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QUESTION 1

What are three goals Ursa Major Solar can accomplish with Experience Cloud moderation functionality?

Choose 3 answers

- A. Allow members to remove other member from the Experience site if desired.
- B. Track Flagging and moderation activity within the Experience site.
- C. Allow members to flag posts, comments, files, and messages that are inappropriate or spam.
- D. Designate specific users as moderators so that they can closely monitor the site.
- E. Give members Audience Targeting permissions within the Experience site.

Correct Answer: BCD

UMS can accomplish three goals with Experience Cloud moderation functionality: Track Flagging and moderation activity within the Experience site. Moderation functionality allows UMS to view reports and dashboards that show the flagging and moderation activity on its site, such as the number of flagged items, the number of moderated items, and the flagging reasons. Allow members to flag posts, comments, files, and messages that are inappropriate or spam. Moderation functionality allows UMS to enable members to flag content that violates the site's guidelines or policies. Members can choose a flagging reason from a predefined list or enter their own reason. Designate specific users as moderators so that they can closely monitor the site. Moderation functionality allows UMS to assign specific users as moderators who have permission to manage content on its site. Moderators can review flagged items, delete or edit inappropriate content, ban or warn abusive users, or escalate issues to administrators.

QUESTION 2

Cloud Kicks (CK) advises its diverse set of clients on how to use Experience Cloud. With new regulations taking effect, many of CK's clients want an easy and cost-effective way to set up a site and gather their customers' communication preferences.

How should CK help compile these preferences?

- A. Create a Lightning Bolt solution that already includes all the preferences.
- B. Create a Lightning Bolt solution with a template and a login flow to gather the preferences.
- C. Use the standard Preferences Chatbot to gather the preferences.
- D. Build a Service Console to gather the preferences.

Correct Answer: B

To set up a site and gather their customers' communication preferences, CK should create a Lightning Bolt solution with a template and a login flow to gather the preferences. A Lightning Bolt solution is a package that contains an industry-specific template, theme, flows, apps, and components that can be used to create an Experience Cloud site. CK can create a Lightning Bolt solution that includes a template with the required pages and branding for its customers' site. CK can also include a login flow in the Lightning Bolt solution, which is a flow that runs when a user logs in to the site. CK can use the login flow to collect the customers' communication preferences and store them in Salesforce.



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.

QUESTION 4

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 has also set up the Salesforce Content Delivery Network (CDN) for its domain, which CK is planning to change.

- A. Changing the Salesforce CDN overwrites LDS 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.

QUESTION 5

Northern Trail Outfitters has an Experience Cloud site using the Customer Service template. They have noticed that many questions take a long time to receive a response or go completely unanswered.

Which functionality would allow questions to get internal visibility?

- A. Enable Escalate to Case.
- B. Limit the number of questions posted per day.
- C. Tell users to submit a case for unanswered questions.
- D. Create moderators for each topic.

Correct Answer: A

This functionality allows UMS to create a case from a question that has not received a response or has received an unsatisfactory response. UMS can enable this functionality from Experience Builder settings and specify the criteria for escalating a question, such as the number of days without a reply or the number of downvotes. UMS can also assign a queue or an owner for the escalated cases and notify them by email.

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