer: B

Explanation:

Site User Visibility allows users within the same site to see each other, regardless of their role or sharing group membership. This is useful for collaboration between independent researchers and NTO staff on their research-related submissions.

Question: 20

Ursa Major Solar is utilizing audience targeting for specific components in its portal.

Which two considerations regarding audience targeting are true? Calculator

Choose 2 answers

- A. You can't assign audiences to the components in the template header and footer sections.
- B. Available domains are created in the Administration workspace and associated with a community through a custom URL.
- C. You can't assign record-based criteria to a component or branding set.
- D. You can only have three audiences.

Answer: A, C

Explanation:

Audience targeting allows you to display different content to different audiences based on criteria such as profile, location, domain, or user. However, there are some limitations of audience targeting, such as:

You can't assign audiences to the components in the template header and footer sections.

These sections are shared across all pages in your site and can't be customized for different audiences.

You can't assign record-based criteria to a component or branding set. Record-based criteria are only available for page variations and navigation menu items.

Question: 21

Ursa Major Solar (UMS) is automating its business processes using Salesforce. UMS wants its Platinum partners to be able to approve installation projects and deals. In which two ways can UMS accomplish this? Choose 2 answers

- A. Assign external users as approvers on records and create a digital experience for those users.
- B. Assign external users as the co-owners on records and create a digital experience for those users.
- C. Add external users directly to approval queues and create a digital experience for those users.
- D. Assign external users Super User access on records and create a digital experience for those users.

Answer: A, C

Explanation:

External users can be assigned as approvers on records or added directly to approval queues, as long as they have the appropriate user license and profile permissions. You also need to create a digital

experience for those users, so they can access the approval process from the Experience Cloud site.

Question: 22

Northern Trail Outfitters has configured chat so customers can quickly get answers to their questions by chatting with an agent while browsing the Experience site.

How should an administrator embed the chat window in an Experience site?

- A. Add the Embedded Service component to Builder pages.
- B. Create a custom component using the Embedded Service API.
- C. Configure the Embedded Service connector.
- D. Create an Embedded Service quick action.

Answer: A

Explanation:

The Embedded Service component allows you to embed a chat window in your Experience Cloud site, so customers can chat with agents while browsing the site. You can add the Embedded Service component to any Builder page and configure its properties, such as the chat button label, pre-chat fields, and offline support.

Question: 23

A consultant needs to leverage ExperienceBundle for a deployment but is unable to view it. What is the most likely cause for this issue?

- A. The experience has not yet been published.
- B. A change set containing the Network needs to be deployed.
- C. The "Enable ExperienceBundle Metadata API" setting needs to be checked.
- D. A custom Experience template needs to be created.

Answer: C

Explanation:

The ExperienceBundle Metadata API allows you to retrieve, deploy, create, update, or delete an Experience Cloud site's metadata definition in a single API call. To use this API, you need to enable the "Enable ExperienceBundle Metadata API" setting in the Experience Cloud site's administration settings.

Question: 24

By defining roles, permission sets, or profiles, Knowledge article visibility can be controlled by using which functionality?

- A. Data Category Visibility
- B. Content Management
- C. Automatic Topic Assignment
- D. Org-Wide Defaults

Answer: A

Explanation:

Data Category Visibility allows you to control which Knowledge articles are visible to which users based on data categories and user roles, permission sets, or profiles. You can assign data category visibility at different levels, such as the org-wide default, the role hierarchy, or the permission set.

Question: 25

Ursa Major Solar has a customer portal where both customers and employees can log in to view information about the company. The marketing team has created a special design of their logo and company branding for their Platinum customers, and would like the user interface in the portal to reflect that special design when a Platinum Calculator customer is logged in. Which functionality should the Experience Cloud manager use to achieve this?

- A. Themes
- B. Templates
- C. CMS Connect a
- D. Branding Sets

Answer: D

Explanation:

Branding sets allow you to customize the look and feel of your Experience Cloud site by applying different colors, fonts, images, and logos. You can create multiple branding sets for different audiences and assign them using audience targeting. For example, you can create a special branding set for your Platinum customers and apply it only to them.

Question: 26

Which two statements regarding data categories are true?

Choose 2 answers

- A. Child roles cannot see more data categories than their parent role. If the parent role's visibility changes, the child role's category visibility is reset to its parent's category visibility.
- B. Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default.
- C. When a category is made visible to a user through custom settings or is made visible by default, its child and parent categories are not included.
- D. Translated articles will not follow the master article data category. Therefore, translated articles can be assigned to a different data category.

Answer: A, B

Explanation:

Two statements regarding data categories that are true are A and B. Data category visibility is controlled by roles, permission sets, or profiles. Child roles cannot see more data categories than their parent role, and if the parent role's visibility changes, the child role's category visibility is reset to match the parent's. Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default, unless they have a custom profile that overrides the role settings.

Question: 27

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

Answer: B

Explanation:

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: 28

Northern Trail Outfitters (NTO) would like to create a public Knowledge base for the general public to be able to view articles, manuals, and FAQs.

Which template should NTO select when building its site?

- A. Partner Central
- B. Help Center
- C. Customer Account Portal
- D. Customer Service

Answer: B

Explanation:

To create a public Knowledge base, NTO should select the Help Center template when building its site. The Help Center template is designed for creating self-service communities where users can find answers to common questions, access articles and FAQs, and contact support agents if needed. The Help Center template also supports multiple languages, mobile devices, and branding customization.

Question: 29

Ursa Major Solar (UMS) recently went through a major rebranding effort that resulted in a new company logo along with new brand colors. UMS wants to update brand colors across all of its sites. The sites are built with Lightning templates.

Which tool should the Experience Cloud consultant recommend to make these changes?

- A. ExperienceBundle

- B. Experience Cloud Script Master
- C. Site Builder
- D. Lightning Builder

Answer: C

Explanation:

To update brand colors across all of its sites, UMS should use the Site Builder tool. Site Builder is a tool that allows you to edit the look and feel of your Experience Cloud sites using a drag-and-drop interface. You can change the theme, layout, components, and branding of your sites without coding. Site Builder also supports Lightning templates, which are responsive and modern templates for Experience Cloud sites.

Question: 30

What are three best practices when configuring self-registration for an Experience Cloud site? Choose 3 answers

- A. Assign a cloned standard site profile as the default for self-registration.
- B. Use a restrictive default profile to begin with.
- C. Create a separate profile for your self-service site and your partner portal.
- D. Assign the standard site profile as the default for self-registration.
- E. Use the same profile for your self-service site and your partner portal.

Answer: A, B, C

Explanation:

Three best practices when configuring self-registration for an Experience Cloud site are A, B, and C. Self-registration is a feature that allows users to create their own accounts on your Experience Cloud site without an invitation. To configure self-registration, you need to assign a default profile for self-registered users, which determines their access level and permissions on your site. A best practice is to assign a cloned standard site profile as the default, which gives you more control over the settings and customization of the profile. Another best practice is to use a restrictive default profile to begin with, which limits the access and visibility of self-registered users until they are verified or approved by an administrator. A third best practice is to create a separate profile for your self-service site and your partner portal, which allows you to differentiate the access and functionality of different types of users on your sites.

Question: 31

No More Homelessness (NMH) and DreamHouse Realty (DR) are working to provide free housing to low-income seniors. Social workers at NMH need to access records owned by realtors at DR.

What should the Experience Cloud consultant recommend for record sharing?

- A. Role Hierarchy
- B. Sharing Set
- C. Sharing Rule
- D. Super User

Answer: C

Explanation:

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 realtors at DR with social workers at NMH, based on criteria such as record type, field value, or ownership.

Question: 32

Northern Trail Outfitters (NTO) is evaluating Experience Cloud for creating an onboarding app for new hires. Which two things should NTO consider when creating the onboarding app? Calculator Choose 2 answers

- A. Experience Cloud cannot be used for employee apps.
- B. Not all Chatter posts inside Chatter groups within the employee app will be available in the main org.
- C. Employee apps are only available in Unlimited Edition.
- D. Chatter posts related to a record will be available in the employee app as well as the main org.

Answer: B, D

Explanation:

Experience Cloud can be used for employee apps, such as an onboarding app for new hires. However, there are some considerations when creating an employee app, such as: Not all Chatter posts inside Chatter groups within the employee app will be available in the main org. Only posts in public groups or groups that are shared with the main org will be visible in both places. Chatter posts related to a record will be available in the employee app as well as the main org. However, users need to have access to the record in both places to see the posts.

Question: 33

The Experience Cloud site manager of Cloud Kicks has enabled reputation for its community members, As per the recommendation given by the Experience Cloud consultant, a decision was made to use the out of the box features.

Which two things happen automatically when the site manager enables automation? Choose 2 answers

- A. Customer portal members gain the ability to provide badges to other members.
- B. Inactive and active members are assigned default reputation points.
- C. Chatter influence is removed from the Contribution section on the Profile page.
- D. Default point system and set of reputation levels become available.

Answer: B, D

Explanation:

Reputation is a feature that allows you to reward community members for their contributions and engagement. When you enable reputation for your community, some things happen automatically, such

as:

Inactive and active members are assigned default reputation points. Inactive members get zero points, while active members get 10 points.

Default point system and set of reputation levels become available. You can use the default point system or customize it to suit your needs. You can also use the default reputation levels or create your own.

Question: 34

Cloud Kicks has packaged its Customer Support Community. The community includes navigation menu items that link to standard and custom objects.

Which two points should the Experience Cloud consultant consider when reviewing the package? Choose 2 answers

- A. Custom list views for custom objects are not included as dependencies.
- B. Custom list views for custom objects are included as dependencies.
- C. Custom list views for standard objects are not included as dependencies.
- D. Custom list views for standard objects are included as dependencies.

Answer: A, C

Explanation:

When you package your Experience Cloud site, some components and settings are included as dependencies, while others are not. For example:

Custom list views for custom objects are not included as dependencies. You need to manually add them to your package or recreate them in the target org.

Custom list views for standard objects are not included as dependencies. You need to manually add them to your package or recreate them in the target org.

Question: 35

Dreamscape Flowers (DF) is planning to use Salesforce Partner Relationship Management (PRM) to manage partner lifecycle. DF is aware that Salesforce PRM can help with channel sales, lead distribution, and co-marketing with partners.

Which other three features come standard with Salesforce PRM that DF can leverage without any code customization?

Choose 3 answers

- A. Partner Value Score Matrix
- B. Case Escalation
- C. AI-Powered Knowledge Base
- D. Partner Incentivization Map
- E. Chat

Answer: B, C, E

Explanation:

Salesforce Partner Relationship Management (PRM) is a solution that helps you manage your

partner lifecycle, from recruitment to enablement to co-selling. Salesforce PRM comes with some standard features that you can leverage without any code customization, such as:

Case Escalation: You can enable your partners to escalate cases to you when they need your help or expertise.

AI-Powered Knowledge Base: You can provide your partners with relevant and personalized knowledge articles powered by Einstein Article Recommendations.

Chat: You can enable your partners to chat with you or other partners in real time using Embedded Service Chat or Salesforce Chat Snap-ins.

Question: 36

Universal Containers' (UC) Salesforce org uses SAML 550 with a third-party identity provider for internal user authentication. UC now wants to extend this capability for Experience Cloud site users as well. What should the UC administrator ensure in order to successfully implement SAML 550 for the Experience Cloud site?

- A. Register the Experience Cloud site as an Identity Provider in SAML settings.
- B. Create a Visualforce page that receives and validates the SAML assertion.
- C. Use the site login URL as an endpoint where SAML assertion is made.
- D. Create a Connected App with custom attributes before configuring SAML settings.

Answer: C

Explanation:

To implement SAML 550 for the Experience Cloud site, the UC administrator should use the site login URL as an endpoint where SAML assertion is made. SAML 550 is a protocol that allows users to authenticate with a third-party identity provider and access Salesforce resources without entering their Salesforce credentials. The site login URL is the URL that users use to access the Experience Cloud site. By using the site login URL as an endpoint, the UC administrator can configure SAML settings to redirect users to the identity provider for authentication and then back to the Experience Cloud site.

