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QUESTION 1

Which component can be embedded into an Experience Cloud site to start conversations with customers using the channels they prefer?

A. Channel Menu

B. Chat

C. Service Your Way

D. Service Console

Correct Answer: A

QUESTION 2

Ursa Major Solar (UM5) works with local installation companies. The installers need to collaborate with their co-workers as well as with UMS staff. Which user visibility setting needs to be enabled at a minimum?

A. Portal User Visibility

B. Site User Visibility

C. Guest User Visibility

D. Community User Visibility

Correct Answer: B

QUESTION 3

Dreamscape Flowers (DF) has a community for its flower growers. DF now wants to create communities for its franchisee network as well as direct B2C customers as part of a company-wide digital transformation. Other subsidiaries of DF are

also undergoing digital transformation and are interested in setting up similar communities based on DF\\'s approach.

In what two ways can Lightning Bolt help DF accomplish this?

Choose 2 answers

A. Lightning Bolts can be distributed and reused.

B. Lightning Bolts can help reduce implementation time.

C. Lightning Bolts can help minimize licensing and provisioning cost.

D. Lightning Bolts can help organize, manage, and reuse digital content.

Correct Answer: BC

QUESTION 4

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

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

QUESTION 5

Cloud Kicks has recently rolled out a new Experience Cloud site for its customers. The site has been activated and the contacts have been enabled as customer users. However, none of the users received their login credentials in an email.

What caused this issue?

A. The sender\\'s email address was changed while it was pending verification.

B. The welcome emails were not enabled for the site.

C. The sender\\'s email address was changed and not verified.

D. The roles were not enabled for the users.

Correct Answer: B

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