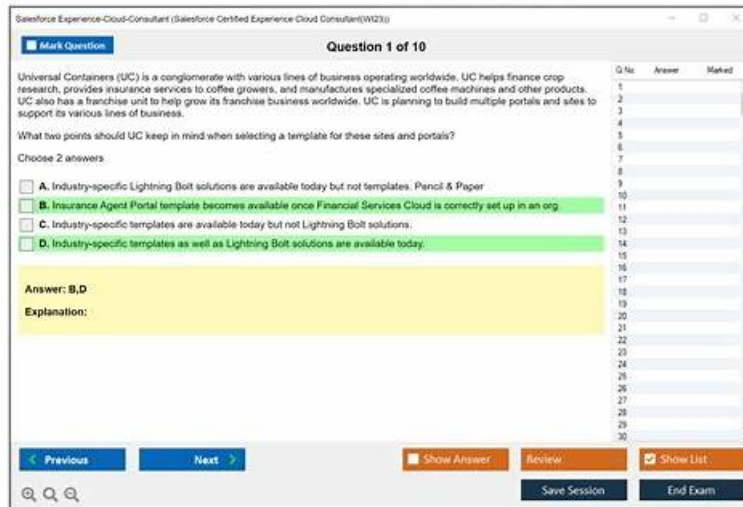


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Salesforce Experience Cloud Consultant certification exam is designed for professionals who have experience in implementing and consulting on Salesforce's Experience Cloud. Salesforce Certified Experience Cloud Consultant certification exam validates the candidate's knowledge and skills in designing and implementing experience solutions, managing user profiles and access, and configuring the user interface. Salesforce Certified Experience Cloud Consultant certification exam is intended for individuals who have experience in Salesforce administration and have worked with Salesforce's Experience Cloud platform.

To become a Salesforce Certified Experience Cloud Consultant, you must pass the Experience-Cloud-Consultant Exam. Experience-Cloud-Consultant exam measures your proficiency in Experience Cloud functionalities, including community management, user interface customization, data management, and integration. You must also demonstrate your ability to design and implement complex Experience Cloud solutions that meet the unique needs of your clients.

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Salesforce Certified Experience Cloud Consultant Sample Questions (Q162-Q167):

NEW QUESTION # 162

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

Answer: C

NEW QUESTION # 163

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.
- D. 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.

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 self-registration 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.

NEW QUESTION # 164

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

Answer: C,D

NEW QUESTION # 165

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. Chat
- D. Partner Incentivization Map
- E. AI-Powered Knowledge Base

Answer: A,C,E

NEW QUESTION # 166

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

Answer: A,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 # 167

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