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QUESTION 1

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.

QUESTION 2

Dreamscape Flowers (DF) is planning to use Salesforce Partner Relationship Management (PRM) to manage partner lifecycle. DF is aware that SalesforcePRM can help with channel sales, lead distribution, and co-marketing with partners.

Which other three features come standard with Salesforce PRM that DF can leverage without any code customization?

Choose 3 answers

A. Partner Value Score Matrix

B. Case Escalation

C. AI-Powered Knowledge Base

D. Partner Incentivization Map

E. Chat

Correct Answer: BCE

Salesforce Partner Relationship Management (PRM) is a solution that helps you manage your partner lifecycle, from recruitment to enablement to co-selling. Salesforce PRM comes with some standard features that you can leverage without

any code customization, such as:

Case Escalation: You can enable your partners to escalate cases to you when they need your help or expertise.

AI-Powered Knowledge Base: Youcan provide your partners with relevant and personalized knowledge articles powered by Einstein Article Recommendations. Chat: You can enable your partners to chat with you or other partners in real

time

using Embedded Service Chat or Salesforce Chat Snap-ins.

QUESTION 3

Universal Container (UC) has a business model that involves B2C as well B2B customers. A group of B2B customers
has recently signed a contract with UC thatwould allow them to start working with the UC Support team in resolving low-
severity B2C customer issues.

How should UC use Experience Cloud to accomplish this goal?

A. Create a digital experience for B2C customers and B2B customers, and use the internalCRM app for employees.

B. Create a single digital experience for B2C customers, B2B customers, and employees.

C. Create a digital experience for B2B customers, a partner portal for B2B customers, and use the internal CRM org for
employees.

D. Create a digital experience for B2C customer and employees, and another one for B2B customers and employees.

Correct Answer: D

UC should create two separate digital experiences for its different customer segments and employees. This will allow
UC to provide different features, content, and branding for each experience, as well as control the access and visibility
of records. For example, UC can create a customer service site for B2C customers and employees, where they can
view and create cases, access knowledge articles, and chat with agents. UC can also create a partner portal for B2B
customers and employees, where they can view and update billing information, access contracts, and work on low-
severity B2C customer issues.

QUESTION 4

DreamHouse Reality (DR) is looking to enter the insurance business. After discussing with business advisor. DR has
decided to use independent agents to manage claims.

Which two feature are available for DR to implement a solution involving insurance agent persona?

Choose 2 answers

A. Financial Services Community permission setlicense

B. Insurance Agent Portal Lightning template

C. Financial Services Lightning template

D. Insurance agent permission set license

Correct Answer: AB

Financial Services Community permission set license is a license type that allows users to accessFinancial Services
Cloud objects and features, such as policies, claims, referrals, and goals. Insurance Agent Portal Lightning template is a
template that is designed for insurance agents who need to manage their leads, opportunities, policies, claims, and
referrals. These two features are available for DR to implement a solution involving insurance agent persona.

QUESTION 5

Cloud Kicks (CK) uses SSO (Single Sign-on) for its customer portal. The customer portal is built on the Customer Service template which uses LDS (Lightning Design System) and has public pages that use Lightning Web Components. CK gas also set up the Salesforce Content Delivery Network (CDN) for its domain, which CK is planning to change.

A. Changing the Salesforce CDN overwritesLDS defaults.

B. Changing the Salesforce CDN affects SAML SSO settings for all custom URLs in that domain.

C. Changing the Salesforce CDN impacts the AppExchange packages in the org that use Documents object.

D. Changing the Salesforce CDN impacts definitions of all Lightning Web Components used in public pages.

Correct Answer: D

Salesforce Content Delivery Network (CDN) is a feature that allows you to improve the performance of your site by caching static resources, such as images, JavaScript, and CSS files. However, changing the Salesforce CDN has some

implications, such as:

Changing the Salesforce CDN impacts definitions of all Lightning Web Components used in public pages. You need to redeploy your components after changing the CDN to ensure that they work properly. Changing the Salesforce CDN does

not affect SAML SSO settings for all custom URLs in that domain. SAML SSO settings are independent of the CDN settings. Changing the Salesforce CDN does not impact the AppExchange packages in the org that use Documents object.

Documents object is not affected by the CDN settings.

Changing the Salesforce CDN does not overwrite LDS defaults. LDS defaults are not affected by the CDN settings.

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