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Salesforce Certified Experience Cloud Consultant Sample Questions (Q14-Q19):

NEW QUESTION # 14

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. Edit the applicable user profile
- B. Create a permission Set
- 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 # 15

DreamHouse Reality (DR) is switching to a franchise-based business model in order to grow its market share.

Franchises as well as properly appraised at DR, will immediate access to a real estate opportunity in their area as soon, as it crosses a threshold.

What should the Experience Cloud consultant recommend for record sharing?

- A. Account Hierarchy
- B. Apex sharing
- C. Sharing Rule
- D. Sharing Set

Answer: C

Explanation:

To share records with partners who will work on low-severity B2C customer issues, DR should use sharing rules. Sharing rules allow you to extend sharing access to users in public groups, roles, or territories. You can use sharing rules to share records owned by internal users with partners based on criteria such as record type, field value, or ownership.

NEW QUESTION # 16

Universal Containers has implemented Chat, but agents are complaining that they have to capture several pieces of information before being able to service the customer.

What should an administrator do to capture information upfront on the Experience site?

- A. Enable Chat for only authenticated users and pass the user's information on hidden fields.
- B. Deploy a unique chat per topic.
- C. Create a pre-chat form to fill out before initiating Chat.
- D. Create a flow for customers to fill out before initiating Chat.

Answer: C

Explanation:

To capture information upfront on the Experience site, the administrator should create a pre-chat form to fill out before initiating Chat. A pre-chat form is a form that appears before a chat session starts and asks customers to provide some information, such as their name, email, phone number, or issue description. This helps agents to identify the customer and prepare for the chat session.

NEW QUESTION # 17

Universal Containers (UC) maintains multiple customer-facing sites, but only one profile for all customer users. No customer has access to more than one site.

Which step should the UC system administrator take to grant customers access to the appropriate site?

- A. Create and assign a permission set to the users and site.
- B. Assign the profile to the site membership.
- C. Add user to the All Customer Portal Users public group.
- D. Enable the Customer Identity profile or permission set.

Answer: B

Explanation:

This option allows UC to grant customers access to the appropriate site. Site membership is a feature that defines which users can access a site and what permissions they have. UC can assign the profile for all customer users to the site membership of each site and specify the default page access and object permissions for that profile. UC can also assign permission sets to the site membership to grant additional permissions to specific users.

NEW QUESTION # 18

Ursa Major Solar (UMS) is automating its business processes using Salesforce. UMS wants its Platinum partners to be able to approve installation projects and deals. In which two ways can UMS accomplish this?

Choose 2 answers

- A. Assign external users as approvers on records and create a digital experience for those users.
- B. Assign external users Super User access on records and create a digital experience for those users.
- C. Assign external users as the co-owners on records and create a digital experience for those users.
- D. Add external users directly to approval queues and create a digital experience for those users.

Answer: A,D

Explanation:

External users can be assigned as approvers on records or added directly to approval queues, as long as they have the appropriate user license and profile permissions. You also need to create a digital experience for those users, so they can access the approval process from the Experience Cloud site.

NEW QUESTION # 19

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