

# Exam Questions Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant (SU21)

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#### NEW QUESTION 1

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:** BC

#### NEW QUESTION 2

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 Expense 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:** CDE

#### NEW QUESTION 3

The Salesforce Administrator at Ursa Major Solar is trying to create a partner user for their Partner Community that was built using Salesforce Experience Builder. However, the admin is not able to create it from the contact record. What could be two reason causing this issue? Choose 2 answers

- 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:** AC

#### NEW QUESTION 4

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:** ACD

#### NEW QUESTION 5

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:** AB

#### NEW QUESTION 6

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:** BCD

#### NEW QUESTION 7

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:** ABD

#### NEW QUESTION 8

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

#### NEW QUESTION 9

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:** AD

#### NEW QUESTION 10

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:** D

#### NEW QUESTION 10

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:** CD

#### NEW QUESTION 15

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:** A

#### NEW QUESTION 17

Cloud Kicks (CK) wants to organize content on its site so that users can easily search and brows 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:** ABD

#### NEW QUESTION 21

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

#### NEW QUESTION 23

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 gas 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:** B

#### NEW QUESTION 27

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:** ACE

#### NEW QUESTION 29

Universal Containers (CU) 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

#### NEW QUESTION 32

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

**Answer:** BCD

#### NEW QUESTION 33

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

What should be done to resolve the issue?

- 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 to be created.

**Answer:** A

#### NEW QUESTION 35

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

#### NEW QUESTION 39

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

#### NEW QUESTION 43

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:** ABC

#### NEW QUESTION 45

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

#### NEW QUESTION 46

Which two statements regarding data categories are true? Choose 2 answers

- A. Child roles cannot see more data categories than their parent rol
- B. If the parent role's visibility changes, the child role's category visibility is reset to its parent's category visibility.
- C. Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default.
- D. 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.
- E. Translated articles will not follow the master article data categor
- F. Therefore, translated articles can beassigned to a different data category.

**Answer:** AB

#### NEW QUESTION 50

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 missin
- D. Penal & Pep ore
- E. Contact records have not been created.

**Answer:** AD

#### NEW QUESTION 53

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