[Jan 16, 2024 New Salesforce Experience-Cloud-Consultant Dumps with Test Engine and PDF (New Questions) [Q62-Q78

[Jan 16, 2024 New Salesforce Experience-Cloud-Consultant Dumps with Test Engine and PDF (New Questions) Pass Your Experience-Cloud-Consultant Exam Easily - Real Experience-Cloud-Consultant Practice Dump Updated

Salesforce Experience Cloud Consultant certification exam comprises of 60 multiple-choice questions that need to be answered in 105 minutes. Experience-Cloud-Consultant exam is designed to test candidates on various topics related to Salesforce Experience Cloud, including community design and branding, community engagement, community management, and community development. It is recommended that candidates have a minimum of six months of experience working with Salesforce Experience Cloud to take Experience-Cloud-Consultant exam.

Salesforce Certified Experience Cloud Consultant certification exam is an excellent opportunity for professionals who want to demonstrate their expertise in configuring and implementing the Salesforce Experience Cloud. Salesforce Certified Experience Cloud Consultant certification exam covers various topics, including designing and managing Lightning pages, building communities, and configuring personalization. Passing the exam and obtaining the certification can help professionals advance their careers and demonstrate their skills to potential employers.

QUESTION 62

Northern trail Outfitters has created a microsite digital experience for its Gold-Level VIP customers. The digital experience is not yet actives.

The community manager would like to send welcome emails on a specific day, which include a promotion for participating in the community.

In which order should the community manager perform activation steps?
* Add available profiles and permission sets to the Admin Workspace, enable Contacts as community users, set welcome emails to Enabled, and set the community to Active.
* Set the Community to Active, and available profiles and permission sets to the Admin Workspace, enable Contacts as community users, and set welcome emails to Enabled.
* Publish the community, which will send out the welcome emails.
* Set the community to Active, and available profiles and permission sets to the Adman Workspace, and create a process to send the welcome emails.

The order in which the community manager should perform activation steps is A. To activate a site in Experience Cloud, you need to complete several steps, such as adding profiles and permission sets, enabling contacts as community users, setting welcome emails, and setting the site to active. The order of these steps is important, because some steps depend on others. For example, you need to add profiles and permission sets before you can enable contacts as community users, and you need to set welcome emails before you can set the site to active.

QUESTION 63

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?
* Apex sharing
* Sharing Set
* Account Hierarchy
* Sharing Rule

QUESTION 64

Which two statements regarding data categories are true?

Choose 2 answers
* Child roles cannot see more data categories than their parent role. If the parent role’s visibility changes, the child role’s category visibility is reset to its parent’s category visibility.
* Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default.
* 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.
* Translated articles will not follow the master article data category. Therefore, translated articles can be assigned to a different data category.

QUESTION 65

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?
* Update organization-wide settings.
* Enable Search Engine Optimization (SEO).
* Enable Digital Experiences.
* Configure the default login.

The first step to create a site is to enable Digital Experiences in your org. This will allow you to access the Experience Cloud site creation wizard, where you can choose a template, a domain name, and a URL for your site.

QUESTION 66

Which component can be embedded into an Experience Cloud site to start conversations with customers using the channels they prefer?
* Channel Menu
* Chat
* Service Your Way
* Service Console

QUESTION 67

Ursa Major Solar (UMS) recently went through a major rebranding effort that resulted in a new company logo along with new brand colors. UMS wants to update brand colors across all of its sites. The sites are built with Lightning templates.

Which tool should the Experience Cloud consultant recommend to make these changes?
* ExperienceBundle
* Experience Cloud Script Master
* Site Builder
* Lightning Builder

To update brand colors across all of its sites, UMS should use the Site Builder tool. Site Builder is a tool that allows you to edit the look and feel of your Experience Cloud sites using a drag-and-drop interface. You can change the theme, layout, components, and branding of your sites without coding. Site Builder also supports Lightning templates, which are responsive and modern templates for Experience Cloud sites.

QUESTION 68

Which two statements regarding data categories are true?

