



## **Salesforce**

### **Exam Questions Experience-Cloud-Consultant**

Salesforce Certified Experience Cloud Consultant (SU21)

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#### NEW QUESTION 1

Northern Trail Outfitters would like to display a different Hero component on the Home page for United States and EMEA. How should an administrator accomplish this?

- A. Create a page variation for EMEA, configure the Theme, and include a different Hero component.
- B. Create a page variation for EMEA, configure the flexible page layout, and include a different Hero component.
- C. Use the same page variation for EMEA and include multiple targeted HTML components.
- D. Use the same page variation for EMEA, include multiple Hero components, and target each , component.

**Answer: D**

#### NEW QUESTION 2

Which step denotes the completion of an Experience Cloud site setup?

- A. Setting up SSO
- B. Activating the site
- C. Assigning roles to users
- D. Assigning profiles to users

**Answer: B**

#### NEW QUESTION 3

Universal Containers (UC) is planning to create a portal for its global partner network. Users will be assigned a Partner Community license and a role. Which two things should UC keep in mind when setting up partner roles? Choose 2 answers

- A. Role Hierarchy can only be used if all objects have external OWD set to Private.
- B. The default limit for the number of roles for portals is 50,000 per org.
- C. Unused roles can be deleted.
- D. Once created, roles cannot be deleted.

**Answer: BC**

#### NEW QUESTION 4

The Salesforce Administrator at Ursa Major Solar is trying to create a partner user for their Partner Community that was built using Salesforce Experience Builder. However, the admin is not able to create it from the contact record. What could be two reason causing this issue? Choose 2 answers

- A. The Salesforce Administrator is not assigned a role in Salesforce.
- B. The Salesforce Administrator is not a member of the Partner Community
- C. The account record associated with the contact record is not enabled as a partner.
- D. The Salesforce administrator is not marked as a delegated administrator on the partner account.

**Answer: AC**

#### NEW QUESTION 5

Ursa Major Solar is utilizing audience targeting for specific components in its portal. Which two considerations regarding audience targeting are true? Calculator Choose 2 answers

- A. You can't assign audiences to the components in the template header and footer sections.
- B. Available domains are created in the Administration workspace and associated with a community through a custom URL.
- C. You can't assign record-based criteria to a component or branding set.
- D. You can only have three audiences.

**Answer: AC**

#### NEW QUESTION 6

To which three objects can the Partner Super User access be applied? Choose 3 answers

- A. Opportunities
- B. Accounts
- C. Cases
- D. Custom Objects
- E. Campaigns

**Answer: ACD**

#### NEW QUESTION 7

Ursa Major Solar would like to use three Record Detail components on a page to display object details for the Account, Case, and Opportunity objects for the user who is logged in to the company's portal. When they drop the components on the page, they are not getting the desired results. What is causing this issue?

- A. The Record Detail component populates the recordID associated with the object for the page template, so this component will not work for this use case.
- B. The Record Detail component populates the record associated with the object for the page template so this component will only work on the Home page template
- C. The Record Detail component is a custom component and was not configured correctly

D. The Record Detail component will only show record details for the Case object.

**Answer:** A

#### NEW QUESTION 8

Recently, Ursa Major Solar (UMS) decided it no longer wants to utilize Data Categories to control article visibility for its customer portal. UMS's users will need to be logged in to the portal in order to view any Knowledge articles.

Outside of Data Categories, what is another way UMS can control Knowledge article visibility?

- A. Permission Sets
- B. Branding Sets
- C. Sharing Rules
- D. Audience Targeting

**Answer:** A

#### NEW QUESTION 9

Universal Containers (CU) has been using Salesforce to manage its sales and service processes. UC also an Experience Cloud site to interact with its customers. UC has now acquired Cloud Kicks (CK) Retail to grow its business, CK also uses Salesforce and a self-service site built on the experience Cloud to allow its customers to log support requests. UC now wants its customers to be able to use CK's self-service site so they can have a more integrated experience.