Question: 37

What are three valid topic types? Choose 3 answers

- A. Featured Topic
- B. Content Topic
- C. Trending Topic
- D. Navigational Topic
- E. Standard Topic

Answer: A, C, E

Explanation:

Three valid topic types are Featured Topic, Trending Topic, and Standard Topic. Topics are keywords or phrases that help users find and organize content in Experience Cloud sites. A Featured Topic is a topic that is manually selected by an administrator or moderator to be displayed prominently on the site. A Trending Topic is a topic that is automatically generated by an algorithm based on the popularity and

recency of the content. A Standard Topic is a topic that is created by users or administrators and can be assigned to any content.

Question: 38

Universal Containers is planning to build a community where customers will be able to view Knowledge articles and chat live with a support agent.

What should the administrator use to configure the chat functionality?

- A. Experience Builder and Chatter
- B. Service Console and Service Channel
- C. Chat Agent Guided Setup Flow and Service Console
- D. Service Channel and Chatter

Answer: C

Explanation:

To configure the chat functionality, the administrator should use the Chat Agent Guided Setup Flow and Service Console. Chat is a feature that allows customers to chat live with support agents from an Experience Cloud site. The Chat Agent Guided Setup Flow is a tool that walks you through the steps of setting up chat, such as creating chat buttons, chat deployments, chat queues, and chat skills. The Service Console is a workspace that allows agents to manage multiple chat sessions, view customer information, and access other tools and resources.

Question: 39

Ursa Major Solar would like its Experience Cloud site's guest users to benefit from the suggestions that come from autocomplete on search terms.

How should the administrator configure this?

- A. Use the Developer Console to add code to allow for autocomplete functionality.
- B. In Salesforce Setup, type "support settings" in the quick find box. Under the Autocomplete header, select the objects to appear in autocomplete for guest users.
- C. In the Search component property editor, open the Autocomplete section and click desired objects to appear in autocomplete. Select "publicly available".
- D. In the Hero component property editor, open the Search Results section and click desired objects to appear in autocomplete. Select "publicly available".

Answer: C

Explanation:

To enable autocomplete for guest users, the administrator should use the Search component property editor, open the Autocomplete section, and click desired objects to appear in autocomplete. Select "publicly available". Autocomplete is a feature that suggests search terms based on what users type in the search box. The Search component property editor is a tool that allows you to customize the settings and behavior of the Search component on your Experience Cloud site. By selecting "publicly available", you can make autocomplete suggestions visible to guest

users who are not logged in.

Question: 40

What are two Salesforce recommendations for setting up partner roles in large orgs? Choose 2 answers

- A. Create partner roles in the same branch in your Role Hierarchy.
- B. Create partner roles in a separate branch in your Role Hierarchy.
- C. Grant partner users access to the partner account using a Sharing Rule,
- D. Reduce the number of roles to one to improve system performance.

Answer: B, C

Explanation:

Two Salesforce recommendations for setting up partner roles in large orgs are B and C. Partner roles are roles that are assigned to partner 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 set up partner roles, you should create them in a separate branch in your Role Hierarchy, which allows you to isolate partner data from internal data and control partner visibility and access. You should also grant partner users access to the partner account using a Sharing Rule, which allows you to share records owned by internal users with partner users based on criteria that you define.

Question: 41

Universal Containers (UC) would like to create a site for its existing customers. The site will contain articles, manuals, and FAQs. The site will also contain access to UC's Contracts object specific to each customer and the ability for customers to update their billing information, requiring them to log in to the site to access any information.

Which template should UC select when building its site?

- A. Customer Service
- B. Customer Account Portal
- C. Partner Central
- D. Help Center

Answer: B

Explanation:

The Customer Account Portal template is designed for creating a site for existing customers who need to access their account information, such as contracts, billing, and support. The template includes features such as login, registration, profile management, case management, and commerce integration. The template also supports Knowledge articles, manuals, and FAQs.

Question: 42

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.

Answer: B, C

Explanation:

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 a way 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: 43

Northern Trail Outfitters has a network of resellers who are Partner Community users. One of the resellers has requested that their parent company get View access to cases created by their child companies.

Which functionality will meet the requirement best?

- A. Manually share cases.
- B. Move users who need case access to a higher level in the Role Hierarchy.
- C. Configure an External Account Hierarchy.
- D. Create a Sharing Set for the Account.

Answer: C

Explanation:

An External Account Hierarchy is a feature that allows you to create a hierarchy of accounts for your partners and grant access to records based on the hierarchy level. You can use an External Account Hierarchy to grant View access to cases created by child companies to their parent company.

Question: 44

Universal Containers (UC) is building a digital experience for its customers that supports custom case management and commerce solutions. These custom solutions each require more than 10 unmanaged custom objects that would be utilized by customers.

Which two license types have single SKUs that would support this requirement for UC customers? Choose 2 answers

- A. Channel Account
- B. Customer Community Plus
- C. Commerce Portal
- D. External Apps

Answer: B, D

Explanation:

Customer Community Plus and External Apps are two license types that have single SKUs that would support the requirement for UC customers. Customer Community Plus licenses allow users to access standard CRM objects, such as cases and accounts, and custom objects. They also support commerce solutions and custom case management. External Apps licenses allow users to access up to 10 custom objects per app and unlimited standard CRM objects. They also support commerce solutions and custom case management.

Question: 45

Universal Containers (UC) is planning to create a portal for its global partner network. Users will be assigned a Partner Community license and a role.

Which two things should UC keep in mind when setting up partner roles?

Choose 2 answers

- A. Role Hierarchy can only be used if all objects have external OWD set to Private.
- B. The default limit for the number of roles for portals is 50,000 per org.
- C. Unused roles can be deleted.
- D. Once created, roles cannot be deleted.

Answer: B, D

Explanation:

When setting up partner roles, you need to keep in mind some considerations, such as:

The default limit for the number of roles for portals is 50,000 per org. You can request an increase from Salesforce if you need more roles.

Once created, roles cannot be deleted. You can only deactivate them or rename them.

Question: 46

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.

Answer: D

Explanation:

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: 47

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.

Answer: C

Explanation:

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: 48

Which three permissions are included for a delegated administrator?

Choose 3 answers

- A. Create and edit external user records.
- B. Manage object access for external users.
- C. Add external users to multiple accounts.
- D. Generate new passwords for external users.
- E. Manage permissions sets for external users on their account.

Answer: A, D, E

Explanation:

Three permissions that are included for a delegated administrator are A, D, and E. A delegated administrator is a user who has limited administrative privileges to perform certain user management tasks on behalf of an administrator. A delegated administrator can create and edit external user records, generate new passwords for external users, and manage permission sets for external users on their account. A delegated administrator cannot manage object access or add external users to multiple accounts.

Question: 49

Universal Containers has implemented Chat, but agents are complaining that they have to capture several pieces of information before being able to service the customer. What should an administrator do to capture information upfront on the Experience site?

- A. Create a flow for customers to fill out before initiating Chat.
- B. Enable Chat for only authenticated users and pass the user's information on hidden fields.
- C. Deploy a unique chat per topic.
- D. Create a pre-chat form to fill out before initiating Chat.

Answer: D

Explanation:

To capture information upfront on the Experience site, the administrator should create a pre-chat form to fill out before initiating Chat. A pre-chat form is a form that appears before a chat session starts and asks customers to provide some information, such as their name, email, phone number, or issue description. This helps agents to identify the customer and prepare for the chat session.

Question: 50

Universal Containers (UC) wants to build a product registration site to allow guest users to register a product. The functionality will involve a multi-step flow. How should UC enable the guest user to run the flow?

- A. Assign a single screen to multi-step flow and give the guest user access via page layout.
- B. Save the flow with the "System Context Without Sharing—Access All Data" option.
- C. Set the "Enable Lightning Flows for Guest User" toggle option to ON in Setup.
- D. Convert multi-step flow into individual flows and give the guest user access to each flow separately.

Answer: C

Explanation:

To enable the guest user to run the flow, UC should set the "Enable Lightning Flows for Guest User" toggle option to ON in Setup. A flow is a tool that allows you to automate business processes by guiding users through screens and performing actions based on their inputs. A guest user is a

user who accesses your Experience Cloud site without logging in or registering. To allow guest users to run flows on your site, you need to enable the “Enable Lightning Flows for Guest User” option in Setup, which gives guest users access to run flows that are embedded in Lightning pages or Visualforce pages.

Question: 51

Universal Containers (UC) is a conglomerate with various lines of business operating worldwide. UC helps finance crop research, provides insurance services to coffee growers, and manufactures specialized coffee machines and other products. UC also has a franchise unit to help grow its franchise business worldwide. UC is planning to build multiple portals and sites to support its various lines of business.

What two points should UC keep in mind when selecting a template for these sites and portals? Choose 2 answers

- A. Industry-specific Lightning Bolt solutions are available today but not templates. Pencil & Paper
- B. Insurance Agent Portal template becomes available once Financial Services Cloud is correctly set up in an org.
- C. Industry-specific templates are available today but not Lightning Bolt solutions.
- D. Industry-specific templates as well as Lightning Bolt solutions are available today.

Answer: B, D

Explanation:

When selecting a template for your sites and portals, you need to keep in mind some points, such as: Insurance Agent Portal template becomes available once Financial Services Cloud is correctly set up in an org. This template is designed for insurance agents who need to manage their leads, opportunities, policies, claims, and referrals.

Industry-specific templates as well as Lightning Bolt solutions are available today. Templates are preconfigured site designs that include pages, components, and settings. Lightning Bolt solutions are industry-specific solutions that include templates, themes, flows, apps, and components.

Question: 52

The Salesforce Administrator at Universal Containers (UC) has set up topics. UC is going through a rebranding phase and wants to simplify topics but keep articles that have been assigned to the topics.

How should the Salesforce Administrator accomplish this?

- A. Mark old topics as Inactive and assign articles to the new active topics.
- B. Merge similar topics in Content Management.
- C. Delete existing topics and assign articles to newly created topics.
- D. Keep existing topics and reassign articles to newly created topics.

Answer: B

Explanation:

To simplify topics but keep articles that have been assigned to the topics, you need to merge similar topics in Content Management. This will allow you to combine two or more topics into one and update the articles that have been assigned to the merged topics.

Question: 53

Get Cloudy Consulting has decided to set up and create an Experience Cloud site where customers can create service tickets or chat live with agents. What is the first step the system administrator should take to create the site?

- A. Update organization-wide settings.
- B. Enable Search Engine Optimization (SEO).
- C. Enable Digital Experiences.
- D. Configure the default login.

Answer: C

Explanation:

The first step to create a site is to enable Digital Experiences in your org. This will allow you to access the Experience Cloud site creation wizard, where you can choose a template, a domain name, and a URL for your site.

Question: 54

Which three considerations should be made when using Criteria-Based Audiences? Choose 3 answers

- A. Components in the template header and footer sections cannot be assigned to an audience.
- B. Salesforce must be contacted if you need to use the domain criteria in sandbox or Developer Edition orgs.
- C. Up to 2,000 audiences can be created.
- D. Domain criteria are not available in sandbox or Developer Edition orgs.
- E. Record Type criteria cannot be assigned to a component.

Answer: A, B, E

Explanation:

Criteria-Based Audiences are a feature that allows you to display different content to different audiences based on criteria such as profile, location, domain, or user. However, there are some considerations when using Criteria-Based Audiences, such as:

Components in the template header and footer sections cannot be assigned to an audience.

These sections are shared across all pages in your site and can't be customized for different audiences.

Salesforce must be contacted if you need to use the domain criteria in sandbox or Developer Edition orgs.

Domain criteria allow you to target audiences based on the domain name they use to access your site. However, this feature is not enabled by default in sandbox or Developer Edition orgs.

Record Type criteria cannot be assigned to a component. Record Type criteria are only available for page variations and navigation menu items.

Question: 55

Recently, Ursa Major Solar (UMS) decided it no longer wants to utilize Data Categories to control article visibility for its customer portal. UMS's users will need to be logged in to the portal in order to view any Knowledge articles.

Outside of Data Categories, what is another way UMS can control Knowledge article visibility?

- A. Permission Sets
- B. Branding Sets
- C. Sharing Rules
- D. Audience Targeting

Answer: A

Explanation:

Permission sets are a feature that allows you to grant additional permissions to users without changing their profiles. You can use permission sets to control Knowledge article visibility by granting users access to specific article types and actions. For example, you can create a permission set that allows users to view only certain article types and assign it to your customer portal users.

