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## Salesforce Certified Experience Cloud Consultant Sample Questions (Q77-Q82):

### NEW QUESTION # 77

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. Case deflection
- C. Number of lead records created
- D. Average Handle Time compared to Bot Session Time

- E. CSAT (Customer Satisfaction score)

**Answer: B,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 # 78

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 reliability by allowing local cloning for static resources.
- D. CDN can help performance by caching public resources.

**Answer: A**

#### NEW QUESTION # 79

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

**Answer: B**

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.

#### NEW QUESTION # 80

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. Use the same page variation for EMEA and include multiple targeted HTML components.
- B. Create a page variation for EMEA, configure the Theme, and include a different Hero component.
- C. Create a page variation for EMEA, configure the flexible page layout, and include a different Hero component.
- D. Use the same page variation for EMEA, include multiple Hero components, and target each , component.

**Answer: C**

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.

#### NEW QUESTION # 81

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 help minimize licensing and provisioning cost.
- B. Lightning Bolts can help reduce implementation time.
- C. Lightning Bolts can help organize, manage, and reuse digital content.
- D. Lightning Bolts can be distributed and reused.

Answer: A,B

#### NEW QUESTION # 82

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