What should an Experience Cloud consultant recommend so that UC's can log in to CK's site?

- A. Create separate user account for UC customer in CK's Experience Cloud site, since SSO cannot be established between two Experience Cloud sites.
- B. Use a third-party identity provider to establish SSO between the two Experience Cloud sites, since Salesforce can only be used as a service provider.
- C. Establish SSO between the two Experience Cloud sites by using one org as an identity provider and the other org as a service.
- D. Create custom Apex handlers using login method from site class to sign in users from one community to the other.

**Answer:** C

#### NEW QUESTION 10

Ursa Major Solar is creating an employee experience portal.

Using audience targeting, how should the Experience designer set it up so that different pages in the portal appear to different departments and roles within those departments?

- A. By using Location criteria and specifying which IP address applies to each department and domain
- B. By using Profile criteria and selecting the Service profile
- C. By using Domain criteria and creating custom domains for each department or role to access the portal
- D. By using User criteria and selecting appropriate user fields on CRM objects

**Answer:** D

#### NEW QUESTION 10

Cloud Kicks wants to allow site users to tag site content with custom tags or member-created topics. Which two permissions must be enabled for site users in Setup to accomplish this?

Choose 2 answers

- A. Create Topics
- B. Assign Topics
- C. Tags Allowed
- D. Member Can Access Topics

**Answer:** AB

#### NEW QUESTION 13

Ursa Major Solar (UMS) is automating its business processes using Salesforce. UMS wants its Platinum partners to be able to approve installation projects and deals. In which two ways can UMS accomplish this? Choose 2 answers

- A. Assign external users as approvers on records and create a digital experience for those users.
- B. Assign external users as the co-owners on records and create a digital experience for those users.
- C. Add external users directly to approval queues and create a digital experience for those users.
- D. Assign external users Super User access on records and create a digital experience for those users,

**Answer:** AC

#### NEW QUESTION 18

Universal Containers is planning to build a community where customers will be able to view Knowledge articles and chat live with a support agent.

What should the administrator use to configure the chat functionality?

- A. Experience Builder and Chatter
- B. Service Console and Service Channel
- C. Chat Agent Guided Setup Flow and Service Console
- D. Service Channel and Chatter

**Answer:** C

#### NEW QUESTION 21

What are three best practices when configuring self-registration for an Experience Cloud site? Choose 3 answers

- A. Assign a cloned standard site profile as the default for self-registration.
- B. Use a restrictive default profile to begin with.
- C. Create a separate profile for your self-service site and your partner portal.
- D. Assign the standard site profile as the default for self-registration.
- E. Use the same profile for your self-service site and your partner portal.

**Answer:** ABC

#### NEW QUESTION 22

What is required when creating portal users through Just-Time (JIT) provisioning?

- A. FederationIdentifier
- B. Organization\_id
- C. FirstName
- D. User.Role

**Answer:** B

#### NEW QUESTION 27

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:** AD

#### NEW QUESTION 31

Universal Containers (UC) wants to build a product registration site to allow guest users to register a product. The functionality will involve a multi-step flow. How should UC enable the guest user to run the flow?

- A. Assign a single screen to multi-step flow and give the guest user access via page layout.
- B. Save the flow with the "System Context Without Sharing—Access All Data" option.
- C. Set the "Enable Lightning Flows for Guest User" toggle option to ON in Setup.
- D. Convert multi-step flow into individual flows and give the guest user access to each flow separately.

**Answer:** A

#### NEW QUESTION 33

Ursa Major Solar would like its Experience Cloud site's guest users to benefit from the suggestions that come from autocomplete on search terms. How should the administrator configure this?

- A. Use the Developer Console to add code to allow for autocomplete functionality.
- B. In Salesforce Setup, type "support settings" in the quick find box.
- C. Under the Autocomplete header, select the objects to appear in autocomplete for guest users.
- D. In the Search component property editor, open the Autocomplete section and click desired objects to appear in autocomplete.
- E. Select "publicly available".
- F. In the Hero component property editor, open the Search Results section and click desired objects to appear in autocomplete.
- G. Select "publicly available".

