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Salesforce Certified Experience Cloud Consultant (SP24)

Salesforce Experience-Cloud-Consultant

Version Demo

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QUESTION NO: 1

The Experience Cloud manager has been asked to ensure that a Knowledge article is visible to Internal Salesforce users, unauthenticated visitors to the site, and third-party authenticated users.

Which two settings need to be configured on the draft article before it is published?

Choose 2 answers

- A. Visible to Partner
- B. Visible in Public Knowledge Base
- C. Visible to Employee
- D. Visible to Guest User

ANSWER: A D

QUESTION NO: 2

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

ANSWER: B C D

QUESTION NO: 3

The Cloud Kicks (CK) site administrator is onboarding a new partner to its Experience Cloud site. They have created the partner as an Account, added the required Contacts, and ensured that the Welcome Email selection is checked. However, upon review, the site administrator has found that none of the partner users were able to register.

What should the site administrator do to ensure they are able to set up partner users correctly?

- A. Double-check that the partner profile has been added to the CK site.

- B. Ensure that the Account has been enabled as a partner Account.
- C. Double-check that the provided email addresses are correct.
- D. Ensure that the Contacts under the Account are enabled as partner users.

ANSWER: D

QUESTION NO: 4

Dreamscape Flowers (DF) is a well-known global with a large network of partners in various regions DF currently has a number of manual process with varied complexity. Some of these processes involve lifecycle management that DF is looking to automate as part of a broad digital transformation initiative.

In what three ways can Salesforce Partnership Management (PRM) help DF?

Choose 3 answers

- A. Automating partner onboarding process
- B. Helping partners manage their payments and file taxes
- C. Providing reports and dashboards access to partners
- D. Preventing channel conflict

ANSWER: A C D

QUESTION NO: 5

DreamHouse Reality (DR) is switching to a franchise-based business model in order to grow its market share. Franchises as well as properly appraised at DR, will immediate access to a real estate opportunity in their area as soon, as it crosses a threshold.

What should the Experience Cloud consultant recommend for record sharing?

- A. Apex sharing
- B. Sharing Set
- C. Account Hierarchy
- D. Sharing Rule

ANSWER: D

QUESTION NO: 6

Cloud Kicks (CK) wants to use its existing single sign-on (SSO) Identity Provider with its new Experience Cloud site.

CK wants to use the Just-in-Time Provisioning feature for Experience Cloud.

Which value is required in the user type?

- A. Standard
- B. Username
- C. Entity ID
- D. Federation ID

ANSWER: D

QUESTION NO: 7

Universal Containers has implemented Chat, but agents are complaining that they have to capture several pieces of information before being able to service the customer.

What should an administrator do to capture information upfront on the Experience site?

- A. Create a flow for customers to fill out before initiating Chat.
- B. Enable Chat for only authenticated users and pass the user's information on hidden fields.
- C. Deploy a unique chat per topic.
- D. Create a pre-chat form to fill out before initiating Chat.

ANSWER: D

QUESTION NO: 8

DreamHouse Realty is planning to launch a digital experience for its partners where they will be able to pick a Lead from shared leads and start working toward getting the lead converted into an Opportunity.

Which two steps are part of setting up Lead Sharing or Lead Distribution for partners?

Choose 2 answers

- A. Enable "Allow External Lead Sharing" in Digital Experience settings.
- B. Create Page Layouts for Lead Distribution.
- C. Configure Lead Creation and Lead Distribution inside PRM Workspace.
- D. Create Assignment Rules for Lead Distribution.

ANSWER: B D

QUESTION NO: 9

Universal Containers (UC) is a conglomerate with various lines of business operating worldwide. UC helps finance crop research, provides insurance services to coffee growers, and manufactures specialized coffee machines and other products. UC also has a franchise unit to help grow its franchise business worldwide. UC is planning to build multiple portals and sites to support its various lines of business.

What two points should UC keep in mind when selecting a template for these sites and portals?

Choose 2 answers

- A. Industry-specific Lightning Bolt solutions are available today but not templates. Pencil & Paper
- B. Insurance Agent Portal template becomes available once Financial Services Cloud is correctly set up in an org.
- C. Industry-specific templates are available today but not Lightning Bolt solutions.
- D. Industry-specific templates as well as Lightning Bolt solutions are available today.

ANSWER: B D

QUESTION NO: 10

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. Give access to its internal orgs using Chatter groups
- B. Open its Slack implementation to all customers
- C. Create a site with the Customer Service template
- D. Create a site with the Marketing Microsite template

ANSWER: C