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## **Salesforce Certified Experience Cloud Consultant Sample Questions (Q50-Q55):**

**NEW QUESTION # 50**

How can Sharing Sets be used to share records with Customer Community users?

- A. Create one Sharing Set, select the 'All Objects' options for the Sharing Set, and add the Customer Community profiles to the Sharing Set.
- **B. Create one Sharing Set and add the objects to share in the Sharing Set.**
- C. Create one Sharing Set and use a Sharing Rule to share records with users in the Sharing Set.
- D. Create one Set per object and add the Customer Community profiles to each Sharing Set.

**Answer: B**

Explanation:

To share records with Customer Community users using Sharing Sets, you should create one Sharing Set and add the objects to share in the Sharing Set. A Sharing Set is a feature that allows you to share records with Customer Community users based on common account or contact fields. For example, you can share records with users who have the same account ID or contact ID as the record owner. To use Sharing Sets, you need to create one Sharing Set and add the objects that you want to share in the Sharing Set. You can then define the access level and criteria for each object.

#### NEW QUESTION # 51

A consultant is asked to set up a new experience using the Customer service template. The articles from an existing knowledge base must be exposed in the new site.

What are the two ways the consultant should associate the articles with topics?

Choose 2 answers

- **A. Select the appropriate topics on the Knowledge tab within Lightning Experience.**
- B. Allow guest users to tag displayed articles with relevant topics on a public page.
- **C. Manually add one or more topics to each article within Workspaces.**
- D. Establish automatic topic assignment of topics to specified data categories within WorkSpaces.

**Answer: A,C**

Explanation:

Two ways the consultant should associate the articles with topics are A and D. Topics are keywords or phrases that help users find and organize content in Experience Cloud sites. To associate articles with topics, you can select the appropriate topics on the Knowledge tab within Lightning Experience, which allows you to view and edit articles in a list or Kanban view. You can also manually add one or more topics to each article within Workspaces, which allows you to create and manage articles in a collaborative environment.

#### NEW QUESTION # 52

Universal Containers (UC) would like to create a site for its existing customers. The site will contain articles, manuals, and FAQs. The site will also contain access to UC's Contracts object specific to each customer and the ability for customers to update their billing information, requiring them to log in to the site to access any information.

Which template should UC select when building its site?

- A. Customer Service
- B. Help Center
- **C. Customer Account Portal**
- D. Partner Central

**Answer: C**

Explanation:

The Customer Account Portal template is designed for creating a site for existing customers who need to access their account information, such as contracts, billing, and support. The template includes features such as login, registration, profile management, case management, and commerce integration. The template also supports Knowledge articles, manuals, and FAQs.

#### NEW QUESTION # 53

DreamHouse Realty (DR) plans to invite individuals from several new companies to its Broker Portal and would like to differentiate the user experience for each company.

Which three options should the DR system administrator use to personalize the look and feel of the portal for each new brokerage?  
Choose 3 answers

- A. Audience Sets
- B. Page Variations
- C. Branding Sets
- D. Audience Targeting
- E. Partner User Roles

**Answer: B,C,D**

Explanation:

Branding sets allow the administrator to define the colors, fonts, logos, and images for different parts of the site, such as the header, footer, and body. Page variations allow the administrator to create different versions of a page with different layouts, components, and content. Audience targeting allows the administrator to create audiences based on user attributes, such as profile or company name, and display different branding sets or page variations to different audiences within the same site.

#### NEW QUESTION # 54

The system administrator at Dreamhouse Realty (DR) is giving Experience Builder access to two colleagues who will be responsible for creating and managing new microsites. One contributor needs to create and customize the site, but not publish it. The other colleague is tasked with adding contributors and publishing the final site.

Which Experience Builder roles should the system administrator grant?

- A. Publisher and Builder
- B. Builder and Experience Admin
- C. Experience Admin and Publisher
- D. Viewer and Publisher

**Answer: A**

Explanation:

To grant Experience Builder access to two colleagues who will be responsible for creating and managing new microsites, the system administrator should grant Publisher and Builder roles. Publisher and Builder are two Experience Builder roles that define what users can do on the site. Publisher is a role that allows users to add contributors, publish changes, and activate or deactivate sites. Builder is a role that allows users to create and customize sites, but not publish them.

#### NEW QUESTION # 55

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