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Salesforce Experience Cloud is a platform that enables organizations to create and manage digital experiences for their customers, partners, and employees. It provides a comprehensive set of tools and features that allow businesses to create engaging and personalized experiences for their users. The Experience Cloud is a critical component of any organization's digital transformation journey, and the Salesforce Certified Experience Cloud Consultant certification is a testament to an individual's expertise in this area.

Salesforce Experience-Cloud-Consultant Exam is an essential certification for professionals who want to demonstrate their expertise in configuring and managing Salesforce Experience Cloud solutions. Salesforce Certified Experience Cloud Consultant certification validates a professional's skills in designing, customizing, and troubleshooting Salesforce Experience Cloud solutions. It is a highly valued certification in the Salesforce community and can open up new career opportunities for certified professionals.

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Salesforce Certified Experience Cloud Consultant Sample Questions (Q144-Q149):

NEW QUESTION # 144

Northern Trail Outfitters has a network of resellers who are Partner Community users. One of the resellers has requested that their parent company get View access to cases created by their child companies.

Which functionality will meet the requirement best?

- A. Create a Sharing Set for the Account.
- B. Move users who need case access to a higher level in the Role Hierarchy.
- C. Manually share cases.
- **D. Configure an External Account Hierarchy.**

Answer: D

NEW QUESTION # 145

Northern Trail Outfitters implemented a chatbot on its Experience site.

Which three KPIs could be used to help understand the chatbot's impact on customer service?

Choose 3 answers

- A. Case Type by Issue
- **B. CSAT (Customer Satisfaction score)**
- **C. Average Handle Time compared to Bot Session Time**
- D. Number of lead records created
- **E. Case deflection**

Answer: B,C,E

NEW QUESTION # 146

Northern trail Outfitters has created a microsite digital experience for its Gold-Level VIP customers. The digital experience is not yet active.

The community manager would like to send welcome emails on a specific day, which include a promotion for participating in the community.

In which order should the community manager perform activation steps?

- A. Set the Community to Active, and available profiles and permission sets to the Admin Workspace, enable Contacts as community users, and set welcome emails to Enabled.
- **B. Add available profiles and permission sets to the Admin Workspace, enable Contacts as community users, set welcome emails to Enabled, and set the community to Active.**
- C. Publish the community, which will send out the welcome emails.
- D. Set the community to Active, and available profiles and permission sets to the Admin Workspace, and create a process to send the welcome emails.

Answer: B

NEW QUESTION # 147

Which step does the system administrator have to take to create a partner user?

- A. Add the user to the All Partner Portal Users public group.
- B. Assign the Gold Partner permission to the user.
- C. Select Enable Partner User from the Contact Detail page.
- D. Create a partner queue, and add users to it.

Answer: C

Explanation:

This step allows the system administrator to create a partner user from an existing contact that is associated with a partner account. The partner user inherits the role, profile, and permission sets from the contact. The system administrator can also specify a username, email address, and nickname for the partner user.

NEW QUESTION # 148

DreamHouse Realty (DR) recently created a site for potential buyers. DR has a rich knowledge base organized in data categories and now plans to make those Knowledge articles available to site users.

Which two steps does DR need to take in order to ensure that new articles show up in the site on an ongoing basis without manual intervention?

Choose 2 answers

- A. Map articles to Content Topics.
- B. Enable "Share on Sites" setting.
- C. Map topics to data categories.
- D. Enable "Automate Topic Assignment" setting.

Answer: C,D

NEW QUESTION # 149

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