Choose 2 answers
* Child roles cannot see more data categories than their parent role. If the parent role’s visibility changes, the child role’s category visibility is reset to its parent’s category visibility.
* Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default.
* 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.
* Translated articles will not follow the master article data category. Therefore, translated articles can be assigned to a different data category.

Two statements regarding data categories that are true are A and B. Data category visibility is controlled by roles, permission sets, or profiles. Child roles cannot see more data categories than their parent role, and if the parent role’s visibility changes, the

child role’s category visibility is reset to match the parent’s. Customer Portal users and partner portal users inherit data category visibility settings of the role assigned to their account (owner) managers by default, unless they have a custom profile that overrides the role settings.

QUESTION 69

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?

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

QUESTION 70

Northern Trail Qutfitters 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
* Number of lead records created
* CSAT (Customer Satisfaction score)
* Case deflection
* Average Handle Time compared to Bot Session Time
* Case Type by Issue

Three KPIs that could be used to measure the chatbot’s impact on customer service are B, C, and D. CSAT is a metric that measures how satisfied customers are with their chatbot experience on a scale of 1 to 5 stars. Case deflection is a metric that measures how many cases are avoided or resolved by the chatbot without escalating to an agent. Average Handle Time is a metric that measures how long it takes an agent to handle a case from start to finish. Bot Session Time is a metric that measures how long it takes a chatbot to handle a conversation from start to finish. By comparing these metrics, you can evaluate the chatbot’s performance and efficiency in providing customer service.

QUESTION 71

Ursa Major Solar (UM5) is planning to build a portal for its partners. Among other things, UMS will be distributing leads to its partners in the portal.

Which standard component can UMS leverage if it elects to use Partner Central template?
* Lead Distribution
* Lead Inbox
* Lead Selector
* Lead Flow

QUESTION 72

Which two Community licenses allow records to be shared with a criteria-based sharing rule?

Choose 2 answers

* Partner Community
* Customer Community
* Customer Community Plus
* Customer Portal

QUESTION 73

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
* Check whether a custom robots.txt file to control indexing has been created.
* Check whether the Experience site is public and activated. Pencil & Paper
* Check whether the SEO Institute has provided the approval for the site with end date.
* Check whether manual sitemap refresh happens on the last day of every month.

QUESTION 74

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?
* CMS Connect (JSON)
* CMS – Single
* Grid component with CMS Collections
* Grid component with list.views

QUESTION 75

Bloomington Caregivers (BC) intends to launch a company-wide project to create personalized experiences for its providers, vendors installers, and patients. BC’s business processes and workflow flow industry standards and common practices, mostly driven by compliance and regulatory mandates.

What should BC closely into during the evaluation phase?
* Lightning Bolt solutions
* Community Connect
* Digital Experience framework
* SDLC (Software Developer Life Cycle) for Experiences
BC should look closely into Lightning Bolt solutions during the evaluation phase. Lightning Bolt solutions are industry-specific solutions that include prebuilt themes, templates, pages, components, and business logic for Experience Cloud sites. Lightning Bolt solutions can help BC create personalized experiences for its providers, vendors, installers, and patients by providing them with best practices and ready-made features for their industry. BC can find and install Lightning Bolt solutions from AppExchange or create their own custom solutions using Lightning Bolt framework.

QUESTION 76

Universal Containers is implementing a Partner Community.

Which sharing setting would allow users to collaborate with their peers who work for the same partner firm, but not with any users outside of their firm?
* Community User Visibility
* Chatter Group Member Visibility
* Site User Visibility
* Portal User Visibility

QUESTION 77

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?
* Standard
* Username
* Entity ID
* Federation ID
This value is used to map the user’s identity from the external identity provider to the user record in Salesforce. The Federation ID must be unique for each user and must match the value of the SAML attribute that is sent by the identity provider during the SSO process. The Federation ID can also be used for JIT provisioning, which creates or updates users on the fly when they log in to the site.

QUESTION 78

By defining roles, permission sets, or profiles, Knowledge article visibility can be controlled by using which functionality?
* Data Category Visibility
* Content Management
* Automatic Topic Assignment
* Org-Wide Defaults

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