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QUESTION 1

Northern Trail Outfitters 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

Three KPIs that could be used to measure the chatbot's impact on customer service are B, C, and D. CSAT is a metric that measures how satisfied customers are with their chatbot experience on a scale of 1 to 5 stars. Case deflection is a metric that measures how many cases are avoided or resolved by the chatbot without escalating to an agent. Average Handle Time is a metric that measures how long it takes an agent to handle a case from start to finish. Bot Session Time is a metric that measures how long it takes a chatbot to handle a conversation from start to finish. By comparing these metrics, you can evaluate the chatbot's performance and efficiency in providing customer service.

QUESTION 2

UrsaMajor Solar (UMS) noticed that quest users are unable to see images on its customer portal. Which setting should UMS enable in order for quest users to see the images?

- A. "Enable Image Connect for guest users" in the Administration Workspace
- B. "Let guest users view asset files and CMS content available to the community" in the Administration Workspace
- C. "Allow guest users to self register" in the Administration Workspace
- D. The "Jepson" theme in the Builder Workspace

Correct Answer: B

This setting allows guest users to view images and other content that are stored as asset files or CMS content in your Experience Cloud site. You need to enable this setting if you want guest users to see images on your customer portal.

QUESTION 3

Get Cloudy Consulting is implementing an equity management solution for one of its financial clients. The solution will enable the external independent financial researchers to collaborate with internal portfolio control staff in a private Chatter group.



What should the Experience Cloud consultant recommend to meet the requirements for both personas?

- A. Give external researchers and internal staff access to the main org.
- B. Create a portal for external researchers and give internal staff access to the portal.
- C. Create a portal for external researchers and give internal staff access to the main org.
- D. Create a portal for external researchers and create an app for internal staff.

Correct Answer: C

To meet the requirements for both personas, GCC should create a portal for external researchers and give internal staff access to the main org. This will allow GCC to provide different features and permissions for each persona, as well as enable collaboration between them in a private Chatter group. For example, GCC can create a portal for external researchers using the Partner Central template, where they can view and update financial data, access reports and dashboards, and join Chatter groups. GCC can also give internal staff access to the main org using standard user licenses, where they can manage portfolio data, create workflows and processes, and join Chatter groups.

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

Cloud Kicks (CK) wants to use its existing single sign-on (SSO) Identity Provider with its new Experience Cloud site. CK wants to use the Just-in-Time Provisioning feature for Experience Cloud.

Which value is required in the user type?

- A. Standard
- B. Username
- C. Entity ID
- D. Federation ID

Correct Answer: D

This value is used to map the user's identity from the external identity provider to the user record in Salesforce. The Federation ID must be unique for each user and must match the value of the SAML attribute that is sent by the identity provider during the SSO process. The Federation ID can also be used for JIT provisioning, which creates or updates users on the fly when they log in to the site.

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