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Salesforce Certified Experience Cloud Consultant Sample Questions (Q89-Q94):

NEW QUESTION # 89

DreamHouse Realty(DR) recently created a site for potential buyers. DR has a rich knowledge base organized in data categories and now plans to make those Knowledge articles available to site users.

Which two steps does DR need to take in order to ensure that new articles show up in the site on an ongoing basis without manual intervention?

Choose 2 answers

- A. Enable "Automate Topic Assignment" setting.
- **B. Map topics to data categories.**
- C. Map articles to Content Topics.
- **D. Enable "Share on Sites" setting.**

Answer: B,D

Explanation:

To make Knowledge articles available to site users, you need to map topics to data categories and enable the "Share on Sites" setting. Topics are labels that you can assign to articles to make them easier to find and organize. Data categories are away of classifying articles based on a predefined hierarchy. You can map topics to data categories, so that when you assign a topic to an article, it automatically inherits the data category visibility settings. The "Share on Sites" setting allows you to share articles with public users on your site.

NEW QUESTION # 90

Partners at Universal Containers (UC) have given feedback that it takes too long for administrators to create new users or reset passwords for partner employees.

What should be done to help UC with user management?

- A. Recommend partners share user credentials.
- B. Delegate external user administration.
- **C. Create a new user form that automatically triggers a process to create a user.**
- D. Implement a limit on new users and password resets.

Answer: C

Explanation:

To help UC with user management, UC should delegate external user administration to its partners. This will allow UC to grant permission to its partners to create new users or reset passwords for partner employees without involving UC's administrators. UC can use Delegated External User Administration, which is a feature that allows UC to assign specific users as delegated administrators who can manage external users in their own accounts.

NEW QUESTION # 91

Northern Trail Outfitters implemented a chatbot on its Experience site.

Which three KPIs could be used to help understand the chatbot's impact on customer service?

Choose 3 answers

- A. Case Type by Issue
- **B. Average Handle Time compared to Bot Session Time**
- **C. Case deflection**
- **D. CSAT (Customer Satisfaction score)**
- E. Number of lead records created

Answer: B,C,D

Explanation:

Three KPIs that could be used to measure the chatbot's impact on customer service are B, C, and D. CSAT is a metric that measures how satisfied customers are with their chatbot experience on a scale of 1 to 5 stars.

Case deflection is a metric that measures how many cases are avoided or resolved by the chatbot without escalating to an agent.

Average Handle Time is a metric that measures how long it takes an agent to handle a case from start to finish. Bot Session Time is a metric that measures how long it takes a chatbot to handle a conversation from start to finish. By comparing these metrics, you can evaluate the chatbot's performance and efficiency in providing customer service.

NEW QUESTION # 92

Get Cloudy Consulting wants to leverage Metadata API for migrating changes between environments.

What are the three key features of Metadata API?

Metadata API might require manual migration for changes that involve unsupported settings and features.

- A. Metadata API can be used programmatically as well as declaratively.
- B. Metadata API supports migrating all Communicates settings and features.
- C. Metadata API is ideal when multiple work streams are involved.
- D. Metadata API is ideal for when the changes are complex.

Answer: A,C,D

Explanation:

Three key features of Metadata API are A, B, and C. Metadata API is an API that allows you to retrieve, deploy, create, update, or delete customization information in your Salesforce org, such as custom objects, fields, tabs, or pages. Metadata API is ideal when multiple work streams are involved, because it allows you to manage changes across different environments and teams. Metadata API can be used programmatically as well as declaratively, because it supports both code-based tools and point-and-click tools for working with metadata. Metadata API is ideal for when the changes are complex, because it allows you to handle fine-grained customizations and dependencies.

NEW QUESTION # 93

Northern Trail Outfitters (NTO) reports that 50% of calls to its support line are for repeatable issues.

Using standard out-of-the-box functionality, in which ways can NTO decrease its call volume using an Experience site?

Choose 3 answers

- A. Create a public "announcement only" group for moderators to address common questions.
- B. Create an FAQ Knowledge article.
- C. Enable Chatter Questions to encourage peer-to-self-service
- D. Deploy a chatbox to address common questions.
- E. Create an FAQ rich text component on the Home page.

Answer: B,C,D

Explanation:

To decrease its call volume using an Experience site, NTO can use standard out-of-the-box functionality such as:

* Create an FAQ Knowledge article. A Knowledge article is a document that provides information or a solution to a common issue or question. NTO can create an FAQ Knowledge article that answers the most frequently asked questions by its customers and publish it on its site.

* Deploy a chatbot to address common questions. A chatbot is an automated conversational agent that can interact with customers using natural language. NTO can deploy a chatbot on its site that can answer common questions, provide information, or escalate issues to agents.

* Enable Chatter Questions to encourage peer-to-self-service. Chatter Questions is a feature that allows customers to post questions on your site and get answers from other customers or experts. NTO can enable Chatter Questions on its site to encourage peer-to-self-service and reduce the need for support calls.

NEW QUESTION # 94

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