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QUESTION 1

Zephyrus Relocation Services (ZRS) plans to build a portal for its partners. The portal needs to show company information and brand details on the Account Management page.

Which templates should ZRS consider to build the portal? Choose 2 answers

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

Correct Answer: BC

QUESTION 2

Northern Trail Outfitters (NTO) offers a new product that is different in North America, EMEA, and Asia Pacific regions. Pages have been created and published for this product. The site manager has applied criteria to ensure visibility for these products as per the requirement for each region. NTO further wants to control the users who see a specific page of this product settings its visibility.

Which three visibility options are available in Experience Cloud? Choose 3 answers

- A. Audience
- B. None
- C. Default
- D. Personal
- E. Visible

Correct Answer: ABC

QUESTION 3

Universal Containers (UC) has a customer portal so that customers can manage their shipping. UC has several sharing rules in place and leverages the External Account Hierarchy to assist with data access. One of UC's large customers, Cloud Kicks, has recently acquired Northern Trail Outfitters. Sales wants to merge these two accounts, but they are getting an error.

What could be the cause of the error?

- A. Accounts with active Experience Cloud users cannot be merged with another account.



- B. The user trying to merge the accounts does not have the Merge Portal Roles permission.
- C. The user trying to merge the accounts does not have the System Administrator profile.
- D. Accounts used in an External Account Hierarchy cannot be merged with another account.

Correct Answer: D

QUESTION 4

Universal Containers (UC) 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.

Correct Answer: C

QUESTION 5

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

Correct Answer: BCD



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