Question: 56

The system administrator at Get Cloudy Consulting is trying to import Customer Portal users to the newly created Experience Cloud. However, the import failed.

What could be two reasons for this failure?

Choose 2 answers

- A. The portal role record has not been created.
- B. The portal profile record has not been created.
- C. User records are missing. Penal & Pep ore
- D. Contact records have not been created.

Answer: A, D

Explanation:

Two reasons for the import failure are A and D. To import Customer Portal users to the Experience Cloud, you need to have a portal role record and a contact record for each user. A portal role record is a record that defines the role of a portal user in the portal hierarchy. A contact record is a record that contains the personal information of a portal user, such as name, email, phone, etc. If these records are missing, the import will fail.

Question: 57

How can records owned by Customer Community users be shared with internal users?

- A. Create a Sharing Set that includes a Customer Community profile and create a Share Group for the Sharing

Set.

- B. Create an owner-based sharing rule to share records owned by a Customer Community role with all internal users.
- C. Create a Share Group for a Customer Community profile that is not associated with a Sharing Set.
- D. Use the standard is Owned By External User checkbox on records to create a criteria-based sharing rule to share records owned by Customer Community users with all internal users.

Answer: B

Explanation:

The administrator should create a digital experience for agents and share the URL with employees. A digital experience is a branded online destination that allows you to connect with your customers, partners, or employees. By creating a digital experience for agents, the administrator can provide them with a portal where they can view Knowledge articles and chat live with a support agent. By sharing the URL with employees, the administrator can allow them to access the digital experience as well.

Question: 58

Dreamscape Flowers recently launched three Experience Cloud sites for North America, Europe, and Asia Pacific regions. The Community managers have installed the Salesforce Communities Management package and are getting useful insights on adoption and engagement.

During the Community managers' weekly meeting, the Community manager for Europe mentioned that the preconfigured Insights reports cannot be used for their Experience Cloud site.

What is the reason for this issue?

- A. The Community manager for Europe does not have System Administrator privileges.
- B. The preconfigured Insights reports need to be modified to meet GDPR requirements.
- C. The Experience Cloud site for Europe is not using Chatter which is needed to use the preconfigured Insights reports.
- D. The Experience Cloud site for Europe has more than a million users.

Answer: B

Explanation:

The reason for this issue is that the preconfigured Insights reports need to be modified to meet GDPR requirements. Insights is a feature that allows you to measure and analyze the adoption and engagement of your Experience Cloud sites using preconfigured reports and dashboards. However, some of these reports may not comply with GDPR, which is a regulation that protects the privacy and data rights of individuals in the European Union. To use Insights for the Experience Cloud site for Europe, the Community manager needs to modify the preconfigured reports to meet GDPR requirements, such as anonymizing user data, obtaining user consent, and deleting user data upon request.

Question: 59

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.

Answer: AB

Explanation:

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: 60

Northern Trail Outfitters implemented a chatbot on its Experience site.

Which three KPIs could be used to help understand the chatbot's impact on customer service?

Choose 3 answers

- A. Number of lead records created
- B. CSAT (Customer Satisfaction score)
- C. Case deflection
- D. Average Handle Time compared to Bot Session Time
- E. Case Type by Issue

Answer: B, C, D

Explanation:

Three KPIs that could be used to measure the chatbot's impact on customer service are B, C, and D. CSAT is a metric that measures how satisfied customers are with their chatbot experience on a scale of 1 to 5 stars. Case deflection is a metric that measures how many cases are avoided or resolved by the chatbot without escalating to an agent. Average Handle Time is a metric that measures how long it takes an agent to handle a case from start to finish. Bot Session Time is a metric that measures how long it takes a chatbot to handle a conversation from start to finish. By comparing these metrics, you can evaluate the chatbot's performance and efficiency in providing customer service.

Question: 61

DreamHouse Reality (DR) is looking to enter the insurance business. After discussing with business advisor. DR has decided to use independent agents to manage claims.

Which two features are available for DR to implement a solution involving insurance agent persona?

Choose 2 answers

- A. Financial Services Community permission set license
- B. Insurance Agent Portal Lightning template
- C. Financial Services Lightning template
- D. Insurance agent permission set license

Answer: A, B

Explanation:

Financial Services Community permission set license is a license type that allows users to access Financial Services Cloud objects and features, such as policies, claims, referrals, and goals. Insurance Agent Portal Lightning template is a template that is designed for insurance agents who need to manage their leads, opportunities, policies, claims, and referrals. These two features are available for DR to implement a solution involving insurance agent persona.

Question: 62

Cloud Kicks (CK) uses SSO (Single Sign-on) for its customer portal. The customer portal is built on the Customer Service template which uses LDS (Lightning Design System) and has public pages that use Lightning Web Components. CK has also set up the Salesforce Content Delivery Network (CDN) for its domain, which CK is planning to change.

- A. Changing the Salesforce CDN overwrites LDS defaults.
- B. Changing the Salesforce CDN affects SAML SSO settings for all custom URLs in that domain.
- C. Changing the Salesforce CDN impacts the AppExchange packages in the org that use Documents object.
- D. Changing the Salesforce CDN impacts definitions of all Lightning Web Components used in public pages.

Answer: D

Explanation:

Salesforce Content Delivery Network (CDN) is a feature that allows you to improve the performance of your site by caching static resources, such as images, JavaScript, and CSS files. However, changing the Salesforce CDN has some implications, such as:

Changing the Salesforce CDN impacts definitions of all Lightning Web Components used in public pages. You need to redeploy your components after changing the CDN to ensure that they work properly.

Changing the Salesforce CDN does not affect SAML SSO settings for all custom URLs in that domain.

SAML SSO settings are independent of the CDN settings.

Changing the Salesforce CDN does not impact the AppExchange packages in the org that use Documents object. Documents object is not affected by the CDN settings.

Changing the Salesforce CDN does not overwrite LDS defaults. LDS defaults are not affected by the CDN settings.

Question: 63

Insightopia is planning to create a high-performance site for its partners. The Home page will feature multiple custom component that will provide insights and trends along with near real-time updates.\Which template should Insightopia consider for its site?

- A. Partner Central
- B. Customer Account Portal
- C. Build Your Own (LWR)
- D. Help Center

Answer: C

Explanation:

Build Your Own (LWR) is a template that allows you to create a high-performance site using Lightning Web Components and other web standards. This template is suitable for Insightopia to create a site for its partners that features multiple custom components that provide insights and trends along with near real-time updates.

Question: 64

Northern Trail Outfitters (NTO) is planning to create an HR desk for its employees. The Technology team recommend using Experience Cloud to build the HR help desk app. What should NTO consider when building the HR desk app?

- A. HR user profile is only available in Employee Cloud with Employee permission set license.
- B. In order to protect employee privacy, the HR help desk app should be created in a different org than the main org.
- C. In order to leverage organizational structure, the HR help app must be created in the main org.
- D. HR user profile is only available in Enterprise and Performance Editions with HR permission set license.

Answer: C

Explanation:

When building an HR help desk app using Experience Cloud, you need to consider some points, such as:
HR user profile is not only available in Employee Cloud with Employee permission set license.
HR user profile is a standard profile that can be used with any user license type that supports Experience Cloud access.

In order to protect employee privacy, the HR help desk app does not need to be created in a different org than the main org. You can use sharing settings and permissions to control who can access what data in your org.

In order to leverage organizational structure, the HR help app must be created in the main org. This will allow you to use role hierarchy and public groups to share data based on your org structure.

HR user profile is not only available in Enterprise and Performance Editions with HR permission set license. HR user profile is available in any edition that supports Experience Cloud.

Question: 65

To which three objects can the Partner Super User access be applied?
Choose 3 answers

- A. Opportunities
- B. Accounts
- C. Cases
- D. Custom Objects
- E. Campaigns

Answer: A, B, D

Explanation:

Partner Super User access is a feature that allows you to grant access to records owned by other partner users who have the same role or a role below them in the role hierarchy. You can apply Partner Super User access to three objects: Opportunities, Accounts, and Custom Objects.

Question: 66

A consultant is asked to set up a new experience using the Customer service template. The articles from an existing knowledge base must be exposed in the new site.
What are the two ways the consultant should associate the articles with topics?
Choose 2 answers

- A. Select the appropriate topics on the Knowledge tab within Lightning Experience.
- B. Allow guest users to tag displayed articles with relevant topics on a public page.
- C. Establish automatic topic assignment of topics to specified data categories within WorkSpaces.
- D. Manually add one or more topics to each article within Workspaces.

Answer: A, D

Explanation:

Two ways the consultant should associate the articles with topics are A and D. Topics are keywords or phrases that help users find and organize content in Experience Cloud sites. To associate articles with topics, you can select the appropriate topics on the Knowledge tab within Lightning Experience, which allows you to view and edit articles in a list or Kanban view. You can also manually add one or more topics to each article within Workspaces, which allows you to create and manage articles in a collaborative environment.

Question: 67

Cloud Kicks (CK) is using audience targeting to display pages and components to certain users based on their assigned audience. The New York City account contain multiple departments; all of which belong to that account. One of the page virtualization of the Home page of CK's Experience Cloud site a assigned to the New York City audience. CK also has a Rich Content Editor component within this Home page that is assigned inly to the Legal Department audience.
Who will be able to see the Rich Content Editor component?

- A. New York City audience members with the Legal Department sharing set
- B. Members that are part of both the New York City audience and the Legal Department audience
- C. All Cloud Kicks Experience Cloud site members
- D. All New York City audience members.

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: 68

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 logging” 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.

Answer: A

Explanation:

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.

Question: 69

Ursa Major Solar would like the navigation menu in the customer portal to be vertical.

Which two options make this possible?

Choose 2 answers

- A. Edit the default navigation
- B. Download an app from AppExchange

- C. Fix the header's Position.
- D. Write custom code

Answer: B, D

Explanation:

Two options that make it possible to have a vertical navigation menu in the customer portal are B and D. A navigation menu is a component that allows users to navigate through different pages and sections of your Experience Cloud site. By default, the navigation menu is horizontal, but you can change it to vertical by using different options. One option is to download an app from AppExchange, which is a marketplace where you can find and install apps, components, and solutions for your Experience Cloud site. Another option is to write custom code, which allows you to create your own custom components and layouts for your Experience Cloud site.

Question: 70

Which step denotes the completion of an Experience Cloud site setup?

- A. Setting up SSO
- B. Activating the site
- C. Assigning roles to users
- D. Assigning profiles to users

Answer: B

Explanation:

The step that denotes the completion of an Experience Cloud site setup is activating the site.

Activating the site is the final step that makes your Experience Cloud site live and accessible to your users and visitors. Before activating the site, you need to complete other steps such as creating pages, adding components, configuring settings, assigning permissions, and testing functionality. After activating the site, you can still make changes and updates as needed.

Question: 71

Get Cloud Consultant (GCC) is implementing a Salesforce- based solution for a global coffee brand. The coffee company works with agrp research and coffee growers from around the world. These researchers will submit their recommendation in the system which will go through an approval process before reaching coffee growers who will ultimately use those recommendations during cultivation.

The Design team estimates the need for at least 20 custom objects given that the coffee company plans to use Salesforce to also manage incentives, compensations, distribution, and projections. Which user license should GCC recommend for the researchers?

- A. Customer Community
- B. External Apps
- C. Partner Community Plus
- D. Customer Community Plus

Answer: B

Explanation:

External Apps is a user license type that allows users to access up to 10 custom objects per app and unlimited standard CRM objects. This license type is suitable for the researchers who need to access at least 20 custom objects for the coffee company's solution.

Question: 72

Get Cloudy Consulting wants to leverage Experience Bundle for making updates to its community. What are the two key features of experienceBundle?

Choose 2 answers

- A. ExperienceBundle allows us to programmatically edit any community but using Experience Builder.
- B. ExperienceBundle enables Creating experiencing across orgs.
- C. ExperimentBundle provides editable community metadata in a human-readable format.
- D. ExperienceBundle provides editable community metadata in a human-readable format.

Answer: BD

Explanation:

ExperienceBundle is a feature that allows you to retrieve, deploy, create, update, or delete an Experience Cloud site's metadata definition in a single API call. Some of the key features of ExperienceBundle are:

ExperienceBundle enables creating experiences across orgs. You can use ExperienceBundle to move your site's metadata from one org to another, such as from sandbox to production.

