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Salesforce Certified Experience Cloud Consultant Sample Questions (Q25-Q30):

NEW QUESTION # 25

Ursa Major Solar (UMS) uses a third party to manage low-severity tickets using its legacy system. Sometimes, third-party agents have to create cases on behalf of UMS customers. Which user licenses should the implementation practitioner recommend for third-party staff?

- A. Customer Community Plus
- B. Customer Community
- C. Partner Community
- D. Customer Identity

Answer: C

Explanation:

This license type allows third-party staff to access cases, leads, opportunities, contracts, and custom objects on behalf of UMS customers. Partner Community users can also create cases from questions, escalate questions to cases, and view Knowledge articles. Partner Community users cannot access quotes or reports and dashboards.

NEW QUESTION # 26

Ursa Major Solar (UMS) would like to display a collection of news articles it has added to a workspace in Salesforce via a CMS Collection in its customer portal.

Where should UMS create the CMS collection before configuring the CMS Collection component in Experience Builder?

- A. Administrator in Workspaces
- B. Community Setting
- C. Branding Sets
- D. Content Management in Workspaces

Answer: D

Explanation:

Content Management in Workspaces is where UMS can create the CMS collection before configuring the CMS Collection component in Experience Builder. Content Management allows UMS to create, manage, and publish content from Salesforce to its customer portal. UMS can create a CMS collection that contains a group of news articles from a workspace and then use the CMS Collection component to display the collection on its site.

NEW QUESTION # 27

No More Homelessness (NMH) is about to create a public site for volunteers where they will be able to sign up for volunteering opportunities at local events. Each registration will result in a record being created for a custom Event Registration object.

Which three considerations should NMH keep in mind for records created by guest users?

Choose 3 answers

- A. Setting the default owner for records created by guests is an option in Experience Cloud sites.
- B. Queues cannot be assigned as owners of records created by guest users.
- C. When possible, one should create and assign queues as owners of records created by guest users.
- D. Default owner does not need Read/Write access to view the records created by guest users.
- E. Any active user in an org can be assigned as the default owner of records created by guest users.

Answer: A,B,E

Explanation:

For records created by guest users, NMH should keep in mind that queues cannot be assigned as owners, setting the default owner is an option in Experience Cloud sites, and any active user in an org can be assigned as the default owner. A queue is a location where records can be routed to await processing by a group of users. However, queues cannot be assigned as owners of records created by guest users because guest users do not have access to queues. Setting the default owner for records created by guests is an option in Experience Cloud sites that allows NMH to specify who will own the records created by guest users on their public site. Any active user in an org can be assigned as the default owner of records created by guest users, as long as they have the appropriate permissions and access to the object.

NEW QUESTION # 28

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 reasons 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: C,D

Explanation:

Two reasons causing this issue are C and D. To create a partner user for their Partner Community, the Salesforce administrator needs to have two requirements met: The account record associated with the contact record must be enabled as a partner, which means that it has the Is Partner checkbox checked. This indicates that the account is part of your partner network and can access your Partner Community site. The Salesforce administrator must be marked as a delegated administrator on the partner account, which means that they have limited administrative privileges to perform certain user management tasks on behalf of an administrator. This allows them to create partner users from contact records without having full system administrator access.

NEW QUESTION # 29

DreamHouse Realty is planning to launch a digital experience for its partners where they will be able to pick a Lead from shared leads and start working toward getting the lead converted into an Opportunity.

Which two steps are part of setting up Lead Sharing or Lead Distribution for partners?

Choose 2 answers

- A. Create Page Layouts for Lead Distribution.
- **B. Create Assignment Rules for Lead Distribution.**
- C. Configure Lead Creation and Lead Distribution inside PRM Workspace.
- **D. Enable "Allow External Lead Sharing" in Digital Experience settings.**

Answer: B,D

Explanation:

To set up Lead Sharing or Lead Distribution for partners, two steps are to enable "Allow External Lead Sharing" in Digital Experience settings and create Assignment Rules for Lead Distribution. Enabling "Allow External Lead Sharing" allows partners to access leads that are shared with them through sharing rules or manual sharing. Creating Assignment Rules for Lead Distribution allows leads to be automatically assigned to queues or users based on criteria that you define.

NEW QUESTION # 30

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