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Salesforce Certified Experience Cloud Consultant Sample Questions (Q25-Q30):

NEW QUESTION # 25

DreamHouse Realty (DR) plans to expand its business by offering insurance products to home buyers. DR will use its network of independent agents to manage claims in their region. Agents will need to work with DR on settlement and adjustment approvals. What should the Experience Cloud consultant recommend?

- A. Create a peer-to-peer forum for agents and share the URL with employees.
- B. Create a digital experience for agents and share the URL with employees.
- C. Create a self-service community for agents and an app for employees.
- **D. Create a digital experience for agents and an app for employees.**

Answer: D

Explanation:

The Experience Cloud consultant should recommend creating a digital experience for agents and an app for employees. A digital experience is a branded online destination that allows you to connect with your customers, partners, or employees. An app is a collection of items that work together to serve a particular function. By creating a digital experience for agents, DR can offer them a portal where they can manage claims, access resources, and collaborate with DR employees. By creating an app for employees, DR can provide them with a workspace where they can approve settlements and adjustments, view reports and dashboards, and communicate with agents.

NEW QUESTION # 26

Northern Trail Outfitters (NTO) is building a digital experience for its independent researchers who will be collaborating with NTO's staff on their research-related submissions.

Which user visibility setting needs to be enabled at a minimum?

- A. Guest User Visibility
- B. Portal User Visibility
- **C. Site User Visibility**
- D. None

Answer: C

Explanation:

Site User Visibility allows users within the same site to see each other, regardless of their role or sharing group membership. This is useful for collaboration between independent researchers and NTO staff on their research-related submissions.

NEW QUESTION # 27

The administrator of the Universal Containers customer site has been making changes in a sandbox and needs to push the changes to production. The administrator is comfortable with point and click changes but is not comfortable with managing code or more technical items.

How should the administrator ensure the changes make it accurately to production?

- A. Use the ExperienceDeploy API to push the site to production.
- B. Rebuild the site from scratch in production.
- **C. Create a change set, upload it to production, and deploy the change set.**
- D. Use Dataloader to migrate the site from sandbox to production.

Answer: C

Explanation:

To ensure the changes make it accurately to production, the administrator should create a change set, upload it to production, and deploy the change set. A change set is a collection of metadata components that can be moved from one org to another. The administrator can use change sets to migrate point-and-click changes, such as custom objects, fields, layouts, and settings, from the sandbox to the production org. The administrator can create a change set in the sandbox, add the components that have been changed, upload it to the production org, and deploy it in the production org.

NEW QUESTION # 28

Ursa Major Solar (UMS) is building a portal for its premium B2B customers. Customer will be able to access their account

information, open cases, download NDAs, and create dashboards Which user license allows UMS to meet these requirements?

- **A. Platform Portal**
- B. Channel Account
- C. Customer Community
- D. Commerce Portal

Answer: A

Explanation:

Platform Portal is a user license type that allows users to access custom objects and a subset of standard CRM objects, such as accounts, contacts, cases, and dashboards. This license type is suitable for UMS's premium B2B customers who need to access their account information, open cases, download NDAs, and create dashboards.

NEW QUESTION # 29

Ursa Major Solar would like the navigation menu in the customer portal to be vertical. Which two options make this possible?

Choose 2 answers

- A. Edit the default navigation
- B. Fix the header's Position.
- **C. Download an app from AppExchange**
- **D. Write custom code**

Answer: C,D

Explanation:

Two options that make it possible to have a vertical navigation menu in the customer portal are B and D. A navigation menu is a component that allows users to navigate through different pages and sections of your Experience Cloud site. By default, the navigation menu is horizontal, but you can change it to vertical by using different options. One option is to download an app from AppExchange, which is a marketplace where you can find and install apps, components, and solutions for your Experience Cloud site. Another option is to write custom code, which allows you to create your own custom components and layouts for your Experience Cloud site.

NEW QUESTION # 30

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