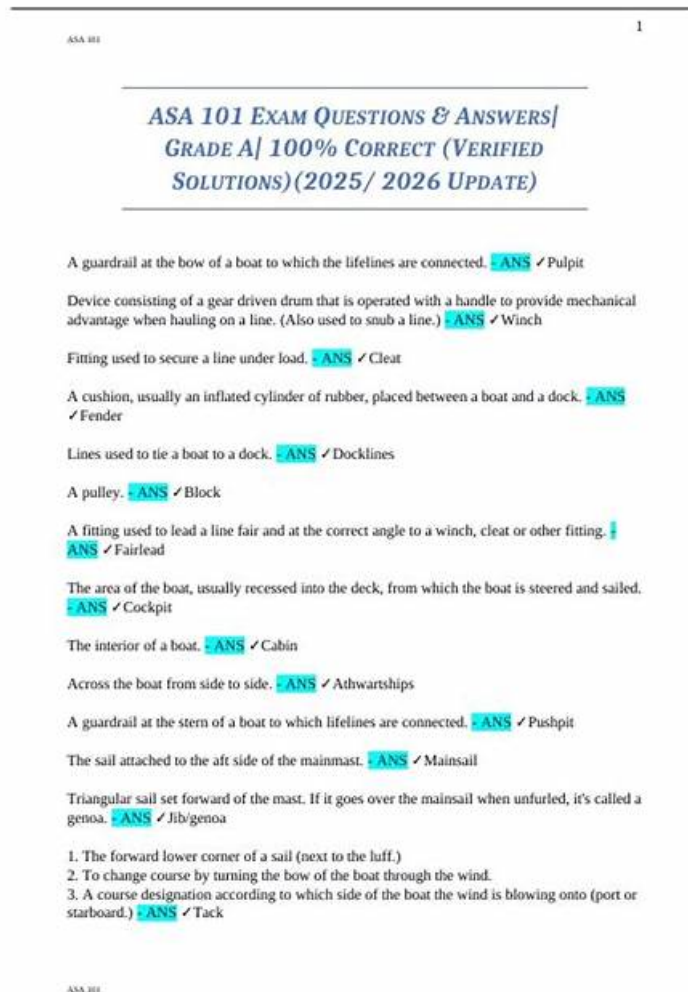


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Salesforce Certified Experience Cloud Consultant Sample Questions (Q144-Q149):

NEW QUESTION # 144

As a pilot, Ursa Major Solar's customers from California were assigned to a page variation for the Home page so that the layout looks slightly different than for customers from other states. The page variation uses a Rich Content Editor component assigned solely to Platinum customers.

Who will be able to view the Rich Content Editor component?

- A. All Platinum customers from California
- B. All customers
- C. All customers from California
- D. All Platinum customers

Answer: A

Explanation:

The Rich Content Editor component will be visible to all Platinum customers from California. This is because UMS has assigned the component solely to Platinum customers using Audience Targeting, which is a feature that allows UMS to display different content to different audiences based on criteria such as profile, location, domain, or user. UMS has also assigned the page variation for the Home page to customers from California using Page Variations, which is a feature that allows UMS to create different versions of a page and assign them to different audiences based on criteria such as record type, field value, or ownership.

NEW QUESTION # 145

What are three valid topic types? Choose 3 answers

- A. Featured Topic
- B. Standard Topic
- C. Navigational Topic
- D. Trending Topic
- E. Content Topic

Answer: A,B,D

Explanation:

Three valid topic types are Featured Topic, Trending Topic, and Standard Topic. Topics are keywords or phrases that help users find and organize content in Experience Cloud sites. A Featured Topic is a topic that is manually selected by an administrator or moderator to be displayed prominently on the site. A Trending Topic is a topic that is automatically generated by an algorithm based on the popularity and recency of the content.

A Standard Topic is a topic that is created by users or administrators and can be assigned to any content.

NEW QUESTION # 146

Universal Containers is implementing a customer community.

What sharing mechanism should be used to allow customers to view their own cases even after those cases are assigned to a support agent?

- A. Sharing Map and custom permission set
- B. OWD and Apex Sharing
- C. Sharing Set
- D. Case co-ownership using Super User access

Answer: C

Explanation:

A sharing set is a feature that grants community users access to records that have a lookup relationship with their user record or their account or contact record. For example, a sharing set can grant customers access to cases that have the same contact as their user

record, regardless of the case owner or role hierarchy. Sharing sets are easy to configure and do not require code.

NEW QUESTION # 147

The system administrator at Get Cloudy Consulting is trying to import Customer Portal users to the newly created Experience Cloud. However, the import failed.

What could be two reasons for this failure?

Choose 2 answers

- **A. The portal role record has not been created.**
- B. The portal profile record has not been created.
- C. User records are missing. Penal & Pep ore
- **D. Contact records have not been created.**

Answer: A,D

Explanation:

Two reasons for the import failure are A and D. To import Customer Portal users to the Experience Cloud, you need to have a portal role record and a contact record for each user. A portal role record is a record that defines the role of a portal user in the portal hierarchy. A contact record is a record that contains the personal information of a portal user, such as name, email, phone, etc. If these records are missing, the import will fail.

NEW QUESTION # 148

Ursa Major Solar (UMS) is building a portal for its premium B2B customers, Customer will be able to access their account information, open cases, download NDAs, and create dashboards Which user license allows UMS to meet these requirements?

- **A. Platform Portal**
- B. Customer Community
- C. Channel Account
- D. Commerce Portal

Answer: A

Explanation:

Platform Portal is a user license type that allows users to access custom objects and a subset of standard CRM objects, such as accounts, contacts, cases, and dashboards. This license type is suitable for UMS's premium B2B customers who need to access their account information, open cases, download NDAs, and create dashboards.

NEW QUESTION # 149

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