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Salesforce Certified Experience Cloud Consultant Sample Questions (Q131-Q136):

NEW QUESTION # 131

Universal Containers (UC) is building a new self-service site for its large global customer base. Customers will be posting questions,

viewing Knowledge articles, downloading warranties, opening tickets, and registering their recent purchases. Purchases are stored in a custom object. UC is considering using the Customer Service template for the site and External Apps license for the customers. Which limitation could cause a potential issue for UC?

- A. External Apps license does NOT download documents out-of-the-box.
- B. External Apps license does NOT allow self-registration.
- C. External Apps license does NOT allow access to cases.
- D. **External Apps license does NOT allow access to custom objects.**

Answer: D

Explanation:

This license type allows users to access standard objects, such as accounts, contacts, and cases, in a self-service site. However, it does not allow users to access custom objects, such as purchases. UC would need to use a different license type, such as Customer Community Plus, that supports custom objects.

NEW QUESTION # 132

What does a system administrator need to do when creating Experience Cloud users?

- A. Assign Partner Community Plus license to the user.
- B. Add user to an account as a user record.
- C. Click the "Log In to Site as User" button.
- D. **Add user to an account as a contact record.**

Answer: D

Explanation:

To create Experience Cloud users, you need to add them to an account as contact records. Then, you can enable them as Experience Cloud users and assign them a user license and profile.

NEW QUESTION # 133

Universal Containers (UC) maintains multiple customer experiences, but only one profile for all customer users. 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. **Select a permission set for a given experience.**
- B. **Create a permission set.**
- C. Edit the applicable user profile.
- D. Select the profile for a given experience.

Answer: A,B

Explanation:

To grant access to each customer, the UC admin should select a permission set and a profile for a given experience. A permission set is a collection of settings and permissions that give users access to various tools and functions in Experience Cloud. A profile is a collection of settings and permissions that determine what users can see and do in Experience Cloud. By selecting a permission set and a profile for each experience, the UC admin can control the access level of each customer user.

NEW QUESTION # 134

Northern Trail Outfitter is looking to implement a public Knowledge base. The company has 1,000 articles stored in an external system.

Some of the articles are more than 2 years old.

What should a consultant recommend to optimize the public knowledge base?

- A. Manually add the top performing articles to Salesforce and select the Public Knowledge Base channel.
- B. **Bulk-import the top performing articles to Salesforce and select the public knowledge base channel.**
- C. Bulk-import all articles to Salesforce and achieve duplicate and outdated articles.
- D. Manually add the top performing articles to Salesforce and select Authenticated Sites as the Channel.

Answer: B

Explanation:

To optimize the public knowledge base, a consultant should recommend to bulk-import the top performing articles to Salesforce and select the public knowledge base channel. This will allow NTO to import only the most relevant and useful articles from the external system and make them available to public users on its site.

The public knowledge base channel is a feature that allows NTO to share articles with unauthenticated users on its site.

NEW QUESTION # 135

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

Answer: D

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 # 136

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