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Salesforce Certified Experience Cloud Consultant Sample Questions (Q168-Q173):

NEW QUESTION # 168

Universal Containers (UC) is a conglomerate with various lines of business operating worldwide. UC helps finance crop research, provides insurance services to coffee growers, and manufactures specialized coffee machines and other products. UC also has a franchise unit to help grow its franchise business worldwide. UC is planning to build multiple portals and sites to support its various lines of business.

What two points should UC keep in mind when selecting a template for these sites and portals?

Choose 2 answers

- A. Insurance Agent Portal template becomes available once Financial Services Cloud is correctly set up in an org.
- B. Industry-specific Lightning Bolt solutions are available today but not templates. Pencil & Paper
- C. Industry-specific templates as well as Lightning Bolt solutions are available today.
- D. Industry-specific templates are available today but not Lightning Bolt solutions.

Answer: A,C

Explanation:

When selecting a template for your sites and portals, you need to keep in mind some points, such as:

* Insurance Agent Portal template becomes available once Financial Services Cloud is correctly set up in an org. This template is designed for insurance agents who need to manage their leads, opportunities, policies, claims, and referrals.

* Industry-specific templates as well as Lightning Bolt solutions are available today. Templates are preconfigured site designs that include pages, components, and settings. Lightning Bolt solutions are industry-specific solutions that include templates, themes, flows, apps, and components.

NEW QUESTION # 169

Dreamscape Flowers needs to create a digital experience that meets the following requirements:

- * It allows for collaboration between customer and partner users.
- * Self-service for customer users is available.
- * Partner users create or resolve cases for their customers and need to see case data on a dashboard.
- * Partner users do not manage Leads, Opportunities, or Campaigns.

Which license type should a Salesforce Admin use for these partner users?

- A. Employee Community
- **B. Customer Community Plus**
- C. Partner Community
- D. Customer Community

Answer: B

Explanation:

Customer Community Plus licenses allow users to access standard CRM objects, such as cases and accounts, and custom objects. They also allow users to collaborate with other users through Chatter groups, files, and topics. Customer Community Plus licenses are suitable for partner users who need to create or resolve cases for their customers and see case data on a dashboard, but do not manage leads, opportunities, or campaigns.

NEW QUESTION # 170

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 self-service community for agents and an app for 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 peer-to-peer forum for agents and share the URL with 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 # 171

Northern Trail Outfitters has an Experience Cloud site using the Customer Service template. They have noticed that many questions take a long time to receive a response or go completely unanswered. Which functionality would allow questions to get internal visibility?

- **A. Enable Escalate to Case.**
- B. Create moderators for each topic.
- C. Limit the number of questions posted per day.
- D. Tell users to submit a case for unanswered questions.

Answer: A

Explanation:

This functionality allows UMS to create a case from a question that has not received a response or has received an unsatisfactory response. UMS can enable this functionality from Experience Builder settings and specify the criteria for escalating a question, such as the number of days without a reply or the number of downvotes. UMS can also assign a queue or an owner for the escalated cases and notify them by email.

NEW QUESTION # 172

The Experience Cloud site manager of Cloud Kicks has enabled reputation for its community members. As per the recommendation given by the Experience Cloud consultant, a decision was made to use the out of the box features. Which two things happen automatically when the site manager enables automation? Choose 2 answers

- A. Chatter influence is removed from the Contribution section on the Profile page.
- **B. Default point system and set of reputation levels become available.**
- **C. Inactive and active members are assigned default reputation points.**
- D. Customer portal members gain the ability to provide badges to other members.

Answer: B,C

Explanation:

Reputation is a feature that allows you to reward community members for their contributions and engagement.

When you enable reputation for your community, some things happen automatically, such as:

* Inactive and active members are assigned default reputation points. Inactive members get zero points, while active members get 10 points.

* Default point system and set of reputation levels become available. You can use the default point system or customize it to suit your needs. You can also use the default reputation levels or create your own.

NEW QUESTION # 173

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