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### QUESTION 1

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.

Correct Answer: D

To capture information upfront on the Experience site, the administrator should create a pre-chat form to fill out before initiating Chat. A pre-chat form is a form that appears before a chat session starts and asks customers to provide some information, such as their name, email, phone number, or issue description. This helps agents to identify the customer and prepare for the chat session.

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### QUESTION 2

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.

Correct Answer: BD

When setting up partner roles, you need to keep in mind some considerations, such as:

The default limit for the number of roles for portals is 50,000 per org. You can request an increase from Salesforce if you need more roles. Once created, roles cannot be deleted. You can only deactivate them or rename them.

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### QUESTION 3

The system administrator at Cloud Kicks (CK) has deactivated their Experience Cloud site to do some maintenance and cleanup. How should the administrator ensure that CK customers do NOT receive a welcome email when the site is once again active?

- A. Use the new Service Not Available (SNA) feature.
- B. Use Data Loader to remove all members' email addresses.

- C. Disable the Send welcome email checkbox for the site.
- D. Remove all profiles from the site's membership and add them again after the site is activated.

Correct Answer: C

To ensure that customers do not receive a welcome email when the site is once again active, the administrator should disable the Send welcome email checkbox for the site. This will prevent the site from sending an email to existing members when the site is activated. The administrator can disable the Send welcome email checkbox in the Administration section of Experience Builder.

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#### QUESTION 4

Which three fields are required creating Experience Cloud users using Data Loader? Choose 3 answers

- A. Profile Id
- B. First Name
- C. Role Id
- D. Profile Name
- E. Currency

Correct Answer: ABE

Three fields that are required for creating Experience Cloud users using Data Loader are A, B, and E. Data Loader is a tool that allows you to import or export large amounts of data in or out of your Salesforce org. To create Experience Cloud

users using Data Loader, you need to have some required fields in your CSV file, such as:

**Profile Id:** This field specifies the profile that determines what users can see and do on your Experience Cloud site.

**First Name:** This field specifies the first name of the user. **Currency:** This field specifies the currency that applies to the user's data. Other required fields include Last Name, Alias, Email, Username, CommunityNickname, Contact Id (or

Account Id), and IsActive.

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#### QUESTION 5

A consultant for Cloud Kicks (CK) is asked to build a site for CK customers. As part of this site, a custom object will be used to manage customers subscriptions. These subscriptions will need to leverage advanced sharing rules to ensure that

only appropriate customers can see these subscriptions.

Which two user license types should be granted to customers to support this sharing requirement?

Choose 2 answers

- A. Partner Community User

- B. Customer Community Login User
- C. Customer Community User
- D. Customer Community Plus Login User

Correct Answer: AD

To support the sharing requirement of using advanced sharing rules for the custom object, CK should grant two user license types to customers: Partner Community User and Customer Community Plus Login User. These license types allow customers to access custom objects and a subset of standard CRM objects, such as accounts, contacts, cases, and dashboards. These license types also support advanced sharing features, such as role hierarchy, sharing rules, manual sharing, and Apex sharing.

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### QUESTION 6

DreamHouse Realty (DR) plans to invite individuals from several new companies to its Broker Portal and would like to differentiate the user experience for each company.

Which three options should the DR system administrator use to personalize the look and feel of the portal for each new brokerage? Choose 3 answers

- A. Branding Sets
- B. Audience Sets
- C. Page Variations
- D. Audience Targeting
- E. Partner User Roles

Correct Answer: ACD

Branding sets allow the administrator to define the colors, fonts, logos, and images for different parts of the site, such as the header, footer, and body. Page variations allow the administrator to create different versions of a page with different layouts, components, and content. Audience targeting allows the administrator to create audiences based on user attributes, such as profile or company name, and display different branding sets or page variations to different audiences within the same site.

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### QUESTION 7

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 is considering using the Customer Service template for the site and External Apps license for the customers. Which limitation could cause a potential issue for UC?

- A. External Apps license does NOT allow self-registration.
- B. External Apps license does NOT allow access to custom objects.

- C. External Apps license does NOT allow access to cases.
- D. External Apps license does NOT download documents out-of-the-box.

Correct Answer: B

This license type allows users to access standard objects, such as accounts, contacts, and cases, in a self-service site. However, it does not allow users to access custom objects, such as purchases. UC would need to use a different license type, such as Customer Community Plus, that supports custom objects.

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### QUESTION 8

Ursa Major Solar (UMS) is using the Customer Account Portal template and would like to differentiate the options available on the navigation menu based on the profile of the authenticated user visiting their customer portal. Which Experience Cloud functionality should UMS use to accomplish this?

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

Correct Answer: D

Audience targeting allows UMS to create audiences based on user attributes, such as profile, location, or language, and display different content or components to different audiences within the same site. For example, UMS can create an audience for premium customers and show them a special offer on the navigation menu, while hiding it from other customers. Audience targeting can be applied to any component or page in Experience Builder.

