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EX-Con-101 Latest Test Dumps - New EX-Con-101 Test Question

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Salesforce Certified Experience Cloud Consultant Sample Questions (Q156-Q161):

NEW QUESTION # 156

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. Enable "Allow External Lead Sharing" in Digital Experience settings.

- **B. Create Assignment Rules for Lead Distribution.**
- C. Configure Lead Creation and Lead Distribution inside PRM Workspace.
- D. Create Page Layouts for Lead Distribution.

Answer: A,B

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 # 157

Ursa Major Solar (UMS) has seen exponential growth in recent years. The Incoming call volume to the support center has gone up exponentially as well, and is now reaching unmanageable levels.

What should UMS consider to help the situation?

- A. Create virtual support agents using Chat Bot template.
- **B. Create a self service community using Customer Service template.**
- C. Create a smart queue router using Service Cloud template.
- D. Create a peer-to-peer forum using Self Service template.

Answer: B

Explanation:

This option allows UMS to reduce the call volume by providing customers with self-service options, such as knowledge articles, FAQs, case management, chat, and feedback. The Customer Service template is designed for this purpose and offers a responsive and customizable layout.

NEW QUESTION # 158

Universal Containers (UC) works with a large retainer network. UC wants these retailers to start registering deals and work with UC to convert them into sales.

Which user license should the Experience Cloud consultant recommend?

- A. Commerce Portal
- B. Platform Portal
- **C. Partner Community Plus**
- D. Partner Community

Answer: C

Explanation:

This user license allows partners to register deals and work with UC on sales opportunities. It also provides access to reports and dashboards, campaigns, orders, price books, and products. Partner Community Plus users can also access standard and custom objects, such as accounts, contacts, cases, and leads.

NEW QUESTION # 159

Zephyrus Relocation Services (ZRS) plans to build a portal for its partners. The portal needs to show company information and brand details on the Account Management page.

Which templates should ZRS consider to build the portal?

Choose 2 answers

- **A. Build Your Own**
- **B. Partner Central**
- C. Help Center
- D. Customer service

Answer: A,B

Explanation:

Partner Central and Build Your Own are two templates that ZRS can consider to build the portal for its partners. Partner Central is a template that is designed for managing partner relationships, such as recruiting, onboarding, training, and co-selling. Build Your Own is a template that allows you to create a custom site using Lightning Web Components and other web standards.

NEW QUESTION # 160

Ursa Major Solar (UMS) has a discussion thread on its Experience Cloud site for customers to provide feedback on the company's latest product release. To help ensure new members understand what the discussion thread is meant for and to monitor their first posts, UMS would like to approve the first post of any new member who has joined within 7 days or less.

What is needed to configure this?

- A. Create a Community moderator with Delete permissions.
- **B. Create a moderation rule with the appropriate member criteria.**
- C. Create a moderation rule with the appropriate content criteria.
- D. Create a Community moderator with Approval permissions.

Answer: B

Explanation:

This option allows UMS to approve the first post of any new member who has joined within 7 days or less.

UMS can create a moderation rule that applies to posts and comments, and specify the member criteria as

"Joined Date is within last 7 days". UMS can also choose the action as "Require Approval" and assign a moderator group to review and approve the posts.

NEW QUESTION # 161

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