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## Salesforce Certified Experience Cloud Consultant Sample Questions (Q125-Q130):

### NEW QUESTION # 125

What are three best practices when configuring self-registration for an Experience Cloud site? Choose 3 answers

- A. Use the same profile for your self-service site and your partner portal.
- B. Create a separate profile for your self-service site and your partner portal.
- C. Assign the standard site profile as the default for self-registration.
- D. Assign a cloned standard site profile as the default for self-registration.
- E. Use a restrictive default profile to begin with.

Answer: B,D,E

Explanation:

Three best practices when configuring self-registration for an Experience Cloud site are A, B, and C. Self-registration is a feature that allows users to create their own accounts on your Experience Cloud site without an invitation. To configure self-registration, you need to assign a default profile for self-registered users, which determines their access level and permissions on your site. A best practice is to assign a cloned standard site profile as the default, which gives you more control over the settings and customization of the profile. Another best practice is to use a restrictive default profile to begin with, which limits the access and visibility of self-registered users until they are verified or approved by an administrator. A third best practice is to create a separate profile for your self-service site and your partner portal, which allows you to differentiate the access and functionality of different types of users on your sites.

#### NEW QUESTION # 126

A manager at Ursa Major Solar is responsible for creating and editing only the community users for the Partner Community they have recently set up using Experience Cloud. However, the manager is able to make organizational changes to the user records of the internal users as well.

What could be the possible issue here?

- A. The manager has been given the Manage External Users permission.
- B. The manager has been given the Manage Customer Users permission.
- C. The manager has been given the Manage Profiles and Permission Sets permission.
- **D. The manager has been given the Manage User permission.**

**Answer: D**

Explanation:

This permission allows the manager to create, edit, and delete all users in the org, including internal users.

This permission overrides the sharing settings and role hierarchy that normally restrict access to user records. To limit the manager's access to only community users, the manager should be given the Manage External Users permission instead.

#### NEW QUESTION # 127

DreamHouse Realty (DR) plans to invite individuals from several new companies to its Broker Portal and would like to differentiate the user experience for each company.

Which three options should the DR system administrator use to personalize the look and feel of the portal for each new brokerage?

Choose 3 answers

- **A. Page Variations**
- B. Partner User Roles
- **C. Branding Sets**
- **D. Audience Targeting**
- E. Audience Sets

**Answer: A,C,D**

Explanation:

Branding sets allow the administrator to define the colors, fonts, logos, and images for different parts of the site, such as the header, footer, and body. Page variations allow the administrator to create different versions of a page with different layouts, components, and content. Audience targeting allows the administrator to create audiences based on user attributes, such as profile or company name, and display different branding sets or page variations to different audiences within the same site.

#### NEW QUESTION # 128

Cloud Kicks (CK) has a subscription model to send new sneakers to customers every month. Customers log in to the CK site, where they can manage their accounts, manage and create cases, and submit refund claims. CK also provides access to articles from its Knowledge base.

Which template should CK use to give customers the access they need?

- A. Help Center
- **B. Account Portal**
- C. Microsite
- D. Build Your Own

**Answer: B**

Explanation:

To give customers the access they need, CK should use the Account Portal template. The Account Portal template is a pre-built site that includes features such as account management, case management, and refund claims. CK can use this template to provide self-service options to its customers, such as viewing and updating their account information, creating and viewing cases, and submitting refund claims. CK can also provide access to articles from its Knowledge base using the Knowledge component or the CMS Connect component.

#### **NEW QUESTION # 129**

Universal Containers (UC) is building a new self-service site for its large global customer base. Customers will be posting questions, viewing Knowledge articles, downloading warranties, opening tickets, and registering their recent purchases. Purchases are stored in a custom object. UC is considering using the Customer Service template for the site and External Apps license for the customers. Which limitation could cause a potential issue for UC?

- **A. External Apps license does NOT allow access to custom objects.**
- B. External Apps license does NOT allow self-registration.
- C. External Apps license does NOT allow access to cases.
- D. External Apps license does NOT download documents out-of-the-box.

**Answer: A**

Explanation:

This license type allows users to access standard objects, such as accounts, contacts, and cases, in a self-service site. However, it does not allow users to access custom objects, such as purchases. UC would need to use a different license type, such as Customer Community Plus, that supports custom objects.

#### **NEW QUESTION # 130**

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