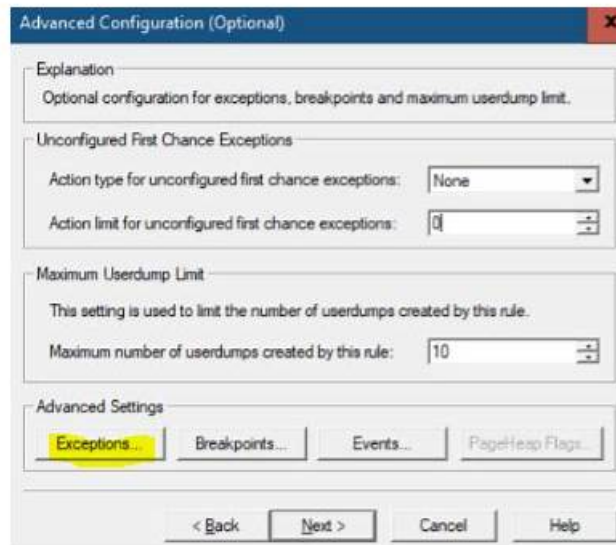


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Salesforce Certified Experience Cloud Consultant Sample Questions (Q158-Q163):

NEW QUESTION # 158

Ursa Major Solar created a public knowledge base where both authenticated customers and unauthenticated guest users can view Known articles as a self-service option to troubleshoot issues.

When creating a Knowledge article, which checkbox should be selected so that all users can view the articles?

- A. Visible to Customer
- B. Visible to Anyone

- C. Visible to Public Knowledge Base
- D. Visible to Partner

Answer: C

Explanation:

To make a Knowledge article visible to both authenticated customers and unauthenticated guest users on the public knowledge base, you need to select the Visible to Public Knowledge Base checkbox when creating the article. This will allow you to share the article with public users on your site. You can also select other visibility options, such as Visible to Customer or Visible to Partner, if you want to share the article with other channels.

NEW QUESTION # 159

Dreamscape Flowers (DF) is planning to use Salesforce Partner Relationship Management (PRM) to manage partner lifecycle. DF is aware that Salesforce PRM can help with channel sales, lead distribution, and co-marketing with partners.

Which other three features come standard with Salesforce PRM that DF can leverage without any code customization?

Choose 3 answers

- A. AI-Powered Knowledge Base
- B. Case Escalation
- C. Chat
- D. Partner Value Score Matrix
- E. Partner Incentivization Map

Answer: A,B,C

Explanation:

Salesforce Partner Relationship Management (PRM) is a solution that helps you manage your partner lifecycle, from recruitment to enablement to co-selling. Salesforce PRM comes with some standard features that you can leverage without any code customization, such as:

* Case Escalation: You can enable your partners to escalate cases to you when they need your help or expertise.

* AI-Powered Knowledge Base: You can provide your partners with relevant and personalized knowledge articles powered by Einstein Article Recommendations.

* Chat: You can enable your partners to chat with you or other partners in real time using Embedded Service Chat or Salesforce Chat Snap-ins.

NEW QUESTION # 160

The system administrator at Dreamhouse Realty (DR) is giving Experience Builder access to two colleagues who will be responsible for creating and managing new microsites. One contributor needs to create and customize the site, but not publish it. The other colleague is tasked with adding contributors and publishing the final site.

Which Experience Builder roles should the system administrator grant?

- A. Experience Admin and Publisher
- B. Builder and Experience Admin
- C. Publisher and Builder
- D. Viewer and Publisher

Answer: C

Explanation:

To grant Experience Builder access to two colleagues who will be responsible for creating and managing new microsites, the system administrator should grant Publisher and Builder roles. Publisher and Builder are two Experience Builder roles that define what users can do on the site. Publisher is a role that allows users to add contributors, publish changes, and activate or deactivate sites. Builder is a role that allows users to create and customize sites, but not publish them.

NEW QUESTION # 161

Northern Trail Outfitters has created a microsite digital experience for its Gold-Level VIP customers. The digital experience is not yet active.

The community manager would like to send welcome emails on a specific day, which include a promotion for participating in the

community.

In which order should the community manager perform activation steps?

- A. Set the community to Active, and available profiles and permission sets to the Admin Workspace, and create a process to send the welcome emails.
- **B. Add available profiles and permission sets to the Admin Workspace, enable Contacts as community users, set welcome emails to Enabled, and set the community to Active.**
- C. Publish the community, which will send out the welcome emails.
- D. Set the Community to Active, and available profiles and permission sets to the Admin Workspace, enable Contacts as community users, and set welcome emails to Enabled.

Answer: B

Explanation:

The order in which the community manager should perform activation steps is A. To activate a site in Experience Cloud, you need to complete several steps, such as adding profiles and permission sets, enabling contacts as community users, setting welcome emails, and setting the site to active. The order of these steps is important, because some steps depend on others. For example, you need to add profiles and permission sets before you can enable contacts as community users, and you need to set welcome emails before you can set the site to active.

NEW QUESTION # 162

Ursa Major Solar (UMS) recently went through a major rebranding effort that resulted in a new company logo along with new brand colors. UMS wants to update brand colors across all of its sites. The sites are built with Lightning templates.

Which tool should the Experience Cloud consultant recommend to make these changes?

- A. Experience CloudScript Master
- **B. Site Builder**
- C. ExperienceBundle
- D. Lightning Builder

Answer: B

Explanation:

To update brand colors across all of its sites, UMS should use the Site Builder tool. Site Builder is a tool that allows you to edit the look and feel of your Experience Cloud sites using a drag-and-drop interface. You can change the theme, layout, components, and branding of your sites without coding. Site Builder also supports Lightning templates, which are responsive and modern templates for Experience Cloud sites.

NEW QUESTION # 163

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