ExperienceBundle provides editable community metadata in a human-readable format. You can use ExperienceBundle to edit your site's metadata in JSON or XML format, which makes it easier to understand and modify.

Question: 73

Zephyrus Relocation Services (ZRS) plans to build a portal for its partners. The portal needs to show company information and brand details on the Account Management page.

Which templates should ZRS consider to build the portal?

Choose 2 answers

- A. Help Center
- B. Partner Central
- C. Customer service
- D. Build Your Own

Answer: B, D

Explanation:

Partner Central and Build Your Own are two templates that ZRS can consider to build the portal for its partners. Partner Central is a template that is designed for managing partner

relationships, such as recruiting, onboarding, training, and co-selling. Build Your Own is a template that allows you to create a custom site using Lightning Web Components and other web standards.

Question: 74

What is a prerequisite for creating a user that has a Partner Community license?

- A. Select "Enable as Partner" in the Experience Workspace.
- B. Ensure that the partner user has the "Enabled as partner" permission set.
- C. The "Enable as Partner" action must be present on the Account page layout.
- D. The Enable as Partner" action must be present on the User page layout.

Answer: C

Explanation:

A prerequisite for creating a user that has a Partner Community license is to enable the account as a partner account. To do this, you need to have the "Enable as Partner" action on the Account page layout. This will allow you to convert an existing account or create a new account as a partner account.

Question: 75

Dreamscape Flowers (DF) is a well-known global with a large network of partners in various regions DF currently has a number of manual process with varied complexity. Some of these processes involve lifecycle management that DF is looking to automate as part of a broad digital transformation initiative.

In what three ways can Salesforce Partnership Management (PRM) help DF? Choose 3 answers

- A. Automating partner onboarding process
- B. Helping partners manage their payments and file taxes
- C. Providing reports and dashboards access to partners
- D. Preventing channel conflict

Answer: A, C, D

Explanation:

Salesforce Partner Relationship Management (PRM) is a solution that helps you manage your partner lifecycle, from recruitment to enablement to co-selling. Some of the ways that Salesforce PRM can help DF are:

Automating partner onboarding process. You can use Salesforce PRM to create guided onboarding flows that automate tasks, approvals, and notifications for your partners.

Providing reports and dashboards access to partners. You can use Salesforce PRM to share reports and dashboards with your partners that show their performance, pipeline, and revenue.

Preventing channel conflict. You can use Salesforce PRM to assign leads and opportunities to YOUR partners based on rules and criteria that ensure fair distribution and avoid duplication.

Question: 76

Northern Trail Outfitters (NTO) offers a new product that is different in North America, EMEA, and Asia Pacific regions. Pages have been created and published for this product. The site manager has applied criteria to ensure visibility for these products are applied as per the requirement for each region. NTO further wants to control the users who see a specific page of this product settings its visibility.

Which three visibility options available in Experience Cloud?

Choose 3 answers

- A. Audience
- B. None
- C. Default
- D. Personal
- E. Visible

Answer: A, B, C

Explanation:

Three visibility options available in Experience Cloud are Audience, None, and Default. Visibility options allow you to control who can see a page or a component on your Experience Cloud 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. 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.

Question: 77

Dreamscape flowers is looking to launch a public site for its current customers and prospects. Which three actions are performed automatically when a site is created in Experience Cloud?

Choose 3 answers

- A. Creation of a guest role
- B. Creation of moderation criteria that are applied only to guest users
- C. Creation of a guest profile
- D. Creation of sharing mechanisms that are available only to guest users
- E. Creation of a guest user record

Answer: ACE

Explanation:

Three actions that are performed automatically when a site is created in Experience Cloud are A, C, and E. A guest role is a role that defines the access level and permissions of guest users on your site. A guest profile is a profile that determines what guest users can see and do on your site. A guest user record is a user record that represents the guest user on your site. These actions are performed automatically when you create a site in Experience Cloud, so you don't have to manually create them.

Question: 78

How can Sharing Sets be used to share records with Customer Community users?

- A. Create one Sharing Set and add the objects to share in the Sharing Set.
- B. Create one Sharing Set, select the 'All Objects' options for the Sharing Set, and add the Customer Community profiles to the Sharing Set.
- C. Create one Sharing Set and use a Sharing Rule to share records with users in the Sharing Set.
- D. Create one Set per object and add the Customer Community profiles to each Sharing Set.

Answer: A

Explanation:

To share records with Customer Community users using Sharing Sets, you should create one Sharing Set and add the objects to share in the Sharing Set. A Sharing Set is a feature that allows you to share records with Customer Community users based on common account or contact fields. For example, you can share records with users who have the same account ID or contact ID as the record owner. To use Sharing Sets, you need to create one Sharing Set and add the objects that you want to share in the Sharing Set. You can then define the access level and criteria for each object.

Question: 79

Universal Containers is looking to onboard three new partners to the community.

* Each partner has a branded experience containing their colors and logo.

* Gold and silver partners should have access to the Leads inbox component, but Bronze partners should not.

* Bronze partners should not have access to the Leads tab.

How should an administrator solve for these requirements?

- A. Create branding sets, audience targeting, and navigation menu targeting.
- B. Create branding sets, audience targeting and a custom Navigation menu component.
- C. Create a separate community for each partner with audience targeting.
- D. Create branding sets, a separate page variation for each partner, and a custom Navigation Menu component.

Answer: A

Explanation:

To solve these requirements, the administrator should create branding sets, audience targeting, and navigation menu targeting. Branding sets are collections of branding elements, such as colors, fonts, images, and logos, that you can apply to your Experience Cloud site. Audience targeting is a feature that allows you to display pages and components to certain users based on their assigned audience. Navigation menu targeting is a feature that allows you to display different navigation menu items to different users based on their assigned audience. By using these features, the administrator can create different branded experiences for each partner, control the access to the Leads inbox component and the Leads tab, and customize the navigation menu for each partner.

Question: 80

Dreamscape Flowers (DF) is evaluating Salesforce Partner Relationship Management (RPM) to help improve its current channel sales performance.

In what two ways can Salesforce PRM help DF accelerate channel sales?

Choose 2 answers

- A. By automating partner entitlement assignment in Channel sales teams
- B. BY automating partner tiering in Channel sales hierarchy
- C. By automating partner lead routing
- D. By automating quoting with Salesforce CPQ

Answer: BC

Explanation:

Two ways that Salesforce PRM can help DF accelerate channel sales are B and C. Salesforce PRM is a solution that allows you to manage your partner relationships and empower them to sell your products and services. By using Salesforce PRM, DF can automate partner tiering in Channel sales hierarchy, which allows them to assign different tiers and benefits to their partners based on their performance and potential. DF can also automate partner lead routing, which allows them to distribute leads to their partners based on criteria such as location, product, or skill. These features can help DF increase partner engagement and loyalty, optimize lead conversion, and grow channel revenue.

Question: 81

Ursa Major Solar (UMS) would like to display a collection of news articles it has added to a workspace in Salesforce via a CMS Collection in its customer portal.

Where should UMS create the CMS collection before configuring the CMS Collection component in Experience Builder?

- A. Administrator in Workspaces
- B. Content Management in Workspaces
- C. Community Setting
- D. Branding Sets

Answer: B

Explanation:

Content Management in Workspaces is where UMS can create the CMS collection before configuring the CMS Collection component in Experience Builder. Content Management allows UMS to create, manage, and publish content from Salesforce to its customer portal. UMS can create a CMS collection that contains a group of news articles from a workspace and then use the CMS Collection component to display the collection on its site.

Question: 82

Northern Trail Outfitter is looking to implement a public Knowledge base. The company has 1,000 articles stored in an external systems.

Some of the articles are more than 2 years old.

What should a consultant recommend to optimize the public knowledge base?

- A. Manually add the top performing articles to Salesforce and select Authenticated Sites as the Channel.
- B. Bulk-import all articles to Salesforce and achieve duplicate and outdated articles.
- C. Manually add the top performing articles to Salesforce and select the Public Knowledge Base channel.
- D. Bulk-import the top performing articles to Salesforce and select the public knowledge base channel.

Answer: D

Explanation:

To optimize the public knowledge base, a consultant should recommend to bulk-import the top performing articles to Salesforce and select the public knowledge base channel. This will allow NTO to import only the most relevant and useful articles from the external system and make them available to public users on its site. The public knowledge base channel is a feature that allows NTO to share articles with unauthenticated users on its site.

Question: 83

Ursa Major Solar (UMS) will be creating a partner portal to distributing leads to partners. Partners will also be able to create their own leads in the portal UMS has decided to use Partner Central template.

Which three should UMS take at a minimum In order to meet the requirement?

- A. Create a Lead Process for Lead Distribution
- B. Create a Lead Queue for Lead Distribution.
- C. Enable Allow External Creation” in Digital Experience settings
- D. Configure Lead creation Leadon low Distribution inside PRM Workspace.

Answer: ABD

Explanation:

To meet the requirement of distributing leads to partners, UMS needs to take at least three steps: Create a Lead Process for Lead Distribution. A lead process is a set of stages that a lead goes through from creation to conversion. UMS can create a lead process that defines how leads are distributed to partners based on criteria such as region, industry, or product.

Create a Lead Queue for Lead Distribution. A lead queue is a list of leads that are assigned to a group of users who share the workload. UMS can create a lead queue for its partners and assign leads to the queue based on the lead process.

Configure Lead creation Leadon low Distribution inside PRM Workspace. PRM Workspace is a feature that allows UMS to manage its partner relationships, such as recruiting, onboarding, training, and coselling. UMS can

configure lead creation and distribution settings inside PRM Workspace, such as enabling partners to create their own leads, setting up lead assignment rules, and defining lead notification preferences.

Question: 84

Universal Containers has Contact and Account objects set to Public Read Only for internal users, but an Experience Cloud user is not able to view Contacts and accounts.

How should you fix this issue?

- A. The external sharing model should be updated so that the Account object is private but the Contact object remains public only
- B. Sharing rules should be configured open each object to give Read Only access to experience Cloud users.
- C. The existing sharing model should be updated so that the Contact and Account Objects are private, and sharing rules should be configured on each individual object to give Public Read Only access to Experience Cloud users.
- D. The internal sharing model should be updated so that the Contact and Account objects are Public read Only.

Answer: B

Explanation:

To fix the issue of Experience Cloud users not being able to view Contacts and Accounts, you should configure sharing rules on each object to give Read Only access to Experience Cloud users. Sharing rules allow you to extend sharing access to users in public groups, roles, or territories. You can use sharing rules to grant Read Only access to Contacts and Accounts owned by internal users to Experience Cloud users.

Question: 85

Which component informs support agents working in the Service Console what actions a customer has taken on an Experience site?

- A. Experience Tracker
- B. Customer Insights
- C. Community View
- D. Einstein Customer

Answer: A

Explanation:

Experience Tracker is a component that informs support agents working in the Service Console what actions a customer has taken on an Experience site. Experience Tracker shows information such as page views, searches, downloads, and case interactions that the customer has performed on the site. This helps agents understand the customer's context and provide better service.

Question: 86

Cloud Kicks (CK) wants to organize content on its site so that users can easily search and browse for information.

Which three features should CK use to accomplish this goal?

- A. Navigational Topics
- B. Content Topics
- C. Content Graph
- D. Featured Topic
- E. Navigation Tree

Answer: BCE

Explanation:

Three features that CK should use to organize content on its site are Content Topics, Content Graph, and Navigation Tree. Content Topics are keywords or phrases that help users find and organize content in Experience Cloud sites. Content Topics can be assigned to any content, such as articles, posts, or files. Content Graph is a feature that analyzes the relationships between content and topics and suggests relevant content to users based on their interests and preferences. Navigation Tree is a component that allows you to create a hierarchical structure of topics and subtopics that users can browse through to find content.

Question: 87

Northern trail Outfitters has created a microsite digital experience for its Gold-Level VIP customers.

The digital experience is not yet active.

The community manager would like to send welcome emails on a specific day, which include a promotion for participating in the community.

In which order should the community manager perform activation steps?

- A. Add available profiles and permission sets to the Admin Workspace, enable Contacts as community users, set welcome emails to Enabled, and set the community to Active.
- B. Set the Community to Active, and available profiles and permission sets to the Admin Workspace, enable Contacts as community users, and set welcome emails to Enabled.
- C. Publish the community, which will send out the welcome emails.
- D. Set the community to Active, and available profiles and permission sets to the Admin Workspace, and create a process to send the welcome emails.

