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Salesforce Certified Experience Cloud Consultant Sample Questions (Q148-Q153):

NEW QUESTION # 148

Northern Trail Outfitters (NTO) would like to create a public Knowledge base for the general public to be able to view articles, manuals, and FAQs.

Which template should NTO select when building its site?

- A. Customer Service
- B. Customer Account Portal
- C. Partner Central
- D. **Help Center**

Answer: D

Explanation:

To create a public Knowledge base, NTO should select the Help Center template when building its site. The Help Center template is designed for creating self-service communities where users can find answers to common questions, access articles and FAQs, and contact support agents if needed. The Help Center template also supports multiple languages, mobile devices, and branding customization.

NEW QUESTION # 149

What are two ways a question can be escalated to a case?

Choose 2 answers

- A. Manually by a moderator selecting "Escalate to Case" in the Feed
- B. Manually by users commenting "Escalate"
- C. Automatically via Case Assignment Rules
- D. Automatically via process Builder by meeting specified criteria

Answer: A,D

Explanation:

A question can be escalated to a case in two ways:

- * Manually by a moderator selecting "Escalate to Case" in the Feed. A moderator is a user who has permission to manage content on your site. A moderator can escalate a question to a case by clicking on the "Escalate to Case" action in the Feed menu of the question post.
- * Automatically via process Builder by meeting specified criteria. Process Builder is a tool that allows you to automate business processes based on criteria and actions. You can use Process Builder to create a process that escalates a question to a case when certain criteria are met, such as number of comments, number of likes, or time elapsed.

NEW QUESTION # 150

Universal Containers (UC) has a B2C customer department that uses person accounts to track and manage all B2C customers. UC has set up a B2C site using Salesforce Experience Cloud. The VP of B2C business wants to enable self-registration on the portal so customers can create their own user accounts.

What should the Experience Cloud consultant at UC recommend so that the new users self-registering on the B2C site are captured as person accounts in Salesforce?

- A. Use the standard self-registration configuration under Experience Workspace and leave the default Account field empty.
- B. Use the standard self-registration configuration under Experience Workspace that assigns users to a default business account, and then build a trigger on Account to create person accounts for each user.
- C. Create a custom self-registration page and Apex handler that creates a person account for each user self-registering on the portal.
- D. Restrict the Account record type access to Person Account record type only for the Site Guest User, so any account created is By default a person account.

Answer: C

Explanation:

To capture the new users self-registering on the B2C site as person accounts in Salesforce, UC should create a custom self-registration page and Apex handler that creates a person account for each user. A custom self-registration page allows UC to customize the look and feel, fields, and logic of the self-registration process.

An Apex handler is a class that implements the Auth.RegistrationHandler interface and defines the logic for creating a user and an account. UC can use an Apex handler to create a person account for each user based on the information they provide on the self-registration page.

NEW QUESTION # 151

Which two statements regarding data categories are true?

Choose 2 answers

- A. Child roles cannot see more data categories than their parent role. If the parent role's visibility changes, the child role's category visibility is reset to its parent's category visibility.
- B. When a category is made visible to a user through custom settings or is made visible by default, its child and parent categories are not included.
- C. Translated articles will not follow the master article data category. Therefore, translated articles can be assigned to a different data category.
- D. Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default.

Answer: A,D

Explanation:

Two statements regarding data categories that are true are A and B. Data category visibility is controlled by roles, permission sets, or profiles. Child roles cannot see more data categories than their parent role, and if the parent role's visibility changes, the child role's category visibility is reset to match the parent's. Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default, unless they have a custom profile that overrides the role settings.

NEW QUESTION # 152

Cloud Kicks has packaged its Customer Support Community. The community includes navigation menu items that link to standard and custom objects.

Which two points should the Experience Cloud consultant consider when reviewing the package? Choose 2 answers

- A. Custom list views for custom objects are included as dependencies.
- B. Custom list views for standard objects are not included as dependencies.
- C. Custom list views for standard objects are included as dependencies.
- D. Custom list views for custom objects are not included as dependencies.

Answer: B,D

Explanation:

When you package your Experience Cloud site, some components and settings are included as dependencies, while others are not. For example:

* Custom list views for custom objects are not included as dependencies. You need to manually add them to your package or recreate them in the target org.

* Custom list views for standard objects are not included as dependencies. You need to manually add them to your package or recreate them in the target org.

NEW QUESTION # 153

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