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QUESTION 1

Universal Containers (UC) would like to create a site for its existing customers. The site will contain articles, manuals, and FAQs. The site willalso contain access to UC\'s Contracts object specific to each customer and the ability for customers to update their billing information, requiring them to log in to the site to access any information.

Which template should UC select when building its site?

A. Customer Service

B. Customer Account Portal

C. Partner Central

D. Help Center

Correct Answer: B

The Customer Account Portal template is designed for creating a site for existing customers who need to access their account information, such ascontracts, billing, and support. The template includes features such as login, registration, profile management, case management, and commerce integration. The template also supports Knowledge articles, manuals, and FAQs.

QUESTION 2

What is the most efficient way that a Salesforce Admin can create a single Experience Cloud Site user from a Contact?

A. Enable the Account as a Customer Account so all Contacts in that Account become Customer users.

B. Email the Contact a link to the Self-Registration page for the site.

C. Use Data Loader to add the Contact in Salesforce as a Customer user.

D. Enable the Contact in Salesforce as a Customer user.

Correct Answer: D

This option allows the Salesforce Admin to create a customer user from an existing contact that is associated with a customer account. The customer user inherits the role, profile, and permission sets from the contact. The Salesforce Admin can also specify a username, email address, and nickname for the customer user.

QUESTION 3

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

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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 4

Ursa Major Solar (UMS) uses a third party to manage low-severity tickets using its legacy system. Sometimes, third-
party agents have to create cases on behalf of UMS customers. Which user licenses should the implementation
practitioner recommend for third-party staff?

A. Partner Community

B. Customer Identity

C. Customer Community Plus

D. Customer Community

Correct Answer: A

This license type allows third-party staff to access cases, leads, opportunities, contracts, and custom objects on behalf
of UMS customers. Partner Community users can also create cases from questions, escalatequestions to cases, and
view Knowledge articles. Partner Community users cannot access quotes or reports and dashboards.

QUESTION 5

What is a prerequisite for creating a user that has a Partner Community license?

A. Select `\\'Enable as Partner\\'\\' in the Experience Workspace.

B. Ensure that the partner user has the `\\' Enabled as partner\\'\\' permission set.

C. The `\\'Enable as Partner\\'\\' action must be present on the Account page layout.

D. The Enable as Partner\\'\\' action must be present on the User page layout.

Correct Answer: C

A prerequisite for creating a user that has a Partner Community license is to enable the account as a partner account.
To do this, you need to have the `\\'Enable as Partner\\'\\' action on the Account page layout. This will allow you to
convert an existing account or create a new account as a partner account.

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