Answer: A

Explanation:

The order in which the community manager should perform activation steps is A. To activate a site in Experience Cloud, you need to complete several steps, such as adding profiles and permission sets, enabling contacts as community users, setting welcome emails, and setting the site to active. The order of these steps is important, because some steps depend on others. For example, you

need to add profiles and permission sets before you can enable contacts as community users, and you need to set welcome emails before you can set the site to active.

Question: 88

Get Cloudy Consulting wants to leverage Metadata API for migrating changes between environments.

What are the three key features of Metadata API?

Metadata API might require manual migration for changes that involve unsupported settings and features.

- A. Metadata API is ideal when multiple work streams are involved.
- B. Metadata API can be used programmatically as well as declaratively.
- C. Metadata API is ideal for when the changes are complex.
- D. Metadata API supports migrating all Communicates settings and features.

Answer: A, B, C

Explanation:

Three key features of Metadata API are A, B, and C. Metadata API is an API that allows you to retrieve, deploy, create, update, or delete customization information in your Salesforce org, such as custom objects, fields, tabs, or pages. Metadata API is ideal when multiple work streams are involved, because it allows you to manage changes across different environments and teams. Metadata API can be used programmatically as well as declaratively, because it supports both codebased tools and point-and-click tools for working with metadata. Metadata API is ideal for when the changes are complex, because it allows you to handle fine-grained customizations and dependencies.

Question: 89

A consultant is in the process of designing the sharing and visibility model for Cloud (CK) new hiking site built on experience Cloud. The consultant knows that CK plans to use the Customer Community License type.

What limitations should the consultant consider related to sharing and visibility for this license type?

- A. All site users that require access to certain records for certain objects have the proper Sharing set.
- B. Any site users that require access to specific records have the proper Sharing Rule.
- C. All site users that require access to all records across all objects have the proper Sharing Set.
- D. All site users have the appropriate role assigned.

Answer: A

Explanation:

The limitation that the consultant should consider related to sharing and visibility for the Customer Community license type is A. The Customer Community license type is a license type that allows external users to access your Experience Cloud site through a customer account. Customer Community users have limited access and visibility to data in your Salesforce org, and they cannot use roles or sharing rules to share records. To share records with Customer Community users, you need to use Sharing Sets, which are features that allow you to share records based on common account or contact fields.

Question: 90

What is required when creating portal users through Just-Time (JIT) provisioning?

- A. FederationIdentifier
- B. Organization_id
- C. FirstName
- D. User.Role

Answer: A

Explanation:

The requirement when creating portal users through Just-In-Time (JIT) provisioning is A. JIT provisioning is a feature that allows you to create portal users on demand when they log in using an external identity provider, such as Facebook or Google. To use JIT provisioning, you need to have a FederationIdentifier field on the user object, which is a unique identifier that links the portal user with the external identity provider. The FederationIdentifier field must match the value of the NameID element in the SAML assertion sent by the identity provider.

Question: 91

Universal Container (UC) has a business model that involves B2C as well B2B customers. A group of B2B customers has recently signed a contract with UC that would allow them to start working with

the UC Support team in resolving low-severity B2C customer issues.

How should UC use Experience Cloud to accomplish this goal?

- A. Create a digital experience for B2C customers and B2B customers, and use the internal CRM app for employees.
- B. Create a single digital experience for B2C customers, B2B customers, and employees.
- C. Create a digital experience for B2B customers, a partner portal for B2B customers, and use the internal CRM org for employees.
- D. Create a digital experience for B2C customer and employees, and another one for B2B customers and employees.

Answer: D

Explanation:

UC should create two separate digital experiences for its different customer segments and employees. This will allow UC to provide different features, content, and branding for each experience, as well as control the access and visibility of records. For example, UC can create a customer service site for B2C customers and employees, where they can view and create cases, access knowledge articles, and chat with agents. UC can also create a partner portal for B2B customers and employees, where they can view and update billing information, access contracts, and work on low-severity B2C customer issues.

Question: 92

Ursa Major Solar would like its authenticated external users to be able to search for Quote and Contract objects but not Opportunity or Asset objects.

Which two standard features allow an administrator to accomplish that?

Choose 2 answers

- A. Remove Opportunity and Asset from the Title Menu component in the property editor.
- B. Remove Opportunity and Asset from the navigation Menu component in the property editor.
- C. Remove Opportunity and Asset from the object list in the Global Search Result component property editor.
- D. Remove Opportunity and Asset from the Autocomplete object list in the Search component property editor.

Answer: C, D

Explanation:

To prevent authenticated external users from searching for Quote and Contract objects but not Opportunity or Asset objects, you need to remove Opportunity and Asset from the object list in the Global Search Result component property editor and the Autocomplete object list in the Search component property editor. The Global Search Result component displays the search results for all objects that match the search term. The Autocomplete object list displays the suggested objects that match the search term as you type. You can customize these components by selecting or deselecting the objects that you want to include or exclude from the search.

Question: 93

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?

- 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.

Question: 94

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

- 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: 95

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

Choose 2 answers

- 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: 96

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?

- 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: 97

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?

- 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: 98

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?

- 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: 99

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?

- 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.

Question: 100

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 reasons causing this issue?

Choose 2 answers

- 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: CD

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: 101

Zephyrus 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?

- A. Create at least one subtopic and add the More Topic 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 when 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: 102

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

Choose 3 answers

- 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: BCE

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: 103

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

- 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: 104

Universal Containers (UC) 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?

- 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: 105

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

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.

Question: 106

Universal Containers has recently launched a site for its retailers. Retailers able to collaborate 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?

- 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: 107

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

- 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: 108

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

Which template should UC select?

- 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: 109

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

Choose 3 answers

- 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 site.
- 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 site. 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: 110

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

- 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: 111

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

- 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: 112

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?

- 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: 113

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?

- 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: 114

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?

- A. Give external researchers and internal staff access to the main 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: 115

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?

- 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.

Question: 116

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?

- 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: 117

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

- 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: 118

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

- 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: 119

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?

- 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: 120

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

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

Answer: BC

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: 121

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?

- A. Create an app for the Internal business development team and allow them to generate tokenbased 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 on 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 accordingly1](#)

Question: 122

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?

- 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 layout2](#)

Question: 123

Northern Trail Outfitters (NIO) is considering how to manage its accounts for the B2B portion of its business. NIO uses person accounts for its B2C business, and business accounts with related contacts for its B2B business. NTO has several B2B customer accounts that are very large. These accounts have child accounts that represent departments and opportunities at the department level that will need to be visible to users at the parent account level. NTO has Customer Community Plus licenses.

How should NTO manage its accounts in its Partner Community?

- A. Extend the Standard Role Hierarchy setting departments as child accounts.
- B. Enable the External Account Hierarchy setting departments as child accounts.
- C. Use the Business Accounts and Contacts with Sharing Sets to grant additional record access as needed.

D. Since NTO has person accounts, it cannot use the External Account Hierarchy and will need to use groups and sharing rules to grant the required record access.

Answer: B

Explanation:

This option allows NTO to manage its B2B accounts with multiple levels of hierarchy and grant record access based on the account relationship. External Account Hierarchy is a feature that enables this functionality for Customer Community Plus users. [With this feature, users can view and edit records associated with their own account and any child accounts in the hierarchy](#)³

Question: 124

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

Answer: BC

Explanation:

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](#)⁴

Question: 125

Universal Containers (UC) has a B2C customer department that uses person accounts to track and manage all B2C customers. UC has set up a B2C site using Salesforce Experience Cloud. The VP of B2C business wants to enable self-registration on the portal so customers can create their own user accounts.

What should the Experience Cloud consultant at UC recommend so that the new users self-registering on the B2C site are captured as person accounts in Salesforce?

- A. Create a custom self-registration page and Apex handler that creates a person account for each user self-registering on the portal.
- B. Use the standard self-registration configuration under Experience Workspace and leave the default Account field empty.
- C. Use the standard self-registration configuration under Experience Workspace that assigns users to a default business account, and then build a trigger on Account to create person accounts for each user.

D. A Restrict the Account record type access to Person Account record type only for the Site Guest User, so any account created is By default a person account.

Answer: A

Explanation:

To capture the new users self-registering on the B2C site as person accounts in Salesforce, UC should create a custom self-registration page and Apex handler that creates a person account for each user. A custom self-registration page allows UC to customize the look and feel, fields, and logic of the selfregistration process. An Apex handler is a class that implements the Auth.RegistrationHandler interface and defines the logic for creating a user and an account. UC can use an Apex handler to create a person account for each user based on the information they provide on the self-registration page.

Question: 126

The Cloud Kicks (CK) site administrator is onboarding a new partner to its Experience Cloud site. They have created the partner as an Account, added the required Contacts, and ensured that the Welcome Email selection is checked. However, upon review, the site administrator has found that none of the partner users were able to register.

What should the site administrator do to ensure they are able to set up partner users correctly?

- A. Double-check that the partner profile has been added to the CK site.
- B. Ensure that the Account has been enabled as a partner Account.
- C. Double-check that the provided email addresses are correct.
- D. Ensure that the Contacts under the Account are enabled as partner users.

Answer: D

Explanation:

To ensure that the partner users are able to register, the site administrator should enable the Contacts under the Account as partner users. This will allow the site administrator to assign a username, password, and profile to each Contact and send them a welcome email with a link to activate their account and log in to the site.

Question: 127

As a pilot. Ursa Major Solar's customers from California were assigned to a page variation for the Home page so that the layout looks slightly different than for customers from other states. The page variation uses a Rich Content Editor component assigned solely to Platinum customers.

Who will be able to view the Rich Content Editor component?

- A. All Platinum customers
- B. All customers from California
- C. All customers
- D. All Platinum customers from California

Answer: D

Explanation:

The Rich Content Editor component will be visible to all Platinum customers from California. This is because UMS has assigned the component solely to Platinum customers using Audience Targeting, which is a feature that allows UMS to display different content to different audiences based on criteria such as profile, location, domain, or user. UMS has also assigned the page variation for the Home page to customers from California using Page Variations, which is a feature that allows UMS to create different versions of a page and assign them to different audiences based on criteria such as record type, field value, or ownership.

Question: 128

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.

Answer: D

Explanation:

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: 129

Cloud Kicks (CK) is planning to launch a public site. The site will contain a variety of digital content, including static content as well as dynamic content. CK is planning to use Content Delivery Network (CDN).

Which statement is true about using CDN with Experience Cloud?

- A. CDN can help consistency attaching content timestamps as key-value pairs to both static and dynamic content.
- B. CDN can help availability by allowing remote cloning for dynamic resources.
- C. CDN can help performance by caching public resources.
- D. CDN can help reliability by allowing local cloning for static resources.

Answer: C

Explanation:

CDN can help performance by caching public resources, such as images, JavaScript, and CSS files. This can enhance the user experience and reduce the load on CK's server. CDN stands for Content Delivery Network, which is a feature that allows CK to improve the performance of its site by caching static resources on servers that are closer to CK's site visitors.

Question: 130

Universal Containers has recently launched a site for its retailers. Retailers are able to collaborate with other retailers around topics; however, retail managers aren't able to see records owned by their peers and subordinates.

What should be done to resolve the issue?

- A. Retail managers need to be put in the executive role in the Role Hierarchy.
- B. Retail managers need to be given Super User access.
- C. A Sharing Rule needs to be created.
- D. A Sharing Set needs to be created.

Answer: B

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: 131

Universal Containers (UC) works with a large retainer network. UC wants these retailers to start registering deal and work with UC to convert them into sales.

Which user license should the Experience Cloud consultant recommend?

- A. Partner Community Plus
- B. Partner Community
- C. Platform Portal
- D. Commerce Portal

Answer: A

Explanation:

This user license allows partners to register deals and work with UC on sales opportunities. It also provides access to reports and dashboards, campaigns, orders, price books, and products. [Partner Community Plus users can also access standard and custom objects, such as accounts, contacts, cases, and leads1](#)

Question: 132

A manager at Ursa Major Solar is responsible for creating and editing only the community users for the Partner Community they have recently set up using Experience Cloud. However, the manager is able to make organizational changes to the user records of the internal users as web.

