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QUESTION 1

Northern Trail Outfitters has an Experience Cloud site using the Customer Service template. They have noticed that many questions take a long time to receive a response or go completely unanswered.

Which functionality would allow questions to get internal visibility?

- A. Enable Escalate to Case.
- B. Limit the number of questions posted per day.
- C. Tell users to submit a case for unanswered questions.
- D. Create moderators for each topic.

Correct Answer: A

This functionality allows UMS to create a case from a question that has not received a response or has received an unsatisfactory response. UMS can enable this functionality from Experience Builder settings and specify the criteria for escalating a question, such as the number of days without a reply or the number of downvotes. UMS can also assign a queue or an owner for the escalated cases and notify them by email.

QUESTION 2

Bloomington Caregivers (BC) wants to share Covid-19 related information with all site visitors, including unauthenticated users.

Which three things should BC in mind about unauthenticated or guestuser access?

Choose 3 answers

- A. Guest user external organization-wide default are always set to Private.
- B. Guest user can't access records via manual sharing
- C. Guest user can't records via manual existing records
- D. Guest user can't be members of public groups or queues.
- E. Guest user external organization-wide defaults are always set to Public.

Correct Answer: ABD

Three things that BC should keep in mind about unauthenticated or guest user access are A, B, and D. Unauthenticated or guest user access is a feature that allows users to access your Experience Cloud site without logging in or registering.

Unauthenticated or guest users have limited access and visibility to data in your Salesforce org, and they have some restrictions, such as:

Guestuser external organization-wide defaults are always set to Private. This means that guest users cannot access any records that are owned by external users (such as Customer Community or Partner Community users) unless they are



explicitly shared with them.

Guest user can't access records via manual sharing. This means that guest users cannot access any records that are shared with them by using the Sharing button on the record detail page.

Guest user can't be members of public groups or queues. This means that guest users cannot access any records that are shared with them by using public groups or queues as criteria.

QUESTION 3

Universal Containers (UC) is building a digital experience for its customers that supports custom case management and commerce solutions. These custom solutions each require more than 10 unmanaged custom objects that would be utilized by customers.

Which two license types have single SKUs that would support this requirement for UC customers?

Choose 2 answers

- A. Channel Account
- B. Customer Community Plus
- C. Commerce Portal
- D. External Apps

Correct Answer: BD

Customer Community Plus and External Apps are two license types that have single SKUs that would support the requirement for UC customers. Customer Community Plus licenses allow users to access standard CRM objects, such as cases and accounts, and custom objects. They also support commerce solutions and custom case management. External Apps licenses allow users to access up to 10 custom objects per app and unlimited standard CRM objects. They also support commerce solutions and custom case management.

QUESTION 4

UrsaMajor Solar (UMS) noticed that guest users are unable to see images on its customer portal. Which setting should UMS enable in order for guest users to see the images?

- A. "Enable Image Connect for guest users" in the Administration Workspace
- B. "Let guest users view asset files and CMS content available to the community" in the Administration Workspace
- C. "Allow guest users to self register" in the Administration Workspace
- D. The "Jepson" theme in the Builder Workspace

Correct Answer: B

This setting allows guest users to view images and other content that are stored as asset files or CMS content in your Experience Cloud site. You need to enable this setting if you want guest users to see images on your customer portal.



QUESTION 5

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.

Correct Answer: C

A prerequisite for creating a user that has a Partner Community license is to enable the account as a partner account. To do this, you need to have the 'Enable as Partner' action on the Account page layout. This will allow you to convert an existing account or create a new account as a partner account.

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