**Answer:** C

#### NEW QUESTION 38

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:** BD

#### NEW QUESTION 39

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. Map topics to data categories.
- C. Enable "Share on Sites" setting.

D. Enable "Automate Topic Assignment" setting.

**Answer:** BD

#### NEW QUESTION 42

Dreamscape Flowers needs to create a digital experience that meets the following requirements:

- \* It allows for collaboration between customer and partner users.
- \* Self-service for customer users is available.
- \* Partner users create or resolve cases for their customers and need to see case data on a dashboard.
- \* Partner users do not manage Leads, Opportunities, or Campaigns. Which license type should a Salesforce Admin use for these partner users?

- A. Customer Community
- B. Customer Community Plus
- C. Employee Community
- D. Partner Community

**Answer:** B

#### NEW QUESTION 45

Northern Trail Outfitters (NTO) reports that 50% of calls to its support line are for repeatable issues. Using standard out-of-the-box functionality, in which ways can NTO decrease its call volume using an Experiences site?  
Choose 3 answers

- A. Create an FAQ Knowledge article.
- B. Deploy a chatbox to address common questions.
- C. Enable Chatter Questions to encourage peer-to-self-service
- D. Create a public "announcement only" group for moderators to address common questions.
- E. Create an FAQ rich text component on the Home page.

**Answer:** ABC

#### NEW QUESTION 48

Cloud Kicks (CK) is about to launch a public site and is expecting very high traffic in certain regions. CK will be using Content Delivery Network (CDN). What should CK consider during the go-live phase to prevent usability issues?

- A. CK should provision and activate CDN in those regions where traffic is high.
- B. CK should provision CDN in those regions where traffic is high and activate CDN where traffic is low.
- C. CK should provision and activate CDN in those regions where traffic is low
- D. SRS ES?
- E. CK should provision CDN in those regions where traffic is low and activate CDN where traffic is high.

**Answer:** C

#### NEW QUESTION 53

Cloud Kicks (CK) wants to organize content on its site so that users can easily search and brows for information. Which three features should CK use to accomplish this goal?

- A. Navigational Topics
- B. Content Topics
- C. Content Graph
- D. Featured Topic
- E. Navigation Tree

**Answer:** ABD

#### NEW QUESTION 56

Ursa Major Solar would like its authenticated external users to be able to search for Quote and Contract objects but not Opportunity or Asset objects. Which two standard features allow an administrator to accomplish that? Choose 2 answers

- A. Remove Opportunity and Asset from the Title Menu component in the property editor.
- B. Remove Opportunity and Asset from the navigation Menu component in the property editor.
- C. Remove Opportunity and Asset from the object list in the Global Search Result component property editor.
- D. Remove Opportunity and Asset from the Autocomplete object list in the Search component property editor.

**Answer:** CD

#### NEW QUESTION 59

Ursa Major Solar has a customer portal where both customers and employees can log in to view information about the company. The marketing team has created a special design of their logo and company branding for their Platinum customers, and would like the user interface in the portal to reflect that special design when a Platinum Calculator customer is logged in. Which functionality should the Experience Cloud manager use to achieve this?

- A. Themes
- B. Templates
- C. CMS Connect a
- D. Branding Sets



**Answer:** D

#### NEW QUESTION 63

A consultant needs to leverage ExperienceBundle for a deployment but is unable to view it. What is the most likely cause for this issue?

- A. The experience has not yet been published.
- B. A change set containing the Network needs to be deployed.
- C. The "Enable ExperienceBundle Metadata API" setting needs to be checked.
- D. A custom Experience template needs to be created.

**Answer:** C

#### NEW QUESTION 65

Zephyrus Relocation (ZRS) plans to launch a public site. ZRS would like to leverage a topic catalog so that site users can see all the organized topics in one place and easily navigate to any topic or subtopic.

Which step is required to set up a topic catalog?