What could be the possible issue here?

- A. The manager has been given the Manage Profiles and Permission Sets permission.
- B. The manager has been given the Manage Customer Users permission.
- C. The manager has been given the Manage User permission.

D. The manager has been given the Manage External Users permission.

Answer: C

Explanation:

This permission allows the manager to create, edit, and delete all users in the org, including internal users. This permission overrides the sharing settings and role hierarchy that normally restrict access to user records. [To limit the manager's access to only community users, the manager should be given the Manage External Users permission instead²](#)

Question: 133

Bloomington Caregivers (BC) wants to streamline back-end processes and workflows for its employees. BC recently learned about lightning Bolt solutions for employees at a world tour event. Where should BC look for potential Lightning Bolt solutions?

- A. Salesforce AppExchange
- B. Salesforce Accelerator Directory
- C. Salesforce Accelerator Catalog
- D. Salesforce Connect

Answer: A

Explanation:

Salesforce AppExchange is a marketplace where customers can find and install pre-built solutions for various industries and use cases. Lightning Bolt solutions are industry-specific templates that include themes, components, pages, and business logic. They are built by Salesforce partners and can be customized to fit specific needs³

Question: 134

Ursa Major Solar would like content from Salesforce CMS to be queried when users search for keywords in its customer portal.

Which setting must be turned on in order for Global Search in Experience Builder to query content from Salesforce CMS?

- A. Community must be activated.
- B. Sharing Rules must be set to Read/Write.
- C. Search must be enabled for the selected CMS Channel.
- D. Gather Customer Insights Data must be selected.

Answer: C

Explanation:

This setting allows the CMS content to be searchable within the channel where it is published. To enable search for a channel, open the CMS Channels tab in Salesforce CMS, select Edit beside a channel, and click the Search toggle. [Additionally, if the site is created with Experience Builder, the Global Search Box component must be configured to include the Content object⁴](#)

Question: 135

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

Answer: D

Explanation:

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: 136

universal Containers UC maintains multiple customer-facing sites, but only one profile for all customer users. Ho customer has access to more than one site.

which two steps should the UC admin take to grant access to each customer?

Choose 2 answers

- A. Select a permission set for a given site.
- B. Edit the applicable user profile.
- C. Create a permission set.
- D. Select the profile for a given site.

Answer: A, C

Explanation:

To grant access to each customer to only one site, UC should create a permission set and select a permission set for a given site. A permission set is a collection of settings and permissions that give users access to various tools and functions. UC can create a permission set for each site that specifies the site access and the object permissions for the customer users. UC can then select a permission set for a given site in the Experience Builder, which will assign the permission set to all new and existing users of that site.

Question: 137

Cloud Kicks (CK) is planning to introduce a User Acceptance Testing (UAT) process to ensure quality. UAT will take place In Partial and Full sandboxes. OC has also set up the Salesforce content Delivery Network (CDN) for its domain in production environment.

What should CK keep in mind about salesforce CDN?

- A. Salesforce CDN is only supported in Full sandbox environments.
- B. Salesforce CDN is not supported in sandbox environments.
- C. Salesforce CDH is only supported in Developer sandbox environments
- D. Salesforce CDN is supported in all sandbox environment

Answer: B

Explanation:

CK should keep in mind that Salesforce CDN is not supported in sandbox environments. Salesforce CDN is a feature that allows CK to improve the performance of its site by caching static resources on servers that are closer to CK's site visitors. However, this feature is only available in production

environments and not in sandbox environments, such as Partial and Full sandboxes. Therefore, CK should not use Salesforce CDN for its UAT process.

Question: 138

A consultant for Cloud Kicks (CK) is asked to build a site for CK customers. As part of this site, a custom object will be used to manage customer subscriptions. These subscriptions will need to leverage advanced sharing rules to ensure that only appropriate customers can see these subscriptions.

Which two user license types should be granted to customers to support this sharing requirement? Choose 2 answers

- A. Partner Community User
- B. Customer Community Login User
- C. Customer Community User
- D. Customer Community Plus Login User

Answer: A, D

Explanation:

To support the sharing requirement of using advanced sharing rules for the custom object, CK should grant two user license types to customers: Partner Community User and Customer Community Plus Login User. These license types allow customers to access custom objects and a subset of standard CRM objects, such as accounts, contacts, cases, and dashboards. These license types also support advanced sharing features, such as role hierarchy, sharing rules, manual sharing, and Apex sharing.

Question: 139

DreamHouse Realty (DR) has active participation of home owners and prospective buyers in its Experience Cloud site that uses Chatter. Recently, DR observed a significant number of comments being marked as spam. OR's Salesforce and Security teams did further analysis and identified the posts made by the spammers.

OR's Management team has decided to remove all the spammers' posts and comments from the Experience Cloud site.

What should the Experience Cloud consultant recommend to remove them?

- A. Utilize the Insights reports by creating and using a custom action to remove all the spammers' posts and comments.
- B. Submit a high-priority case with Salesforce Support to remove all of the spammers' posts and comments. The site will be under maintenance state until resolution.
- C. Experience Cloud site managers, moderators, and admms work together to remove all the spammers' posts and comments manually.
- D. Enable Experience Cloud Einstein features to remove all the spammers" posts and comments as a background action.

Answer: A

Explanation:

To remove all the spammers' posts and comments from the Experience Cloud site, DR should utilize the Insights reports by creating and using a custom action to remove them. Insights reports are reports that show the activity and engagement metrics on DR's site, such as page views, likes, comments, flags, and moderation actions. DR can use Insights reports to identify the spammers' posts and comments based on the flagging reasons or other criteria. DR can also create a custom action that allows DR to remove multiple posts or comments at once from the Insights reports.

Question: 140

Cloud Kicks (CK) advises its diverse set of clients on how to use Experience Cloud. With new regulations taking effect, many of CK's clients want an easy and cost effective way to set up a site and gather their customers' communication preferences.

How should CK help compile these preferences?

- A. Create a Lightning Bolt solution that already includes all the preferences.
- B. Create a Lightning Bolt solution with a template and a login flow to gather the preferences.
- C. Use the standard Preferences Chatbot to gather the preferences.
- D. Build a Service Console to gather the preferences.

Answer: B

Explanation:

To set up a site and gather their customers' communication preferences, CK should create a Lightning Bolt solution with a template and a login flow to gather the preferences. A Lightning Bolt solution is a package that contains an industry-specific template, theme, flows, apps, and components that can be used to create an Experience Cloud site. CK can create a Lightning Bolt solution that includes a template with the required pages and branding for its customers' site. CK can also include a login flow in the Lightning Bolt solution, which is a flow that runs when a user logs in to the site. CK can use the login flow to collect the customers' communication preferences and store them in Salesforce.

Question: 141

Universal Containers (UC) has a B2C customer department that uses person accounts to track

and manage all B2C customers. UC has set up a B2C site using Salesforce Experience Cloud. The VP of B2C business wants to enable self-registration on the portal so customers can create their own user accounts.

What should the Experience Cloud consultant at UC recommend so that the new users self-registering on the B2C site are captured as person accounts in Salesforce?

- A. Create a custom self-registration page and Apex handler that creates a person account for each user self-registering on the portal.
- B. Use the standard self-registration configuration under Experience Workspace and leave the default Account field empty.
- C. Restrict the Account record type access to Person Account record type only for the Site Guest User, so any account created is by default a person account.

Answer: A

Explanation:

This option allows UC to customize the self-registration process and create person accounts programmatically using Apex code. The standard self-registration configuration does not support person accounts and requires an existing business account to associate the new users with. Restricting the account record type access for the Site Guest User does not affect the self-registration process and may cause errors.

Question: 142

Ursa Major Solar (UM5) is evaluating Salesforce Partner Relationship Management (PRM) to help improve its current channel sales performance.

In which two ways can Salesforce PRM help UMS accelerate channel sales?

Choose 2 answers

- A. Enable partner lead routing
- B. Automate partner entitlement assignment in Channel Sales teams
- C. Extend automated quoting capabilities to partners
- D. Use partner tiering in channel sales hierarchy

Answer: A, C

Explanation:

Partner lead routing allows UMS to assign leads to partners based on predefined criteria, such as location, product, or industry. This helps UMS distribute leads more efficiently and increase partner engagement. Automated quoting capabilities allow partners to generate quotes for customers using UMS's pricing and discount rules. This helps partners close deals faster and more accurately.

Question: 143

An Experience site is built in an Unlimited org. Some of the pages within the site are exposed to guest users.

How many page views are allowed per month?

- A. 1 million
- B. 5 million
- C. 100,000
- D. 500,000

Answer: B

Explanation:

The page view limit for an Experience site depends on the org edition and the license type of the site users. For an Unlimited org, the page view limit is 5 million per month for guest users, and unlimited for authenticated users. A page view is counted when a user requests a page that is served by the

site.

Question: 144

Universal Containers is implementing a customer community.

What sharing mechanism should be used to allow customers to view their own cases even after those cases are assigned to a support agent?

- A. OWD and Apex Sharing
- B. Sharing Set
- C. Case co-ownership using Super User access
- D. Sharing Map and custom permission set

Answer: B

Explanation:

A sharing set is a feature that grants community users access to records that have a lookup relationship with their user record or their account or contact record. For example, a sharing set can grant customers access to cases that have the same contact as their user record, regardless of the case owner or role hierarchy. Sharing sets are easy to configure and do not require code.

Question: 145

Ursa Major Solar (UMS) is using the Customer Account Portal template and would like to differentiate the options available on the navigation menu based on the profile of the authenticated user visiting their customer portal.

Which Experience Cloud functionality should UMS use to accomplish this?

- A. Sharing Rules
- B. CSS Overrides
- C. Permission Sets
- D. Audience Targeting

Answer: D

Explanation:

Audience targeting allows UMS to create audiences based on user attributes, such as profile, location, or language, and display different content or components to different audiences within the same site. For example, UMS can create an audience for premium customers and show them a special offer on the navigation menu, while hiding it from other customers. Audience targeting can be applied to any component or page in Experience Builder.

Question: 146

Cloud Kicks has recently rolled out a new Experience Cloud site for its customers. The site has been activated and the contacts have been enabled as customer users. However, none of the users received their login credentials in an email.

What caused this issue?

- A. The sender's email address was changed while it was pending verification.
- B. The welcome emails were not enabled for the site.
- C. The sender's email address was changed and not verified.
- D. The roles were not enabled for the users.

Answer: C

Explanation:

One possible cause of this issue is that the sender's email address was changed and not verified. The sender's email address is the email address that appears as the sender of the welcome emails to the customer users. If the sender's email address is changed, it needs to be verified by clicking on a link in a verification email. If the verification is not completed, the welcome emails will not be sent.

Question: 147

Insightopia's Experience Cloud site went live on the first day of the last month. The launch has been very successful, and the number of community members has reached the first milestone of 10,000. The Experience Cloud site manager wants to implement gamification methods to increase engagement and adoption.

What should be the recommended approach for implementing gamification?

- A. Use the Missions feature to assign badges to members automatically.
- B. Use the Einstein game mechanics feature for implementing gamification.
- C. Build flows to implement gamification for community members.
- D. Organize a community event to get ideas for implementing gamification.

Answer: A

Explanation:

A recommended approach for implementing gamification is to use the Missions feature to assign badges to members automatically. Missions are a feature that allows you to create challenges and rewards for your site members based on their actions and behaviors. You can use Missions to define criteria and actions that trigger badges, points, or ranks for your members. For example, you can create a Mission that awards a badge to a member who posts a question, comments

on an answer, or likes a post.

Question: 148

Cloud Kicks (CK) wants to create a public site to recruit potential volunteers. Volunteering events are stored in a custom VolunteeringEvent object.

How can CK give guest users access to a custom object?

- A. Through guest user roles
- B. Through guest user Sharing Sets
- C. Through guest user organization-wide defaults (OWD)
- D. Through guest user Sharing Rules

Answer: C

Explanation:

To give guest users access to a custom object, CK can use guest user organization-wide defaults (OWD). OWD are a feature that allows you to set the default level of access that guest users have to records of a custom object. You can use OWD to grant Read Only or Read/Write access to guest users for a custom object. For example, CK can use OWD to give guest users Read Only access to the VolunteeringEvent object.

Question: 149

DreamHouse Realty recently created a site for potential buyers. The content is organized using topics.

