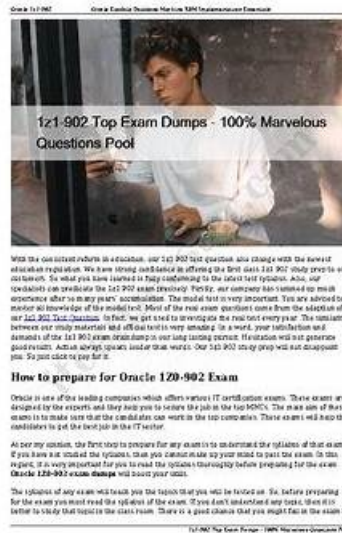


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Salesforce Certified Experience Cloud Consultant Sample Questions (Q59-Q64):

NEW QUESTION # 59

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 Anyone
- C. Visible to Public Knowledge Base
- D. Visible to Customer

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.

NEW QUESTION # 60

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

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

Answer: D

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.

NEW QUESTION # 61

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 Experience site?

Choose 3 answers

- A. Create a public "announcement only" group for moderators to address common questions.
- B. Enable Chatter Questions to encourage peer-to-self-service
- C. Deploy a chatbot to address common questions.
- D. Create an FAQ rich text component on the Home page.
- E. Create an FAQ Knowledge article.

Answer: B,C,E

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.

NEW QUESTION # 62

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

Answer: A

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.

NEW QUESTION # 63

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

Answer: C,D

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.

NEW QUESTION # 64

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