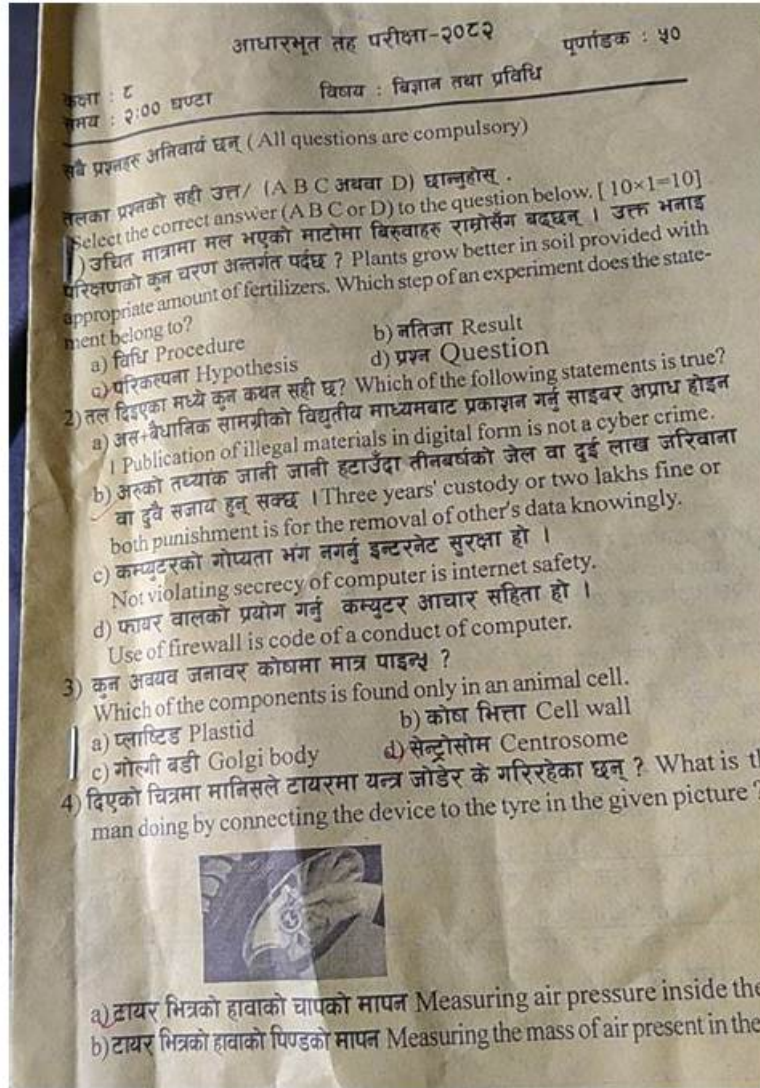


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## Experience Cloud Consultant Exam

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### Salesforce Certified Experience Cloud Consultant Sample Questions (Q101-Q106):

#### NEW QUESTION # 101

Ursa Major Solar is creating an employee experience portal.

Using audience targeting, how should the Experience designer set it up so that different pages in the portal appear to different departments and roles within those departments?

- A. By using Location criteria and specifying which IP address applies to each department and domain
- B. By using Domain criteria and creating custom domains for each department or role to access the portal
- **C. By using User criteria and selecting appropriate user fields on CRM objects**
- D. By using Profile criteria and selecting the Service profile

**Answer: C**

Explanation:

User criteria allow you to target audiences based on user fields on CRM objects, such as department, role, or region. You can use user criteria to set up different pages in the portal for different departments and roles within those departments.

#### NEW QUESTION # 102

A consultant recently finished gathering requirements for a Cloud Kicks (CK) project that will launch five new Customer Experience Cloud sites worldwide, all on a brand new Salesforce org. The purpose of these sites is to generate buzz around new CK models and crowdsource new ideas for the RAD department. The consultant knows Multiple Books that they need to enable moderation and rate limit rules as part of their planning and must meet the following requirements:

- \* Each site must have three unique content moderation rules that flag specific keywords.
- \* Each site must have four unique rate rules that govern posting limits.
- \* All authenticated users must be able to post on demand. Calculator

What should the consultant consider doing before beginning work on these sites?