Where can site users go to find out how current and popular a topic is?

- A. Trending Topics Channel
- B. Collaboration Dashboard
- C. Topic's detail page
- D. Content Management Report

Answer: C

Explanation:

To find out how current and popular a topic is, site users can go to the topic's detail page. The topic's detail page shows information such as the number of followers, the number of posts, and the last activity date of the topic. Site users can also see the related topics and subtopics, as well as filter the content by type or time range.

Question: 150

Ursa Major Solar (UMS) is planning to build a portal for its partners. Among other things, UMS will be distributing leads to its partners in the portal.

Which standard component can UMS leverage if it elects to use Partner Central template?

- A. Lead Distribution
- B. Lead Inbox
- C. Lead Selector
- D. Lead Flow

Answer: B

Explanation:

To distribute leads to its partners in the portal, UMS can leverage the Lead Inbox component if it elects to use Partner Central template. The Lead Inbox component is a standard component that displays a list of leads assigned to the partner user or their partner account. The partner user can

view, accept, or reject the leads from the Lead Inbox component.

Question: 151

DreamHouse Realty (DR) plans to invite individuals from several new companies to its Broker Portal and would like to differentiate the user experience for each company.

Which three options should the DR system administrator use to personalize the look and feel of the portal for each new brokerage?

Choose 3 answers

- A. Branding Sets
- B. Audience Sets
- C. Page Variations
- D. Audience Targeting
- E. Partner User Roles

Answer: A, C, D

Explanation:

Branding sets allow the administrator to define the colors, fonts, logos, and images for different parts of the site, such as the header, footer, and body. Page variations allow the administrator to create different versions of a page with different layouts, components, and content. Audience targeting allows the administrator to create audiences based on user attributes, such as profile or company name, and display different branding sets or page variations to different audiences within the same site.

Question: 152

Which step does the system administrator have to take to create a partner user?

- A. Create a partner queue, and add users to it.
- B. Select Enable Partner User from the Contact Detail page.
- C. Assign the Gold Partner permission to the user.
- D. Add the user to the All Partner Portal Users public group.

Answer: B

Explanation:

This step allows the system administrator to create a partner user from an existing contact that is associated with a partner account. The partner user inherits the role, profile, and permission sets from the contact. The system administrator can also specify a username, email address, and nickname for the partner user.

Question: 153

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

Answer: C

Explanation:

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: 154

Cloud Kicks (CK) is launching a new public marketing site. The company expects a large volume of traffic and wants to ensure its site performs well. CK also wants repeat visitors to have the fastest browsing experience possible.

What should CK do to get the best performing site?

- A. Schedule Apex jobs to push content to users' browser caches.
- B. Use Next Best Action to predict what content to serve to the user's browser.
- C. Disable Visualforce to make all pages switch to Lightning.
- D. Enable and configure the Content Delivery Network so that public content is cached.

Answer: D

Explanation:

The Content Delivery Network (CDN) is a feature that improves the performance of public sites by caching static content, such as images, CSS files, and JavaScript files, on servers that are closer to the site visitors. This reduces the load on the Salesforce servers and speeds up the page loading time. CK can enable

and configure the CDN from Experience Builder settings.

Question: 155

Which component can be embedded into an Experience Cloud site to start conversations with customers using the channels they prefer?

- A. Channel Menu
- B. Chat
- C. Service Your Way
- D. Service Console

Answer: C

Explanation:

Service Your Way is a component that allows customers to choose how they want to interact with a service agent or a chatbot from a list of available channels, such as phone, chat, SMS, WhatsApp, or Facebook Messenger. Service Your Way can be added to any page in Experience Builder and configured to show different channels based on user attributes or device type.

Question: 156

Ursa Major Solar (UMS) works with local installation companies. The installers need to collaborate with their co-workers as well as with UMS staff.

Which user visibility setting needs to be enabled at a minimum?

- A. Portal User Visibility
- B. Site User Visibility
- C. Guest User Visibility
- D. Community User Visibility

Answer: A

Explanation:

To enable the installers to collaborate with their co-workers and UMS staff, UMS needs to enable Portal User Visibility. This is a user visibility setting that allows portal users to see other portal users who have the same role or a role below them in the role hierarchy. This also allows portal users to see internal users who are above them in the role hierarchy. Portal User Visibility can be enabled in the Sharing Settings page in Setup.

Question: 157

The Universal Containers Experience Cloud admin needs to move a site from one production org to another production org that it is not directly connected to.

What is the recommended choice for moving the site from one org to the other?

- A. Deployment via Metadata API

- B. Publication via Experience Builder
- C. Deployment via Change Set
- D. Lightning Bolt Export and Installation

Answer: D

Explanation:

To move a site from one production org to another production org that is not directly connected, UC should use Lightning Bolt Export and Installation. Lightning Bolt is a feature that allows UC to export a site as a package that contains the site template, theme, pages, components, and content. UC can then install the package in another org using the AppExchange or a URL link.

Question: 158

The system administrator at Dreamhouse Realty (DR) is giving Experience Builder access to two colleagues who will be responsible for creating and managing new microsites. One contributor needs to create and customize the site, but not publish it. The other colleague is tasked with adding contributors and publishing the final site.

Which Experience Builder roles should the system administrator grant?

- A. Builder and Experience Admin
- B. Experience Admin and Publisher
- C. Viewer and Publisher
- D. Publisher and Builder

Answer: D

Explanation:

To grant Experience Builder access to two colleagues who will be responsible for creating and managing new microsites, the system administrator should grant Publisher and Builder roles. Publisher and Builder are two Experience Builder roles that define what users can do on the site. Publisher is a role that allows users to add contributors, publish changes, and activate or deactivate sites. Builder is a role that allows users to create and customize sites, but not publish them.

Question: 159

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.

Answer: C

Explanation:

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: 160

Ursa Major Solar wants to give customers the ability to add authorized users to view usage, billing, and payment history.

Which permission should be granted to customers to add authorized users?

- A. Delegated External User Administrator
- B. View and Manage Users
- C. Modify All for Usage, Billing, and Payment History
- D. View Content in Portals

Answer: A

Explanation:

To give customers the ability to add authorized users to view usage, billing, and payment history, UMS should grant Delegated External User Administrator permission to customers. Delegated External User Administrator is a permission that allows customers to create new users or reset passwords for other customers in their own account. UMS can use Delegated External User Administration, which is a feature that allows UMS to assign specific users as delegated administrators who can manage external users in their own accounts.

Question: 161

Cloud Kicks (CK) has built a site using Salesforce Experience Builder. The CTO of CK wants to give customers the ability to log in to the site using their Google credentials. CK also wants to access customers' basic Google profile data when they log in so the company can serve content that matches customers' interests.

How should the Experience Cloud consultant implement this?

- A. Set up a login flow for communities that accepts the customers' Google credentials and matches with the credentials stored on the user records in Salesforce.
- B. Create a custom self-registration page and a custom login page by using Visualforce and Apex controllers.
- C. Create an Authentication Provider by choosing Google as the provider type and add relevant parameters to access the customers' basic profile data.
- D. Create a custom login page using Lightning components and use the Google REST API to access customers' basic profile data.

Answer: C

Explanation:

This option allows CK to use Google as an external identity provider and enable customers to log in to the site

using their Google credentials. CK can also access customers' basic profile data, such as name, email, and picture, by specifying the scopes and attributes in the authentication provider settings. CK can also use the authentication provider to configure single sign-on (SSO) and just-in-time (JIT) provisioning for the site.

Question: 162

Ursa Major Solar (UMS) has a discussion thread on its Experience Cloud site for customers to provide feedback on the company's latest product release. To help ensure new members understand what the discussion thread is meant for and to monitor their first posts, UMS would like to approve the

first post of any new member who has joined within 7 days or less. What is needed to configure this?

- A. Create a moderation rule with the appropriate content criteria.
- B. Create a Community moderator with Delete permissions.
- C. Create a Community moderator with Approval permissions.
- D. Create a moderation rule with the appropriate member criteria.

Answer: D

Explanation:

This option allows UMS to approve the first post of any new member who has joined within 7 days or less. UMS can create a moderation rule that applies to posts and comments, and specify the member criteria as "Joined Date is within last 7 days". UMS can also choose the action as "Require Approval" and assign a moderator group to review and approve the posts.

Question: 163

Universal Containers (UC) updates its Salesforce CMS content often to meet the needs of its customers. The site builder wants to use a template with out-of-the-box components that dynamically update the CMS content on its Experience Cloud site.

Which template should the site builder use?

- A. Build Your Own (Aura)
- B. Customer Service
- C. Salesforce Tabs + Visualforce
- D. Build Your Own (LWR)

Answer: D

Explanation:

This template allows CK to use out-of-the-box components that dynamically update the CMS content on its Experience Cloud site. Build Your Own (LWR) is a template that uses Lightning Web Components (LWC) to create fast and responsive pages. It also supports Salesforce CMS Connect, which allows CK to display CMS content from any CMS source on its site.

Question: 164

Cloud Kicks (CK) wants to use its existing single sign-on (SSO) Identity Provider with its new Experience Cloud site.

CK wants to use the Just-in-Time Provisioning feature for Experience Cloud.

Which value is required in the user type?

- A. Standard
- B. Username
- C. Entity ID
- D. Federation ID

Answer: D

Explanation:

This value is used to map the user's identity from the external identity provider to the user record in Salesforce. The Federation ID must be unique for each user and must match the value of the SAML attribute that is sent by the identity provider during the SSO process. The Federation ID can also be used for JIT provisioning, which creates or updates users on the fly when they log in to the site.

Question: 165

Cloud Kicks (CK) is in the process of updating and retiring multiple Experience Cloud sites on its one org.

What should CK consider before taking action as it inactivates and brings on new sites?

- A. Each org can have up to 100 Experience Cloud sites; preview sites don't count toward that limit.
- B. Each org can have up to 100 Experience Cloud sites; preview sites count toward that limit but inactive sites do not.
- C. Each org can have up to 100 Experience Cloud sites; active, preview, and inactive sites all count toward that limit.
- D. Each org can have up to 100 Experience Cloud sites as long as they are active.

Answer: C

Explanation:

This license type allows users to access accounts, contacts, leads, opportunities, orders, price books, products, and custom objects in a partner community. Channel Account users can also register deals and collaborate with UMS on sales opportunities. Channel Account users cannot access reports and dashboards, cases, or Knowledge articles.

Question: 166

AW Computing wants to create a site that gives customers access to Knowledge articles and peer-to-peer conversations, with the aim of decreasing the number of calls to its support organization.

What should AW Computing do to accomplish this goal?

- A. Give access to its internal orgs using Chatter groups
- B. Open its Slack implementation to all customers
- C. Create a site with the Customer Service template
- D. Create a site with the Marketing Microsite template

Answer: C

Explanation:

To create a site that gives customers access to Knowledge articles and peer-to-peer conversations, AW Computing should use the Customer Service template. The Customer Service template is a prebuilt site that includes features such as Knowledge, Chatter, Cases, and Topics. AW Computing can

use this template to provide self-service options to its customers, such as browsing or searching for articles, posting or answering questions, creating or viewing cases, and following or filtering topics. This can help AW Computing reduce the number of calls to its support organization.

Question: 167

Northern Trail Outfitters (NTO) is punning to create an HR help desk for its employees. IT recommends using Experience Cloud to build the HR help desk app. What should NTO consider when building the HR help desk app?

- A. HR user profiles are only available in Enterprise and Performance Editions with HR permission set license.
- B. MR user profile is only available in Employee Cloud with Employee permission set license.
- C. The HR help desk app can centralize Chatter from all related active Experience Cloud sites in the org.
- D. The HR help desk app can centralize knowledge and self service in to one experience site.

Answer: D

Explanation:

One thing that NTO should consider when building the HR help desk app is that the app can centralize knowledge and self service in to one experience site. This means that NTO can use Experience Cloud to create a site that provides access to Knowledge articles, Cases, Chatter, and other features that can help its employees find answers, request assistance, and collaborate with HR staff. NTO can use Employee Cloud, which is a solution that allows NTO to create employee experience sites using Experience Cloud.

Question: 168

Cloud Kicks has noticed its new Experience Cloud site is taking a long time to load. Which tool should the system administrator use to troubleshoot the problem?

