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QUESTION 1

The Salesforce Administrator at Ursa Major Solar is trying to create a partner user for their Partner Community that was built using Salesforce Experience Builder. However, the admin is not able to create it fromthe contact record.

What could be two reason causing this issue?

Choose 2 answers

A. The Salesforce Administrator is not assigned a role in Salesforce.

B. The Salesforce Administrator is not a member of the Partner Community

C. The account record associated with the contact record is not enabled as a partner.

D. The Salesforce administrator is not marked as a delegated administrator on the partner account.

Correct Answer: CD

Two reasons causing this issue are C and D. To create a partner user for their Partner Community, the Salesforce administrator needs to have two requirements met: The account record associated with the contact record must be enabled as a partner, which means that it has the Is Partner checkbox checked. This indicates that the account is part of your partner network and can access your Partner Community site. The Salesforce administrator must be marked as a delegated administrator on the partner account, which means that they have limited administrative privileges to perform certainuser management tasks on behalf of an administrator. This allows them to create partner users from contact records without having full system administrator access.

QUESTION 2

Northern Trail Qutfitters 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 3

Universal Containers is planning to build a community where customers will be able to view Knowledge articles and chat live with a support agent. What should the administrator use to configure the chat functionality?

A. Experience Builder and Chatter

B. Service Console andService Channel

C. Chat Agent Guided Setup Flow and Service Console

D. Service Channel and Chatter

Correct Answer: C

To configure the chat functionality, the administrator should use the Chat Agent Guided Setup Flow and Service Console. Chat is a feature that allows customers to chat live with support agents from an Experience Cloud site. The Chat Agent Guided Setup Flow is a tool that walks you through the steps of setting up chat, such as creating chat buttons, chat deployments, chat queues, and chat skills. The Service Console is a workspace that allows agents to manage multiple chat sessions, view customer information, and access other tools and resources.

QUESTION 4

Partners at Universal Containers (UC) have given feedback that it takes too long for administrators to create new users or reset passwords for partner employees. What should be done to help UC with user management?

A. Recommend partners share user credentials.

B. Delegate external user administration.

C. Implement a limit on new users and password resets.

D. Create a new user form that automatically triggers a process to create a user.

Correct Answer: D

To help UC with user management, UC should delegate external user administration to its partners. This will allow UC to grant permission to its partners to create new users or reset passwords for partner employees without involving UC\\'s administrators. UC can use Delegated External User Administration, which is a feature that allows UC to assign specific users as delegated administrators who can manage external users in theirown accounts.

QUESTION 5

Cloud Kicks has packaged its Customer Support Community. The community includes navigation menu items that link to standard and custom objects. Which two points should the Experience Cloud consultant consider when reviewing the package? Choose 2 answers

A. Custom list views for custom objects are not included as dependencies.

B. Custom list views for custom objects are included as dependencies.

C. Custom list viewsfor standard objects are not included as dependencies.

D. Custom list views for standard objects are included as dependencies.

Correct Answer: AC

When you package your Experience Cloud site, some components and settings are included as dependencies,while others are not. For example:

Custom list views for custom objects are not included as dependencies. You need to manually add them to your package or recreate them in the target org. Custom list views for standard objects are not included as dependencies. You need

to manually add them to your package or recreate them in the target org.

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