- A. Notify the stakeholders that the number of rate rules, but not content moderation rules, exceeds the org limit.
- B. Ensure that both the notify and freeze actions for all site rate rules are implemented.
- **C. Notify the stakeholders that the number of both moderation and rate rules exceeds the org limit.**
- D. Notify the stakeholders that the number of content moderation rules, but not rate rules, exceeds the org limit.

**Answer: C**

Explanation:

Before beginning work on these sites, the consultant should notify the stakeholders that the number of both moderation and rate rules exceeds the org limit. Moderation rules are rules that flag or block content based on keywords, phrases, or patterns. Rate rules are rules that limit the number of posts or comments a user can make in a given time period. The org limit for moderation rules is 10 and the org limit for rate rules is 5. Since each site needs 3 moderation rules and 4 rate rules, the total number of rules for 5 sites is 15 moderation rules and 20 rate rules, which exceed the org limit.

#### NEW QUESTION # 103

Ursa Major Solar (UMS) would like authenticated Experience Site users to see cases, quotes, contracts, and Knowledge articles appear in search results, but the Search Results component is only returning Knowledge articles.

How should UMS configure its search results to yield the desired results?

- A. On the Search page, select the appropriate objects in the property editor for the Search Results component.
- B. In Salesforce Setup, under the Experience Site users' profile, adjust the system permissions to allow for multiple objects in search results.
- C. On the Home page, in the property editor for the Hero component, adjust the Hero Type to "Call to Action" instead of "Search".
- **D. On the Searchpage, switch the Search Results component with Global Search Results and select the appropriate objects in the property editor.**

**Answer: D**

Explanation:

This option allows UMS to configure its search results to include cases, quotes, contracts, and Knowledge articles. The Global Search Results component is a new component that supports multiple objects and facets in the search results. UMS can add this component to the Search page and select the objects that they want to display in the property editor.

#### **NEW QUESTION # 104**

Bloomington Caregivers (BC) wants to streamline back-end processes and workflows for its employees. BC recently learned about lightning Bolt solutions for employees at a world tour event.

Where should BC look for potential Lightning Bolt solutions?

- **A. Salesforce AppExchange**
- B. Salesforce Accelerator Catalog
- C. Salesforce Accelerator Directory
- D. Salesforce Connect

**Answer: A**

Explanation:

Salesforce AppExchange is a marketplace where customers can find and install pre-built solutions for various industries and use cases. Lightning Bolt solutions are industry-specific templates that include themes, components, pages, and business logic. They are built by Salesforce partners and can be customized to fit specific needs.

#### **NEW QUESTION # 105**

Northern Trail outfitters (NTO) aims to provide personalization by encouraging its individual customers to self-register in its B2C Experience site. NTO is not looking to create a placeholder account.

NTO Experience consultant has set up self-registration in its Login and Registration pages. NTO's site manager has configured the "Allow external users to self-register" option. NTO uses Customer Community Plus Licenses.

Which two steps are needed to complete self-registration in NTO's Experience site?

Choose 2 answers

- **A. Contact Sales customer Support to enable Person Accounts.**
- B. Contact Salesforce Customer Support to enable Communities Self Registration Controller.
- C. Ensure that the Contact field is empty in the registration section.
- **D. Ensure that the Account field is empty in the registration section.**

**Answer: A,D**

Explanation:

To complete self-registration in NTO's Experience site without creating a placeholder account, NTO needs to take two steps:

\* Ensure that the Account field is empty in the registration section. This will allow NTO to create individual customers without associating them with an account.

\* Contact Sales customer Support to enable Person Accounts. Person Accounts are a feature that allows NTO to store information about individual customers in a single record, instead of using separate account and contact records. NTO needs to contact Salesforce Customer Support to enable Person Accounts in its org.

#### **NEW QUESTION # 106**

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