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Salesforce Certified Experience Cloud Consultant Sample Questions (Q170-Q175):

NEW QUESTION # 170

AW Computing is using the Build Your Own (LWR) template to create a site for its customers. The site will showcase blog posts written by AW Computing thought leaders.

Which component should the site creator use to dynamically populate the site with blog posts as new ones are added?

- A. CMS - Single
- B. Grid component with CMS Collections
- C. CMS Connect (JSON)
- D. Grid component with list.views

Answer: B

Explanation:

To dynamically populate the site with blog posts as new ones are added, CK should use a Grid component with CMS Collections. A Grid component is a component that displays content in a grid layout with rows and columns. A CMS Collection is a collection of content items that are created and managed in Salesforce CMS. CK can use a Grid component and select a CMS Collection as the content source. This will allow CK to showcase blog posts written by AW Computing thought leaders on its site and automatically update them as new ones are added.

NEW QUESTION # 171

Which component can be embedded into an Experience Cloud site to start conversations with customers using the channels they prefer?

- A. Service Console
- B. Channel Menu
- C. Chat
- D. Service Your Way

Answer: D

Explanation:

Service Your Way is a component that allows customers to choose how they want to interact with a service agent or a chatbot from a list of available channels, such as phone, chat, SMS, WhatsApp, or Facebook Messenger. Service Your Way can be added to any page in Experience Builder and configured to show different channels based on user attributes or device type.

NEW QUESTION # 172

Bloomington Caregivers (BC) has created a customer Experience site using Experience Cloud that gives customers the ability to pay this, manage appointments, and open cases with support. BC also has a partner Experience site on Experience Cloud. The company's leadership has now decided to extend access to the customer Experience site to its partners and internal Salesforce users so they can collaborate more effectively.

What is the recommended way to add partners and internal users to the customer Experience site?

- A. Enable the partner accounts and the internal accounts as customers; the users under these accounts will then automatically gain access to the customer site.
- B. Create business accounts for partners and internal users, enable the accounts as customers, and then create users under these accounts by creating contacts.
- C. Add the existing partner profiles and internal user profiles to the customer Experience site; this will automatically give users access to the customer site.
- D. Configure SSO between the partner site and customer site so partners get access. Also configure SSO between internal org and the customer site so internal users get access to the customer site.

Answer: A

Explanation:

To add partners and internal users to the customer Experience site, the recommended way is to enable the partner accounts and the internal accounts as customers; the users under these accounts will then automatically gain access to the customer site. A customer account is an account that has the Is Customer checkbox enabled. This indicates that the account is part of your customer network and can access your customer Experience site. To enable an existing account as a customer, you need to edit the account record and check the Is Customer checkbox. This will automatically grant access to the customer site to all the users under that account, without creating new user records or profiles.

NEW QUESTION # 173

AW Computing wants to create a site that gives customers access to Knowledge articles and peer-to-peer conversations, with the aim of decreasing the number of calls to its support organization.

What should AW Computing do to accomplish this goal?

- A. Open its Slack implementation to all customers
- B. Give access to its internal orgs using Chatter groups

- C. Create a site with the Marketing Microsite template
- D. Create a site with the Customer Service template

Answer: D

NEW QUESTION # 174

Northern Trail Outfitters (NTO) is planning to create an HR desk for its employees. The Technology team recommend using Experience Cloud to build the HR help desk app.

What should NTO consider when building the HR desk app?

- A. In order to protect employee privacy, the HR help desk app should be created in a different org than the main org
- B. In order to leverage organizational structure, the HR help app must be created in the main org
- C. HR user profile is only available in Enterprise and Performance Editions with HR permission set license.
- D. HR user profile is only available in Employee Cloud with Employee permission set license.

Answer: B

Explanation:

When building an HR help desk app using Experience Cloud, you need to consider some points, such as:

HR user profile is not only available in Employee Cloud with Employee permission set license. HR user profile is a standard profile that can be used with any user license type that supports Experience Cloud access.

In order to protect employee privacy, the HR help desk app does not need to be created in a different org than the main org. You can use sharing settings and permissions to control who can access what data in your org.

In order to leverage organizational structure, the HR help app must be created in the main org. This will allow you to use role hierarchy and public groups to share data based on your org structure.

HR user profile is not only available in Enterprise and Performance Editions with HR permission set license. HR user profile is available in any edition that supports Experience Cloud.

NEW QUESTION # 175

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It is a universally accepted fact that the Experience-Cloud-Consultant exam is a tough nut to crack for the majority of candidates, but there are still a lot of people in this field who long to gain the related certification so that a lot of people want to try their best to meet the challenge of the Experience-Cloud-Consultant Exam. A growing number of people know that if they have the chance to pass the exam, they will change their present situation and get a more decent job in the near future.

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