

# Experience-Cloud-Consultant Exam Cram Questions, Experience-Cloud-Consultant Learning Materials

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1. 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

2. 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.
- 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

3. 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

4. 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: B

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Salesforce Experience-Cloud-Consultant Certification Exam is ideal for professionals who have experience in designing and deploying customer and partner-facing solutions using Salesforce Experience Cloud. Candidates should also be familiar with Salesforce administration, configuration, and customization, as well as have a strong understanding of web development technologies, such as HTML, CSS, and JavaScript.

Salesforce Experience-Cloud-Consultant exam covers a wide range of topics related to the Experience Cloud platform, including designing and implementing personalized customer experiences, managing communities, configuring and customizing Experience Cloud components, and integrating with other Salesforce products. Salesforce Certified Experience Cloud Consultant certification exam is designed to evaluate a candidate's knowledge and understanding of the platform's features and functionality, as well as their ability to apply that knowledge to real-world scenarios.

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### Salesforce Certified Experience Cloud Consultant Sample Questions (Q12-Q17):

#### NEW QUESTION # 12

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

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

Answer: A,B,E

#### NEW QUESTION # 13

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

Choose 2 answers

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

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.

#### NEW QUESTION # 14

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

Answer: B,C

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.

#### NEW QUESTION # 15

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

Answer: C,D,E

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.

#### NEW QUESTION # 16

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. 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.
- B. Create custom Apex handlers using login method from site class to sign in users from one community to the other.
- 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 separate user account for UC customer in CK's Experience Cloud site, since SSO cannot be established between two Experience Cloud sites.

Answer: C

#### NEW QUESTION # 17

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