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Salesforce EX-Con-101 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Change Management and Training	13%	- Define support processes and escalation paths - Create training materials and end-user guides - Develop user adoption strategy and documentation - Plan and execute change management activities
Topic 2: Implementation and Integration	28%	- Integrate external systems via APIs and connected apps - Configure email and notification templates - Implement Einstein bots and chat functionality - Implement search functionality and content tagging - Build and configure Experience Builder pages and components - Configure SSO and authentication providers
Topic 3: Analytics and Monitoring	13%	- Monitor site performance and user engagement - Conduct user feedback collection and optimization - Implement error handling and logging - Configure Site.com analytics and reporting
Topic 4: Discovery and Scoping	18%	- Assess organizational readiness for digital transformation - Identify key stakeholders and user personas - Define scope and create solution design - Understand customer business objectives and challenges
Topic 5: Solution Design and Business Logic	28%	- Configure Lightning Web Components for customizations - Implement security model (profiles, permission sets, sharing rules) - Set up and manage CMS content and files - Design data access and visibility rules - Configure navigation, menus, and site structure - Design Experience Cloud site architecture (themes, templates, branding)

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

NEW QUESTION # 131

Universal Containers is planning to build a community where customers will be able to view Knowledge articles and chat live with a support agent.

What should the administrator use to configure the chat functionality?

- A. Service Channel and Chatter
- B. Experience Builder and Chatter
- C. Service Console and Service Channel
- D. Chat Agent Guided Setup Flow and Service Console

Answer: D

Explanation:

To configure the chat functionality, the administrator should use the Chat Agent Guided Setup Flow and Service Console. Chat is a feature that allows customers to chat live with support agents from an Experience Cloud site. The Chat Agent Guided Setup Flow is a tool that walks you through the steps of setting up chat, such as creating chat buttons, chat deployments, chat queues, and chat skills. The Service Console is a workspace that allows agents to manage multiple chat sessions, view customer information, and access other tools and resources.

NEW QUESTION # 132

Which three fields are required creating Experience Cloud users using Data Loader?

Choose 3 answers

- A. First Name
- B. Profile Name
- C. Profile Id
- D. Currency
- E. Role Id

Answer: A,C,D

Explanation:

Three fields that are required for creating Experience Cloud users using Data Loader are A, B, and E. Data Loader is a tool that allows you to import or export large amounts of data in or out of your Salesforce org. To create Experience Cloud users using Data Loader, you need to have some required fields in your CSV file, such as:

* Profile Id: This field specifies the profile that determines what users can see and do on your Experience Cloud site.

* First Name: This field specifies the first name of the user.

* Currency: This field specifies the currency that applies to the user's data.

Other required fields include Last Name, Alias, Email, Username, CommunityNickname, Contact Id (or Account Id), and IsActive.

NEW QUESTION # 133

Northern Trail Outfitters has configured chat so customers can quickly get answers to their questions by chatting with an agent while browsing the Experience site.

How should an administrator embed the chat window in an Experience site?

- A. Create an Embedded Service quick action.
- B. Configure the Embedded Service connector.
- C. Create a custom component using the Embedded Service API.
- D. Add the Embedded Service component to Builder pages.

Answer: D

Explanation:

The Embedded Service component allows you to embed a chat window in your Experience Cloud site, so customers can chat with agents while browsing the site. You can add the Embedded Service component to any Builder page and configure its properties, such as the chat button label, pre-chat fields, and offline support.

NEW QUESTION # 134

Northern Trail Outfitters has a network of resellers who are Partner Community users. One of the resellers has requested that their parent company get View access to cases created by their child companies.

Which functionality will meet the requirement best?

- **A. Configure an External Account Hierarchy.**
- B. Manually share cases.
- C. Move users who need case access to a higher level in the Role Hierarchy.
- D. Create a Sharing Set for the Account.

Answer: A

Explanation:

An External Account Hierarchy is a feature that allows you to create a hierarchy of accounts for your partners and grant access to records based on the hierarchy level. You can use an External Account Hierarchy to grant View access to cases created by child companies to their parent company.

NEW QUESTION # 135

DreamHouse Reality (DR) is looking to enter the insurance business. After discussing with business advisor.

DR has decided to use independent agents to manage claims.

Which two features are available for DR to implement a solution involving insurance agent persona?

Choose 2 answers

- **A. Financial Services Community permission set license**
- B. Insurance agent permission set license
- **C. Insurance Agent Portal Lightning template**
- D. Financial Services Lightning template

Answer: A,C

Explanation:

Financial Services Community permission set license is a license type that allows users to access Financial Services Cloud objects and features, such as policies, claims, referrals, and goals. Insurance Agent Portal Lightning template is a template that is designed for insurance agents who need to manage their leads, opportunities, policies, claims, and referrals. These two features are available for DR to implement a solution involving insurance agent persona.

NEW QUESTION # 136

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