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Salesforce Certified Experience Cloud Consultant Sample Questions (Q71-Q76):

NEW QUESTION # 71

Zephyrus Relocation (ZRS) plans to launch a public site. ZRS would like to leverage a topic catalog so that site users can see all the organized topics in one place and easily navigate to any topic or subtopic.

Which step is required to set up a topic catalog?

- A. Create at least one topic along with its subtopic.
- **B. Enable Topic Hierarchy and create at least one topic with two subtopics.**
- C. Create at least one topic and add the More Topics,,, ;link editing the navigation menu.
- D. Create at least one subtopic and add the More Topic ink link when editing the navigation menu.

Answer: B

Explanation:

To set up a topic catalog, the step that is required is to enable Topic Hierarchy and create at least one topic with two subtopics. A topic catalog is a feature that allows you to display all the topics and subtopics on your Experience Cloud site in a hierarchical structure. Users can see the topic catalog by clicking the More Topics link on the navigation menu. To use the topic catalog, you need to enable Topic Hierarchy, which allows you to create topics and subtopics up to three levels deep. You also need to create at least one topic with two subtopics, which will populate the topic catalog with some content.

NEW QUESTION # 72

No More Homelessness (NMH) is about to create a public site for volunteers where they will be able to sign up for volunteering opportunities at local events. Each registration will result in a record being created for a custom Event Registration object.

Which three considerations should NMH keep in mind for records created by guest users?

Choose 3 answers

- A. When possible, one should create and assign queues as owners of records created by guest users.
- **B. Queues cannot be assigned as owners of records created by guest users.**
- **C. Setting the default owner for records created by guests is an option in Experience Cloud sites.**
- **D. Any active user in an org can be assigned as the default owner of records created by guest users.**
- E. Default owner does not need Read/Write access to view the records created by guest users.

Answer: B,C,D

Explanation:

For records created by guest users, NMH should keep in mind that queues cannot be assigned as owners, setting the default owner is an option in Experience Cloud sites, and any active user in an org can be assigned as the default owner. A queue is a location where records can be routed to await processing by a group of users. However, queues cannot be assigned as owners of records created by guest users because guest users do not have access to queues. Setting the default owner for records created by guests is an option in Experience Cloud sites that allows NMH to specify who will own the records created by guest users on their public site. Any active user in an org can be assigned as the default owner of records created by guest users, as long as they have the appropriate permissions and access to the object.

NEW QUESTION # 73

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

Answer: A

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 # 74

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 custom objects.**
- D. External Apps license does NOT allow access to cases.

Answer: C

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 # 75

Get Cloud Consultant (GCC) is implementing a Salesforce-based solution for a global coffee brand. The coffee company works with agr research and coffee growers from around the world. These researchers will submit their recommendation in the system which will go through an approval process before reaching coffee growers who will ultimately use those recommendations during cultivation. The Design team estimates the need for at least 20 custom objects given that the coffee company plans to use Salesforce to also manage incentives, compensations, distribution, and projections. Which user license should GCC recommend for the researchers?

- A. Customer Community Plus
- **B. External Apps**
- C. Customer Community
- D. Partner Community Plus

Answer: B

Explanation:

External Apps is a user license type that allows users to access up to 10 custom objects per app and unlimited standard CRM objects. This license type is suitable for the researchers who need to access at least 20 custom objects for the coffee company's solution.

NEW QUESTION # 76

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