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### QUESTION 1

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

Correct Answer: C

To configure the chat functionality, the administrator should use the Chat Agent Guided Setup Flow and Service Console. Chat is a feature that allows customers to chat live with support agents from an Experience Cloud site. The Chat Agent Guided Setup Flow is a tool that walks you through the steps of setting up chat, such as creating chat buttons, chat deployments, chat queues, and chat skills. The Service Console is a workspace that allows agents to manage multiple chat sessions, view customer information, and access other tools and resources.

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### QUESTION 2

The Experience Cloud manager has been asked to ensure that a Knowledge article is visible to Internal Salesforce users, unauthenticated visitors to the site, and third-party authenticated users.

Which two settings need to be configured on the draft article before it is published?

Choose 2 answers

- A. Visible to Partner
- B. Visible in Public Knowledge Base
- C. Visible to Employee
- D. Visible to Guest User

Correct Answer: BC

These two options allow the article to be visible to internal Salesforce users, unauthenticated visitors to the site, and third-party authenticated users. Visible in Public Knowledge Base enables the article to be accessed by guest users without logging in, while Visible to Employee enables the article to be accessed by internal users with the appropriate permissions.

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### QUESTION 3

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.

Correct Answer: A

The reason for this issue is that 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. The Record Detail component is a component that displays the fields and values of a record on your Experience Cloud site. The recordID is a unique identifier that specifies which record to display. The Record Detail component uses the recordID associated with the object for the page template, which means that it can only display one record per object per page. For example, if you have a page template for Account, you can only display one Account record on that page using the Record Detail component. To display multiple records of different objects on a page, you need to use other components, such as Related List or Record List.

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#### QUESTION 4

Universal Containers (UC) 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

Correct Answer: C

Partner Central is a template that is designed for creating a site that supports channel sales, lead distribution, and deal registration. The template includes features such as partner recruitment, onboarding, training, co-selling, lead management, opportunity management, and deal registration.

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#### QUESTION 5

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

Correct Answer: B

To create a public Knowledge base, NTO should select the Help Center template when building its site. The Help Center template is designed for creating self-service communities where users can find answers to common questions, access articles and FAQs, and contact support agents if needed. The Help Center template also supports multiple languages, mobile devices, and branding customization.

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