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Salesforce Certified Experience Cloud Consultant Sample Questions (Q18-Q23):

NEW QUESTION # 18

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

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 Authenticated Sites as the 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- C. Bulk-import all articles to Salesforce and achieve duplicate and outdated articles.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 the Public Knowledge Base 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 # 19

Dreamscape Flowers recently launched three Experience Cloud sites for North America, Europe, and Asia Pacific regions. The Community managers have installed the Salesforce Communities Management package and are getting useful insights on adoption and engagement.

During the Community managers' weekly meeting, the Community manager for Europe mentioned that the preconfigured Insights reports cannot be used for their Experience Cloud site.

What is the reason for this issue?

- A. The Community manager for Europe does not have System Administrator privileges.
- B. The Experience Cloud site for Europe is not using Chatter which is needed to use the preconfigured Insights reports.
- C. The preconfigured Insights reports need to be modified to meet GDPR requirements.
- D. The Experience Cloud site for Europe has more than a million users.

Answer: C

Explanation:

The reason for this issue is that the preconfigured Insights reports need to be modified to meet GDPR requirements. Insights is a feature that allows you to measure and analyze the adoption and engagement of your Experience Cloud sites using preconfigured reports and dashboards. However, some of these reports may not comply with GDPR, which is a regulation that protects the privacy and data rights of individuals in the European Union. To use Insights for the Experience Cloud site for Europe, the Community manager needs to modify the preconfigured reports to meet GDPR requirements, such as anonymizing user data, obtaining user consent, and deleting user data upon request.

NEW QUESTION # 20

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

Answer: B,C

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 # 21

Northern Trail Outfitters (NIO) is considering how to manage its accounts for the B2B portion of its business.

NIO uses person accounts for its B2C business, and business accounts with related contacts for its B2B business. NTO has several B2B customer accounts that are very large. These accounts have child accounts that represent departments and opportunities at the

department level that will need to be visible to users at the parent account level. NTO has Customer Community Plus licenses. How should NTO manage its accounts in its Partner Community?

- A. Extend the Standard Role Hierarchy setting departments as child accounts.
- B. Since NTO has person accounts, it cannot use the External Account Hierarchy and will need to use groups and sharing rules to grant the required record access.
- **C. Enable the External Account Hierarchy setting departments as child accounts.**
- D. Use the Business Accounts and Contacts with Sharing Sets to grant additional record access as needed.

Answer: C

Explanation:

This option allows NTO to manage its B2B accounts with multiple levels of hierarchy and grant record access based on the account relationship. External Account Hierarchy is a feature that enables this functionality for Customer Community Plus users. With this feature, users can view and edit records associated with their own account and any child accounts in the hierarchy.

NEW QUESTION # 22

Which two Community licenses allow records to be shared with a criteria-based sharing rule?

Choose 2 answers

- **A. Partner Community**
- B. Customer Community
- C. Customer Portal
- **D. Customer Community Plus**

Answer: A,D

Explanation:

Two Community licenses that allow records to be shared with a criteria-based sharing rule are Partner Community and Customer Community Plus. These license types allow users to access custom objects and a subset of standard CRM objects, such as accounts, contacts, cases, and dashboards. These license types also support advanced sharing features, such as role hierarchy, sharing rules, manual sharing, and Apex sharing.

NEW QUESTION # 23

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