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Salesforce Certified Experience Cloud Consultant Sample Questions (Q87-Q92):

NEW QUESTION # 87

Ursa Major Solar (UMS) has a discussion thread on its Experience Cloud site for customers to provide feedback on the company's latest product release. To help ensure new members understand what the discussion thread is meant for and to monitor their first posts, UMS would like to approve the first post of any new member who has joined within 7 days or less.

What is needed to configure this?

- A. Create a Community moderator with Delete permissions.
- B. Create a Community moderator with Approval permissions.
- **C. Create a moderation rule with the appropriate member criteria.**
- D. Create a moderation rule with the appropriate content criteria.

Answer: C

Explanation:

This option allows UMS to approve the first post of any new member who has joined within 7 days or less. UMS can create a moderation rule that applies to posts and comments, and specify the member criteria as "Joined Date is within last 7 days". UMS can also choose the action as "Require Approval" and assign a moderator group to review and approve the posts.

NEW QUESTION # 88

No More Homelessness (NMH) and DreamHouse Realty (DR) are working to provide free housing to low-income seniors. Social workers at NMH need to access records owned by realtors at DR. What should the Experience Cloud consultant recommend for record sharing?

- A. Sharing Set
- B. Super User
- C. **Sharing Rule**
- D. Role Hierarchy

Answer: C

Explanation:

Sharing rules allow you to extend sharing access to users in public groups, roles, or territories. You can use sharing rules to share records owned by realtors at DR with social workers at NMH, based on criteria such as record type, field value, or ownership.

NEW QUESTION # 89

What is the most efficient way that a Salesforce Admin can create a single Experience Cloud Site user from a Contact?

- A. Use Data Loader to add the Contact in Salesforce as a Customer user.
- B. Email the Contact a link to the Self-Registration page for the site.
- C. **Enable the Contact in Salesforce as a Customer user.**
- D. Enable the Account as a Customer Account so all Contacts in that Account become Customer users.

Answer: C

Explanation:

This option allows the Salesforce Admin to create a customer user from an existing contact that is associated with a customer account. The customer user inherits the role, profile, and permission sets from the contact.

The Salesforce Admin can also specify a username, email address, and nickname for the customer user.

NEW QUESTION # 90

Get Cloudy Consulting has decided to set up and create an Experience Cloud site where customers can create service tickets or chat live with agents.

What is the first step the system administrator should take to create the site?

- A. **Enable Digital Experiences.**
- B. Update organization-wide settings.
- C. Enable Search Engine Optimization (SEO).
- D. Configure the default login.

Answer: A

Explanation:

The first step to create a site is to enable Digital Experiences in your org. This will allow you to access the Experience Cloud site creation wizard, where you can choose a template, a domain name, and a URL for your site.

NEW QUESTION # 91

Which component informs support agents working in the Service Console what actions a customer has taken on an Experience site?

- A. Einstein Customer

- B. Community View
- C. Customer Insights
- D. Experience Tracker

Answer: D

Explanation:

Experience Tracker is a component that informs support agents working in the Service Console what actions a customer has taken on an Experience site. Experience Tracker shows information such as page views, searches, downloads, and case interactions that the customer has performed on the site. This helps agents understand the customer's context and provide better service.

NEW QUESTION # 92

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He is author of two books on technical analysis, a frequent contributor to industry EX-Con-101 magazines, and former chief technical analyst for BridgeNews, And that's way beyond the entitlement mentality of, What is the world going to do for me?

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