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Salesforce Certified Experience Cloud Consultant Sample Questions (Q131-Q136):

NEW QUESTION # 131

The Salesforce Administrator at Ursa Major Solar is trying to create a partner user for their Partner Community that was built using Salesforce Experience Builder. However, the admin is not able to create it from the contact record. What could be two reason causing this issue?

Choose 2 answers

- A. The account record associated with the contact record is not enabled as a partner.
- B. The Salesforce Administrator is not assigned a role in Salesforce.
- C. The Salesforce Administrator is not a member of the Partner Community
- D. The Salesforce administrator is not marked as a delegated administrator on the partner account.

Answer: A,D

Explanation:

Two reasons causing this issue are C and D. To create a partner user for their Partner Community, the Salesforce administrator needs to have two requirements met: The account record associated with the contact record must be enabled as a partner, which means that it has the Is Partner checkbox checked. This indicates that the account is part of your partner network and can access your Partner Community site. The Salesforce administrator must be marked as a delegated administrator on the partner account, which means that they have limited administrative privileges to perform certain user management tasks on behalf of an administrator. This allows them to create partner users from contact records without having full system administrator access.

NEW QUESTION # 132

Cloud Kicks (CK) has built a site using Salesforce Experience Builder. The CTO of CK wants to give customers the ability to log in to the site using their Google credentials. CK also wants to access customers' basic Google profile data when they log in so the company can serve content that matches customers' interests.

How should the Experience Cloud consultant implement this?

- A. Create a custom self-registration page and a custom login page by using Visualforce and Apex controllers.
- B. Set up a login flow for communities that accepts the customers' Google credentials and matches with the credentials stored on the user records in Salesforce.
- C. Create an Authentication Provider by choosing Google as the provider type and add relevant parameters to access the customers' basic profile data.
- D. Create a custom login page using Lightning components and use the Google REST API to access customers' basic profile data.

Answer: C

Explanation:

This option allows CK to use Google as an external identity provider and enable customers to log in to the site using their Google credentials. CK can also access customers' basic profile data, such as name, email, and picture, by specifying the scopes and attributes in the authentication provider settings. CK can also use the authentication provider to configure single sign-on (SSO) and just-in-time (JIT) provisioning for the site.

NEW QUESTION # 133

Ursa Major Solar (UMS) would like to display a collection of news articles it has added to a workspace in Salesforce via a CMS Collection in its customer portal.

Where should UMS create the CMS collection before configuring the CMS Collection component in Experience Builder?

- A. Content Management in Workspaces
- B. Community Setting
- C. Branding Sets
- D. Administrator in Workspaces

Answer: A

Explanation:

Content Management in Workspaces is where UMS can create the CMS collection before configuring the CMS Collection component in Experience Builder. Content Management allows UMS to create, manage, and publish content from Salesforce to its customer portal. UMS can create a CMS collection that contains a group of news articles from a workspace and then use the CMS Collection component to display the collection on its site.

NEW QUESTION # 134

Ursa Major Solar (UMS) wants to differentiate between the leads created by partners and the leads created by its own Sales team. All lead records are shared with partners; however, some of the information captured by the Sales team on the lead record should not be shared with partners.

Which two steps should UMS take at a minimum in order to meet the requirement?

Choose 2 answers

- A. Create Lead Record Types for Lead Distribution.
- B. Create a separate channel for partners in PRM Workspaces.
- C. Enable "Lead Sharing" in Digital Experience settings.
- D. Create Page Layouts for Lead Distribution.

Answer: A,D

Explanation:

To differentiate between the leads created by partners and the leads created by its own Sales team, UMS should create lead record types and page layouts for lead distribution. A record type is a way to offer different business processes, picklist values, and page layouts to different users based on their profiles. A page layout is a way to control the layout and organization of detail and edit pages in Salesforce. By creating lead record types and page layouts, UMS can customize the fields and values that are displayed to partners and Sales team members.

NEW QUESTION # 135

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 an app for employees.
- C. Create a digital experience for agents and share the URL with employees.
- D. Create a self-service community for agents and an app for employees.

Answer: B

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 # 136

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