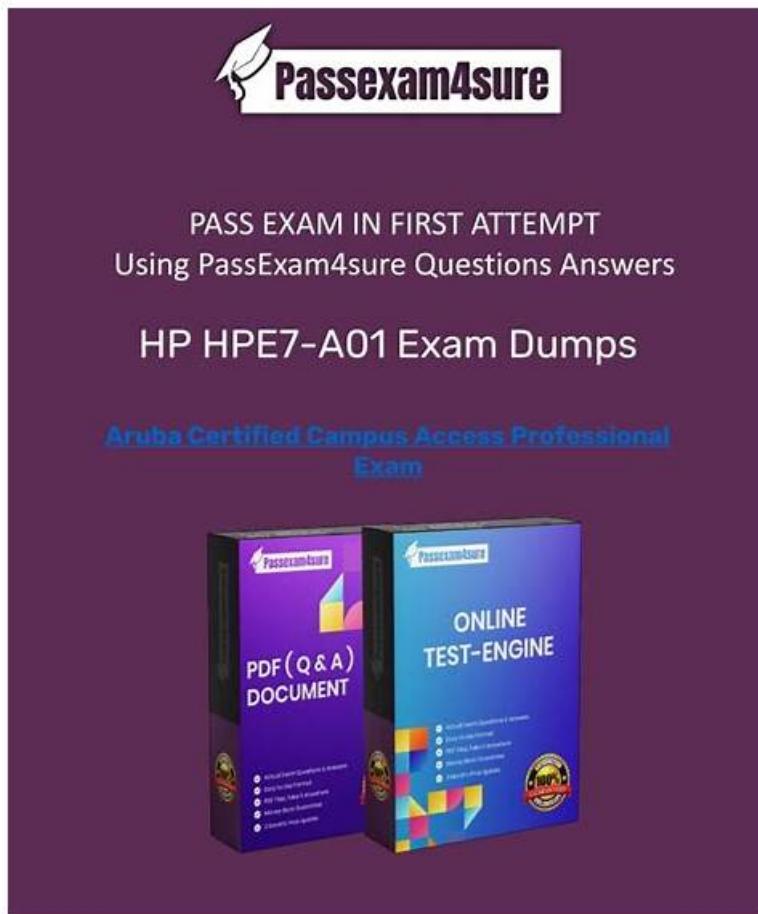


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## Salesforce Certified Experience Cloud Consultant Sample Questions (Q24-

## Q29):

### NEW QUESTION # 24

Dreamscape Flowers (DF) is evaluating Salesforce Partner Relationship Management (PRM) to help improve its current channel sales performance.

In what two ways can Salesforce PRM help DF accelerate channel sales?

Choose 2 answers

- A. By automating quoting with Salesforce CPQ
- B. By automating partner entitlement assignment in Channel sales teams
- C. By automating partner lead routing
- D. BY automating partner tiering in Channel sales hierarchy

**Answer: C,D**

Explanation:

Two ways that Salesforce PRM can help DF accelerate channel sales are B and C. Salesforce PRM is a solution that allows you to manage your partner relationships and empower them to sell your products and services. By using Salesforce PRM, DF can automate partner tiering in Channel sales hierarchy, which allows them to assign different tiers and benefits to their partners based on their performance and potential. DF can also automate partner lead routing, which allows them to distribute leads to their partners based on criteria such as location, product, or skill. These features can help DF increase partner engagement and loyalty, optimize lead conversion, and grow channel revenue.

### NEW QUESTION # 25

DreamHouse Realty (DR) has active participation of home owners and prospective buyers in its Experience Cloud site that uses Chatter. Recently, DR observed a significant number of comments being marked as spam.

DR's Salesforce and Security teams did further analysis and identified the posts made by the spammers.

DR's Management team has decided to remove all the spammers' posts and comments from the Experience Cloud site.

What should the Experience Cloud consultant recommend to remove them?

- A. Submit a high-priority case with Salesforce Support to remove all of the spammers' posts and comments. The site will be under maintenance state until resolution.
- B. Utilize the Insights reports by creating and using a custom action to remove all the spammers' posts and comments.
- C. Experience Cloud site managers, moderators, and admins work together to remove all the spammers' posts and comments manually.
- D. Enable Experience Cloud Einstein features to remove all the spammers' posts and comments as a background action.

**Answer: B**

Explanation:

To remove all the spammers' posts and comments from the Experience Cloud site, DR should utilize the Insights reports by creating and using a custom action to remove them. Insights reports are reports that show the activity and engagement metrics on DR's site, such as page views, likes, comments, flags, and moderation actions. DR can use Insights reports to identify the spammers' posts and comments based on the flagging reasons or other criteria. DR can also create a custom action that allows DR to remove multiple posts or comments at once from the Insights reports.

### NEW QUESTION # 26

Ursa Major Solar (UMS) is evaluating Salesforce Partner Relationship Management (PRM) to help improve its current channel sales performance.

In which two ways can Salesforce PRM help UMS accelerate channel sales?

Choose 2 answers

- A. Automate partner entitlement assignment in Channel Sales teams
- B. Extend automated quoting capabilities to partners
- C. Use partner tiering in channel sales hierarchy
- D. Enable partner lead routing

**Answer: B,D**

Explanation:

Partner lead routing allows UMS to assign leads to partners based on predefined criteria, such as location, product, or industry. This helps UMS distribute leads more efficiently and increase partner engagement.

Automated quoting capabilities allow partners to generate quotes for customers using UMS's pricing and discount rules. This helps partners close deals faster and more accurately.

**NEW QUESTION # 27**

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 Profile criteria and selecting the Service profile
- **C. By using User criteria and selecting appropriate user fields on CRM objects**
- D. By using Domain criteria and creating custom domains for each department or role to access the portal

**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 # 28**

Get Cloudy Consulting wants to leverage Experience Bundle for making updates to its community.

What are the two key features of experienceBundle?

Choose 2 answers

- A. ExperienceBundle allows us to programmatically edit any community but using Experience Builder.
- **B. ExperienceBundle enables Creating experiences across orgs.**
- **C. ExperienceBundle provides editable community metadata in a human-readable format.**
- D. ExperienceBundle provides editable community metadata in a human-readable format.

**Answer: B,C**

Explanation:

ExperienceBundle is a feature that allows you to retrieve, deploy, create, update, or delete an Experience Cloud site's metadata definition in a single API call. Some of the key features of ExperienceBundle are:

\* ExperienceBundle enables creating experiences across orgs. You can use ExperienceBundle to move your site's metadata from one org to another, such as from sandbox to production.

\* ExperienceBundle provides editable community metadata in a human-readable format. You can use ExperienceBundle to edit your site's metadata in JSON or XML format, which makes it easier to understand and modify.

**NEW QUESTION # 29**

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