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Salesforce Experience Cloud Consultant certification exam is designed for professionals who are interested in demonstrating their expertise in designing and implementing solutions in Salesforce Experience Cloud. Salesforce Certified Experience Cloud Consultant certification is ideal for individuals who are working as consultants, developers, or administrators and want to showcase their skills in improving customer experience through the use of Salesforce Experience Cloud. Experience-Cloud-Consultant Exam Tests candidates on their knowledge of Salesforce Experience Cloud features, capabilities, and best practices.

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Salesforce Experience-Cloud-Consultant Certification Exam is designed for professionals who specialize in the implementation and customization of Salesforce Experience Cloud solutions. Salesforce Certified Experience Cloud Consultant certification demonstrates a candidate's expertise in designing and implementing customer and partner-facing solutions with Experience Cloud. Experience Cloud is a platform that enables businesses to provide personalized and engaging experiences to their customers, partners, and employees. Salesforce Certified Experience Cloud Consultant certification exam covers topics such as Experience Cloud architecture, community best practices, and user experience design.

Salesforce Experience-Cloud-Consultant Certification is ideal for individuals who work with Salesforce's Experience Cloud and are looking to expand their knowledge and skills in this area. Salesforce Certified Experience Cloud Consultant certification demonstrates one's proficiency in designing and implementing solutions that enhance customer engagement and satisfaction. Additionally, it can help individuals advance their careers in customer relationship management and customer experience

management. Achieving this certification can open doors to exciting career opportunities in a variety of industries, including healthcare, finance, and retail.

Salesforce Certified Experience Cloud Consultant Sample Questions (Q69-Q74):

NEW QUESTION # 69

Ursa Major Solar (UMS) works with local installation companies. The installers need to collaborate with their co-workers as well as with UMS staff.

Which user visibility setting needs to be enabled at a minimum?

- **A. Portal User Visibility**
- B. Guest User Visibility
- C. Community User Visibility
- D. Site User Visibility

Answer: A

Explanation:

To enable the installers to collaborate with their co-workers and UMS staff, UMS needs to enable Portal User Visibility. This is a user visibility setting that allows portal users to see other portal users who have the same role or a role below them in the role hierarchy. This also allows portal users to see internal users who are above them in the role hierarchy. Portal User Visibility can be enabled in the Sharing Settings page in Setup.

NEW QUESTION # 70

Universal Containers is implementing a customer community.

What sharing mechanism should be used to allow customers to view their own cases even after those cases are assigned to a support agent?

- A. Sharing Map and custom permission set
- B. Case co-ownership using Super User access
- C. OWD and Apex Sharing
- **D. Sharing Set**

Answer: D

NEW QUESTION # 71

Universal Containers has recently launched a site for its retailers. Retailers able to collaborate with other retailers around topic; however, retail managers aren't able to see records owned by their peers and subordinates.

What should be done to resolve the issue?

- **A. Retail managers need to be given Super User access.**
- B. A Sharing Rule needs to be created.
- C. Retail managers need to be put in the executive role in the Role Hierarchy.
- D. A Sharing Set needs to be created.

Answer: A

NEW QUESTION # 72

Ursa Major Solar (UMS) has seen exponential growth in recent years. The Incoming call volume to the support center has gone up exponentially as well, and is now reaching unmanageable levels.

What should UMS consider to help the situation?

- A. Create a smart queue router using Service Cloud template.
- B. Create virtual support agents using Chat Bot template.
- **C. Create a self service community using Customer Service template.**
- D. Create a peer-to-peer forum using Self Service template.

Answer: C

NEW QUESTION # 73

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 web.

What could be the possible issue here?

- A. The manager has been given the Manage User 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 External Users permission.

Answer: C

NEW QUESTION # 74

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