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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 Salesforce PRM 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: ACE

QUESTION 2

What are three valid topic types? Choose 3 answers

- A. Featured Topic
- B. Content Topic
- C. Trending Topic
- D. Navigational Topic
- E. Standard Topic

Correct Answer: ABD

QUESTION 3

No More Homelessness (NMH) and DreamHouse Realty (DR) are working to provide free housing to low-income seniors. Social workers at NMH need to access records owned by realtors at DR. What should the Experience Cloud consultant recommend for record sharing?

- A. Role Hierarchy
- B. Sharing Set
- C. Sharing Rule
- D. Super User



Correct Answer: C

QUESTION 4

The system administrator at Get Cloudy Consulting is trying to import Customer Portal users to the newly created Experience Cloud. However, the import failed.

What could be two reasons for this failure?

Choose 2 answers

- A. The portal role record has not been created.
- B. The portal profile record has not been created.
- C. User records are missing. Penal and Pep ore
- D. Contact records have not been created.

Correct Answer: AD

QUESTION 5

Which component inform support agents working in the Service Console what actions a customer has taken on an Experience site?

- A. Experience Tracker
- B. Customer Insights
- C. Community View
- D. Einstein Customer

Correct Answer: B

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