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QUESTION 1

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: You can 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 2

The system administrator at Cloud Kicks (CK) has deactivated their Experience Cloud site to do some maintenance and cleanup. How should the administrator ensure that CK customers do NOT receive a welcome email when the site is once again active?

- A. Use the new Service Not Available (SNA) feature.
- B. Use Data Loader to remove all members' email addresses.
- C. Disable the Send welcome email checkbox for the site.
- D. Remove all profiles from the site's membership and add them again after the site is activated.

Correct Answer: C

To ensure that customers do not receive a welcome email when the site is once again active, the administrator should



disable the Send welcome email checkbox for the site. This will prevent the site from sending an email to existing members when the site is activated. The administrator can disable the Send welcome email checkbox in the Administration section of Experience Builder.

QUESTION 3

Universal Containers (UC) is a conglomerate with various lines of business operating worldwide. UC helps finance crop research, provides insurance services to coffee growers, and manufactures specialized coffee machines and other products. UC also has a franchise unit to help grow its franchise business worldwide. UC is planning to build multiple portals and sites to support its various lines of business.

What two points should UC keep in mind when selecting a template for these sites and portals?

Choose 2 answers

- A. Industry-specific Lightning Bolt solutions are available today but not templates. Pencil and Paper
- B. InsuranceAgent Portal template becomes available once Financial Services Cloud is correctly set up in an org.
- C. Industry-specific templates are available today but not Lightning Bolt solutions.
- D. Industry-specific templates as well as Lightning Bolt solutions are available today.

Correct Answer: BD

When selecting a template for your sites and portals, you need to keep in mind some points, such as:

Insurance Agent Portal template becomes available once Financial Services Cloud is correctly set up in an org. This template is designed for insurance agents who need to manage their leads, opportunities, policies, claims, and referrals.

Industry-specific templates as well as Lightning Bolt solutions are available today. Templates are preconfigured site designs that include pages, components, and settings. Lightning Bolt solutions are industry-specific solutions that include

templates, themes, flows, apps, and components.

QUESTION 4

Bloomington Caregivers (BC) wants to streamline back-end processes and workflows for its employees. BC recently learned about lightning Bolt solutions for employees at a world tour event. Where should BC look for potential Lightning Bolt solutions?

- A. Salesforce AppExchange
- B. Salesforce Accelerator Directory
- C. Salesforce Accelerator Catalog
- D. Salesforce Connect

Correct Answer: A



Salesforce AppExchange is a marketplace where customers can find and install pre-built solutions for various industries and use cases. Lightning Bolt solutions are industry-specific templates that include themes, components, pages, and business logic. They are built by Salesforce partners and can be customized to fit specific needs³

QUESTION 5

Dreamscape Flowers (DF) is a well-known global with a large network of partners in various regions DF currently has a number of manual process with varied complexity. Some of these processes involve lifecycle management that DF is

looking to automate as part of a broad digital transformation initiative.

In what three ways can Salesforce Partnership Management (PRM) help DF?

Choose 3 answers

- A. Automating partner onboarding process
- B. Helping partners manage their payments and file taxes
- C. Providing reports and dashboards access to partners
- D. Preventing channel conflict

Correct Answer: ACD

Salesforce Partner Relationship Management (PRM) is a solution that helps you manage your partner lifecycle, from recruitment to enablement to co-selling. Some of the ways that Salesforce PRM can help DF are:

Automating partner onboarding process. You can use Salesforce PRM to create guided onboarding flows that automate tasks, approvals, and notifications for your partners.

Providing reports and dashboards access to partners. You can use Salesforce PRM to share reports and dashboards with your partners that show their performance, pipeline, and revenue.

Preventing channel conflict. You can use Salesforce PRM to assign leads and opportunities to your partners based on rules and criteria that ensure fair distribution and avoid duplication.

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