- A. Create at least one subtopic and add the More Topic link when editing the navigation menu.
- B. Create at least one topic along with its subtopic.
- C. Enable Topic Hierarchy and create at least one topic with two subtopics.
- D. Create at least one topic and add the More Topics,,, ;link editing the navigation menu.

**Answer:** A

#### NEW QUESTION 70

Universal Containers (UC) is building a new self-service site for its large global customer base. Customers will be posting questions, viewing Knowledge articles, downloading warranties, opening tickets, and registering their recent purchases. Purchases are stored in a custom object. UC has decided to use Customer Service template for the experience and Customer Community Plus license for the customers.

Which limitation could cause a potential issue for UC?

- A. Customer Service template does not allow downloading documents out-of-the-box.
- B. Customer Service template does not allow record pages for custom objects out-of-the-box.
- C. Customer Community Plus license does not allow access to custom objects.
- D. Customer Community Plus license allows only up to 2 million users per org.

**Answer:** D

#### NEW QUESTION 71

Universal Containers (CU) is looking to create a site that supports channel sales, leads distribution, and deal registration.

Which template should UC select?

- A. Customer Account Portal
- B. Help Center
- C. Partner Central
- D. Build Your Own

**Answer:** C

#### NEW QUESTION 76

What is a prerequisite for creating a user that has a Partner Community license?

- A. Select "Enable as Partner" in the Experience Workspace.
- B. Ensure that the partner user has the "Enabled as partner" permission set.
- C. The "Enable as Partner" action must be present on the Account page layout.
- D. The Enable as Partner" action must be present on the User page layout.

**Answer:** C

#### NEW QUESTION 77

By defining roles, permission sets, or profiles, Knowledge article visibility can be controlled by using which functionality?

- A. Data Category Visibility
- B. Content Management
- C. Automatic Topic Assignment
- D. Org-Wide Defaults

**Answer:** A

#### NEW QUESTION 80

What does a system administrator need to do when creating Experience Cloud users?

- A. Add user to an account as a contact record.
- B. Add user to an account as a user record.
- C. Click the "Log In to Site as User" button.
- D. Assign Partner Community Plus license to the user.

**Answer:** A

#### NEW QUESTION 82

What accurately sequences the necessary steps to create a partner user from an enabled partner account?

- A. 1) Edit the user record to assign the correct role/profile.2) View the partner account contact.3) Select Manage External User.4) Select Enable Partner User.5) Save.
- B. 1) View the partner account contact.2) Select Manage External User.3) Select Enable Partner User.4) Edit the user record to assign the correct role and profile.5) Save.
- C. 1) Edit the user record to assign the correct role/profile.2) View the partner account contact.3) Select Manage External User.4) Select Enable Partner Account.5) Save.
- D. 1) View the partner account contact.2) Select Manage External User.3) Select Enable Partner User.4) Edit the user record to assign the correct role/profile.5) Save.
- E. 1) Edit the user record to assign the correct role/profile.2) View the partner account contact.3) Select Manage External User.4) Select Enable Partner Account.5) Save.

**Answer:** C

#### NEW QUESTION 87

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

**Answer:** BD

#### NEW QUESTION 91

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

**Answer:** B

#### NEW QUESTION 96

The mission of No More Homelessness (NMH) is to help every homeless person in the best possible manner through its Experience Cloud site. NMH's site manager wants to set up search engine optimization (SEO) to ensure NMH's public Experience Cloud site is visible to search engines.

Which two practices does the site manager need to do to ensure SEO is implemented successfully? Choose 2 answers

- A. Check whether a custom robots.txt file to control indexing has been created
- B. b
- C. Check whether the Experience site is public and activate
- D. Pencil & Paper
- E. Check whether the SEO Institute has provided the approval for the site with end date.
- F. Check whether manual sitemap refresh happens on the last day of every month.

**Answer:** AB

#### NEW QUESTION 100

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. Retail managers need to be put in the execute role in the Role Hierarchy
- C. A Sharing Set needs to be created.
- D. A sharing Rule needs to be created.