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### QUESTION 9

Northern Trail Outfitters has configured chat so customers can quickly get answers to their questions by chatting with an agent while browsing the Experience site. How should an administrator embed the chat window in an Experience site?

- A. Add the Embedded Service component to Builder pages.
- B. Create a custom component using the Embedded Service API.
- C. Configure the Embedded Service connector.
- D. Create an Embedded Service quick action.

Correct Answer: A

The Embedded Service component allows you to embed a chat window in your Experience Cloud site, so customers can chat with agents while browsing the site. You can add the Embedded Service component to any Builder page and configure its properties, such as the chat button label, pre-chat fields, and offline support.

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### QUESTION 10

Ursa Major Solar (UMS) has business and person accounts in its Salesforce org. UMS has partner portals created for its Silver partners, DreamHouse Realty (DR) and Cloud Kicks (CK).

UMS's Experience team is creating users for its partners. DR and CK users do not require access to opportunities, leads, and campaigns.

What are the two considerations for creating partner users and granting access?

Choose 2 answers

- A. Only business accounts can be created as partner users
- B. Assign Partner Community license to partner users.
- C. Assign Customer Community Plus license to partner users.
- D. Only person accounts can be created as partner users.

Correct Answer: BC

Two considerations for creating partner users and granting access are B and C. Partner users are external users who access your Experience Cloud site through a partner account. A partner account is an account that has the Is Partner checkbox enabled. To create partner users and grant access, you need to assign them a license type and a profile. Two license types that are suitable for partner users are Partner Community and Customer Community Plus. These license types allow partner users to access standard CRM objects, such as accounts, contacts, leads, opportunities, and cases, as well as custom objects and tabs. They also allow partner users to use roles and sharing rules to share records with other users.

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#### QUESTION 11

Cloud Kicks (CK) is planning to build a social intranet site as well as an HR help site for its employees using Experience Cloud. Most employees either work in sales or service and currently use Salesforce. Which user license should be recommended for CK's employees to access Experience Cloud sites?

- A. Salesforce Authenticated Site
- B. Salesforce Unlimited
- C. Customer Community
- D. Platform Portal

Correct Answer: B

To access Experience Cloud sites, CK's employees should use the Salesforce Unlimited user license. This license allows employees to access Salesforce and Experience Cloud sites with the same login and credentials. It also provides unlimited custom objects, tabs, and apps, as well as enhanced storage and support. The Salesforce Unlimited user license is the most comprehensive and flexible license for Salesforce users.

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#### QUESTION 12

Ursa Major Solar (UMS) uses a third party to manage low-severity tickets using its legacy system. Sometimes, third-party agents have to create cases on behalf of UMS customers. Which user licenses should the implementation

practitioner recommend for third-party staff?

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

Correct Answer: A

This license type allows third-party staff to access cases, leads, opportunities, contracts, and custom objects on behalf of UMS customers. Partner Community users can also create cases from questions, escalate questions to cases, and view Knowledge articles. Partner Community users cannot access quotes or reports and dashboards.

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### QUESTION 13

Cloud Kicks has noticed its new Experience Cloud site is taking a long time to load. Which tool should the system administrator use to troubleshoot the problem?

- A. Salesforce Community Page Optimizer
- B. Lightning Page Maximizer
- C. Experience Cloud Performance Profiler
- D. Cloud Network Optimization Bolt

Correct Answer: A

To troubleshoot the problem of the site taking a long time to load, the system administrator should use Salesforce Community Page Optimizer. This is a tool that analyzes the performance of an Experience Cloud site and provides recommendations for improving the page load time. The tool checks for issues such as component density, image size, caching settings, and network latency.

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### QUESTION 14

The administrator of the Universal Containers customer site has been making changes in a sandbox and needs to push the changes to production. The administrator is comfortable with point and click changes but is not comfortable with managing code or more technical items.

How should the administrator ensure the changes make it accurately to production?

- A. Use the ExperienceDeploy API to push the site to production.
- B. Use Dataloader to migrate the site from sandbox to production.
- C. Rebuild the site from scratch in production.
- D. Create a change set, upload it to production, and deploy the change set.

Correct Answer: D



To ensure the changes make it accurately to production, the administrator should create a change set, upload it to production, and deploy the change set. A change set is a collection of metadata components that can be moved from one org to another. The administrator can use change sets to migrate point-and-click changes, such as custom objects, fields, layouts, and settings, from the sandbox to the production org. The administrator can create a change set in the sandbox, add the components that have been changed, upload it to the production org, and deploy it in the production org.

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#### QUESTION 15

Universal Containers (UC) works with a large retainer network. UC wants these retailers to start registering deal and work with UC to convert them into sales.

Which user license should the Experience Cloud consultant recommend?

- A. Partner Community Plus
- B. Partner Community
- C. Platform Portal
- D. Commerce Portal

Correct Answer: A

This user license allows partners to register deals and work with UC on sales opportunities. It also provides access to reports and dashboards, campaigns, orders, price books, and products. Partner Community Plus users can also access standard and custom objects, such as accounts, contacts, cases, and leads.

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