- A. Salesforce Community Page Optimizer
- B. Lightning Page Maximizer
- C. Experience Cloud Performance Profiler

D. Cloud Network Optimization Bolt

Answer: A

Explanation:

To troubleshoot the problem of the site taking a long time to load, the system administrator should use Salesforce Community Page Optimizer. This is a tool that analyzes the performance of an Experience Cloud site and provides recommendations for improving the page load time. The tool checks for issues such as component density, image size, caching settings, and network latency.

Question: 169

Which three topic types can be used in an Aura site?

Choose 3 answers

- A. Content Topic
- B. Standard Topic
- C. Featured Topic
- D. Navigational Topic
- E. Deleted Topic

Answer: B, C, D

Explanation:

Three topic types that can be used in an Aura site are:

Standard Topic. This is a topic that is created by users or administrators and assigned to content, such as posts, files, or articles. Users can follow or unfollow standard topics and see the related content on the topic detail page.

Featured Topic. This is a topic that is selected by administrators to highlight important or popular content on the site. Featured topics appear on the home page or on the topic catalog page of the site.

Navigational Topic. This is a topic that is used to organize content into categories or subcategories on the site. Navigational topics appear on the navigation menu of the site and allow users to browse content by topic.

Question: 170

Which two Community licenses allow records to be shared with a criteria-based sharing rule?

Choose 2 answers

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

Answer: A, C

Explanation:

Two Community licenses that allow records to be shared with a criteria-based sharing rule are Partner Community and Customer Community Plus. These license types allow users to access custom objects and a subset of standard CRM objects, such as accounts, contacts, cases, and dashboards. These license types also support advanced sharing features, such as role hierarchy, sharing rules, manual sharing, and Apex sharing.

Question: 171

Universal Containers (UC) is building a new self-service site for its large global customer base. Customers will be posting questions, viewing Knowledge articles, downloading warranties, opening tickets, and registering their recent purchases. Purchases are stored in a custom object. UC is

considering using the Customer Service template for the site and External Apps license for the customers. Which limitation could cause a potential issue for UC?

- A. External Apps license does NOT allow self-registration.
- B. External Apps license does NOT allow access to custom objects.
- C. External Apps license does NOT allow access to cases.
- D. External Apps license does NOT download documents out-of-the-box.

Answer: B

Explanation:

This license type allows users to access standard objects, such as accounts, contacts, and cases, in a self-service site. However, it does not allow users to access custom objects, such as purchases. UC would need to use a different license type, such as Customer Community Plus, that supports custom objects.

Question: 172

Ursa Majer Solar (UMS) would like authenticated Experience Site users to see cases, quotes, contracts, and Knowledge articles appear in search results, but the Search Results component is only returning Knowledge articles.

How should UMS configure its search results to yield the desired results?

- A. In Salesforce Setup, under the Experience Site users' profile, adjust the system permissions to allow for multiple objects in search results.
- B. On the Search page, switch the Search Results component with Global Search Results and select the appropriate objects in the property editor.
- C. On the Search page, select the appropriate objects in the property editor for the Search Results component.
- D. On the Home page, in the property editor for the Hero component, adjust the Hero Type to "Call to Action" instead of "Search".

Answer: B

Explanation:

This option allows UMS to configure its search results to include cases, quotes, contracts, and

Knowledge articles. The Global Search Results component is a new component that supports multiple objects and facets in the search results. UMS can add this component to the Search page and select the objects that they want to display in the property editor.

Question: 173

Northern Trail Outfitters has an Experience Cloud site using the Customer Service template. They have noticed that many questions take a long time to receive a response or go completely unanswered. Which functionality would allow questions to get internal visibility?

- A. Enable Escalate to Case.
- B. Limit the number of questions posted per day.
- C. Tell users to submit a case for unanswered questions.
- D. Create moderators for each topic.

Answer: A

Explanation:

This functionality allows UMS to create a case from a question that has not received a response OR has received an unsatisfactory response. UMS can enable this functionality from Experience Builder settings and specify the criteria for escalating a question, such as the number of days without a reply or the number of downvotes. UMS can also assign a queue or an owner for the escalated cases and notify them by email.

Question: 174

Ursa Majer Solar (UMS) wantsto give its partriers the content, data, and tools they need to sell more solar panels.

Which three Partner Relationship Management features should the system administrator utilize on UMS's site?

Choose 3 answers

- A. Content Flagging
- B. Service Console
- C. Deal Registration
- D. Lead Distribution
- E. Market Development Fund

Answer: C, D, E

Explanation:

Deal Registration allows UMS to enable its partners to register deals and work with UMS on sales opportunities. UMS can also set up approval processes and validation rules for deal registration and track the deal status and revenue. Lead Distribution allows UMS to assign leads to partners based on predefined criteria, such as location, product, or industry. UMS can also monitor the lead conversion rate and partner performance. Market Development Fund allows UMS to allocate funds to partners for marketing activities, such as events, campaigns, or webinars. UMS can also create budgets, approval workflows, and reports for market development fund.

Question: 175

What is the most efficient way that a Salesforce Admin can create a single Experience Cloud Site user from a Contact?

- A. Enable the Account as a Customer Account so all Contacts in that Account become Customer users.
- B. Email the Contact a link to the Self-Registration page for the site.
- C. Use Data Loader to add the Contact in Salesforce as a Customer user.
- D. Enable the Contact in Salesforce as a Customer user.

Answer: D

Explanation:

This option allows the Salesforce Admin to create a customer user from an existing contact that is associated with a customer account. The customer user inherits the role, profile, and permission sets from the contact. The Salesforce Admin can also specify a username, email address, and nickname for the customer user.

Question: 176

The administrator of the Universal Containers customer site has been making changes in a sandbox and needs to push the changes to production. The administrator is comfortable with point and click changes but is not comfortable with managing code or more technical items.

How should the administrator ensure the changes make it accurately to production?

- A. Use the ExperienceDeploy API to push the site to production.
- B. Use Dataloader to migrate the site from sandbox to production.
- C. Rebuild the site from scratch in production.
- D. Create a change set, upload it to production, and deploy the change set.

Answer: D

Explanation:

To ensure the changes make it accurately to production, the administrator should create a change set, upload it to production, and deploy the change set. A change set is a collection of metadata components that can be moved from one org to another. The administrator can use change sets to migrate point-and-click changes, such as custom objects, fields, layouts, and settings, from the sandbox to the production org. The administrator can create a change set in the sandbox, add the components that have been changed, upload it to the production org, and deploy it in the production org.

Question: 177

Cloud Kicks (CK) has a subscription model to send new sneakers to customers every month. Customers log in to the CK site, where they can manage their accounts, manage and create

cases, and submit refund claims. CK also provides access to articles from its Knowledge base.

Which template should CK use to give customers the access they need?

- A. Build Your Own
- B. Microsite
- C. Help Center
- D. Account Portal

Answer: D

Explanation:

To give customers the access they need, CK should use the Account Portal template. The Account Portal template is a pre-built site that includes features such as account management, case management, and refund claims. CK can use this template to provide self-service options to its customers, such as viewing and updating their account information, creating and viewing cases, and submitting refund claims. CK can also provide access to articles from its Knowledge base using the Knowledge component or the CMS Connect component.

Question: 178

The system administrator at Cloud Kicks (CK) has deactivated their Experience Cloud site to do some maintenance and cleanup.

How should the administrator ensure that CK customers do NOT receive a welcome email when the site is once again active?

- A. Use the new Service Not Available (SNA) feature.
- B. Use Data Loader to remove all members' email addresses.
- C. Disable the Send welcome email checkbox for the site.
- D. Remove all profiles from the site's membership and add them again after the site is activated.

Answer: C

Explanation:

To ensure that customers do not receive a welcome email when the site is once again active, the administrator should disable the Send welcome email checkbox for the site. This will prevent the site from sending an email to existing members when the site is activated. The administrator can disable the Send welcome email checkbox in the Administration section of Experience Builder.

Question: 179

Cloud Kicks (CK) wants potential customers to use self-registration to sign up and gain access to its new site. CK uses Person Accounts for its customers.

How should the CK system administrator configure self-registration?

- A. Leave the Account field blank.
- B. Create a trigger on User to convert the Contact to a Person Account.
- C. Set the profile to the standard Person Account profile.
- D. Create a flow to convert the Contact to a Person Account.

Answer: A

Explanation:

To configure self-registration for customers who use Person Accounts, CK should leave the Account field blank. This will allow CK to create individual customers without associating them with an account. CK can use the standard self-registration configuration under Experience Workspace and select a profile or permission set that supports Person Accounts. CK can also customize the self-registration page and Apex handler to create Person Accounts for customers based on their information.

Question: 180

AW Computing is using the Build Your Own (LWR) template to create a site for its customers. The site will showcase blog posts written by AW Computing thought leaders.

Which component should the site creator use to dynamically populate the site with blog posts as new ones are added?

- A. CMS Connect (JSON)
- B. CMS - Single
- C. Grid component with CMS Collections
- D. Grid component with list.views

Answer: C

Explanation:

To dynamically populate the site with blog posts as new ones are added, CK should use a Grid component with CMS Collections. A Grid component is a component that displays content in a grid layout with rows and columns. A CMS Collection is a collection of content items that are created and managed in Salesforce CMS. CK can use a Grid component and select a CMS Collection as the content source. This will allow CK to showcase blog posts written by AW Computing thought leaders on its site and automatically update them as new ones are added.

Question: 181

No More Homelessness (NMH) recently launched a public site. The Support team has received feedback that some of the articles aren't showing up in the search results for unauthenticated or guest users.

How can NMH ensure that articles are shared with all guest users?

- A. Select "Visible in Public Knowledge Base" at the article level.
- B. Create a custom permission set for Public access.
- C. Select "Public" organization-wide default for the article type at the org level.
- D. Create a custom profile for Public access.

Answer: A

Explanation:

To dynamically populate the site with blog posts as new ones are added, CK should use a Grid component with CMS Collections. A Grid component is a component that displays content in a grid layout with rows and columns. A CMS Collection is a collection of content items that are created and managed in Salesforce CMS. CK can use a Grid component and select a CMS Collection as the content source. This will allow CK to showcase blog posts written by AW Computing thought leaders on its site and automatically update them as new ones are added.

Question: 182

Universal Containers (UC) is implementing a community for its retailers. How can UC give retail store managers access to the records owned by their peers and subordinates?

- A. Put retail managers in a manager role.
- B. Set OWD to public, and manage access via Apex Sharing.
- C. Email retail managers best practices on how to manually share data.
- D. Give retail managers Super User access.

Answer: D

Explanation:

This option allows UC to give retail store managers access to the records owned by their peers and subordinates. Super User access is a feature that grants community users access to records that are owned by users who have the same role or a role below them in the role hierarchy. Super User access can be enabled for partner users or customer users with Customer Community Plus or Partner Community licenses²

Question: 183

Ursa Major Solar (UMS) is using the Customer Account Portal template where both customers and employees can log in to view information about the company. UMS would like the Home page to showcase internal resources at the top for its employees, and would like self-help resources to be available for logged-in customers. UMS wants to exclude employee resources from the layout of the Home page when customers are logged in.

Which functionality should UMS utilize to showcase the Home page in different ways?

- A. Case Feeds
- B. Page Variations
- C. Sharing Sets
- D. Developer Console

Answer: B

Explanation:

This option allows UMS to showcase the Home page in different ways for its employees and customers. Page variations are different versions of a page with different layouts, components, and content. UMS can create page variations for the Home page and use audience targeting to display different variations to different audiences based on user attributes, such as profile or user type³

Question: 184

Universal Containers (UC) maintains multiple customer-facing sites, but only one profile for all customer users. No customer has access to more than one site.

Which step should the UC system administrator take to grant customers access to the appropriate

site?

- A. Enable the Customer Identity profile or permission set.
- B. Assign the profile to the site membership.
- C. Create and assign a permission set to the users and site.
- D. Add user to the All Customer Portal Users public group.

Answer: B

Explanation:

This option allows UC to grant customers access to the appropriate site. Site membership is a feature that defines which users can access a site and what permissions they have. UC can assign the profile for all customer users to the site membership of each site and specify the default page access and object permissions for that profile. [UC can also assign permission sets to the site membership to grant additional permissions to specific users4](#)

Question: 185

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

Answer: A

Explanation:

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.