**Answer:** A

#### NEW QUESTION 105

Get Cloudy Consulting has decided to set up and create an Experience Cloud site where customers can create service tickets or chat live with agents. What is the first step the system administrator should take to create the site?

- A. Update organization-wide settings.
- B. Enable Search Engine Optimization (SEO).
- C. Enable Digital Experiences.
- D. Configure the default login.



**Answer:** C

#### NEW QUESTION 108

What are three valid topic types? Choose 3 answers

- A. Featured Topic
- B. Content Topic
- C. Trending Topic
- D. Navigational Topic
- E. Standard Topic

**Answer:** ABD

#### NEW QUESTION 113

How can Sharing Sets be used to share records with Customer Community users?

- A. Create one Sharing Set and add the objects to share in the Sharing Set.
- B. Create one Sharing Set, select the 'All Objects' options for the Sharing Set, and add the Customer Community profiles to the Sharing Set.
- C. Create one Sharing Set and use a Sharing Rule to share records with users in the Sharing Set.
- D. Create one Set per object and add the Customer Community profiles to each Sharing Set.

**Answer:** A

#### NEW QUESTION 115

Which two statements regarding data categories are true? Choose 2 answers

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

**Answer:** AB

#### NEW QUESTION 120

The system administrator at Get Cloudy Consulting is trying to import Customer Portal users to the newly created Experience Cloud. However, the import failed. What could be two reasons for this failure? Choose 2 answers

- A. The portal role record has not been created.
- B. The portal profile record has not been created.
- C. User records are missing
- D. Portal & Profile
- E. Contact records have not been created.

**Answer:** AD

#### NEW QUESTION 121

A consultant recently finished gathering requirements for a Cloud Kicks (CK) project that will launch five new Customer Experience Cloud sites worldwide, all on a brand new Salesforce org. The purpose of these sites is to generate buzz around new CK models and crowdsource new ideas for the RAD department. The consultant knows Multiple Books that they need to enable moderation and rate limit rules as part of their planning and must meet the following requirements:

- \* Each site must have three unique content moderation rules that flag specific keywords.
- \* Each site must have four unique rate rules that govern posting limits.
- \* All authenticated users must be able to post on demand. Calculator

What should the consultant consider doing before beginning work on these sites?

- A. Ensure that both the notify and freeze actions for all site rate rules are implemented.
- B. Notify the stakeholders that the number of content moderation rules, but not rate rules, exceeds the org limit.
- C. Notify the stakeholders that the number of rate rules, but not content moderation rules, exceeds the org limit.
- D. Notify the stakeholders that the number of both moderation and rate rules exceeds the org limit.

**Answer:** D

#### NEW QUESTION 122

Which component informs support agents working in the Service Console what actions a customer has taken on an Experience site?

- A. Experience Tracker
- B. Customer Insights
- C. Community View
- D. Einstein Customer

**Answer:** B

#### NEW QUESTION 124

No More Homelessness (NMH) is about to create a public site for volunteers where they will be able to sign up for volunteering opportunities at local events. Each

registration will result in a record being created for a custom Event Registration object.

Which three considerations should NMH keep in mind for records created by guest users? Choose 3 answers

- A. Queues cannot be assigned as owners of records created by guest users.
- B. When possible, one should create and assign queues as owners of records created by quest users.
- C. Setting the default owner for records created by guests is an option in Experience Cloud sites.
- D. Default owner does not need Read/Write access to view the records created by guest users.
- E. Any active user in an org can be assigned as the default owner of records created by guest users.

**Answer:** BCE

#### NEW QUESTION 127

Ursa Major Solar would like to make an external user an Experience Site Moderator.

What are two of the several moderation permissions available to assign an external user in order for them to be an effective Experience Site Moderator?

Choose 2 answers

- A. Access Experience Management
- B. Access Sharing Sets
- C. Manage Setup
- D. Manage Experiences

**Answer:** AD

#### NEW QUESTION 131

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