# Experience Cloud Certification Practice Exam (Sample)

**Study Guide**



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# Questions

1. **What license must be assigned to site users to access Territory Management features?**

    A. Standard User License

    B. Partner Community License

    C. Customer Community License

    D. Community Plus License

2. **What do synonym groups do in a search?**

    A. They restrict searches to one term only

    B. They ensure multiple terms are treated equally in searches

    C. They provide synonyms for terms in the organization

    D. They limit the search results to the most commonly used terms

3. **Which setting allows site users to see each other within the site?**

    A. Site User Access

    B. Site User Sharing

    C. Site User Visibility

    D. Community Visibility

4. **What can be moderated in the Workspace - Moderation section?**

    A. Only audio and video content

    B. Pending discussions and content created by members

    C. All administrative access logs

    D. Outdated articles and webinars

5. **Who are considered Community End Users?**

    A. Only internal employees

    B. Customers, partners, or employees accessing the site

    C. Third-party vendors only

    D. Only individuals with administrative roles

6. **What type of licenses allow access to features such as Territory Management?**

    A. Employee Community and Guest Access

    B. Partner Community and Customer Community

    C. Customer Community Plus and Partner Community

    D. All community-related licenses

7. **What types of records can Account Relationship Data Sharing Rules control?**

    A. Only account and campaign records

    B. Accounts, contacts, campaigns, and leads

    C. Accounts, contacts, campaigns, cases, leads, opportunities, orders, and custom objects

    D. Contacts, cases, and opportunities only

8. **What does the Global Search Results component enable users to do?**

    A. Group search results by content type only.

    B. View search results in isolated tabs for different object types.

    C. Access search results from external sources only.

    D. Filter search results by user role.

9. **How many share groups can be associated with a single sharing set?**

    A. Two share groups

    B. Five share groups

    C. Only 1 share group

    D. Unlimited share groups

10. **What happens if no audience is selected for a recommendation?**

    A. The recommendation will not be shown to any users

    B. All members will see the recommendation

    C. Only external users will see it

    D. It will appear only in the mobile version of the site

# **Answers**

1. **B**
2. **B**
3. **C**
4. **B**
5. **B**
6. **C**
7. **C**
8. **B**
9. **C**
10. **B**

# Explanations

## 1. What license must be assigned to site users to access Territory Management features?

**A. Standard User License**

**B. Partner Community License**

**C. Customer Community License**

**D. Community Plus License**

To access Territory Management features in Salesforce, users must be assigned a Partner Community License. This license allows users to interact with the system in ways that involve collaboration, such as viewing shared data based on territory assignments. It provides the necessary permissions to utilize Territory Management, enhancing the user's ability to engage with the platform effectively. The other license types either lack the necessary permissions for advanced Territory Management functionalities or are intended for different user scenarios. For instance, a Standard User License is typically used for internal Salesforce users who do not require external access to shared territory data, while Customer Community and Community Plus Licenses primarily focus on customer engagement without the specific capabilities related to Territory Management. Hence, only the Partner Community License supports the required features for managing territories effectively.

## 2. What do synonym groups do in a search?

**A. They restrict searches to one term only**

**B. They ensure multiple terms are treated equally in searches**

**C. They provide synonyms for terms in the organization**

**D. They limit the search results to the most commonly used terms**

Synonym groups play a crucial role in enhancing search functionalities by ensuring that multiple terms are treated equally. When users input different terms that may carry the same meaning or are closely related, synonym groups help the search engine recognize these terms as interchangeable. This allows for a more comprehensive search experience where users can find relevant results regardless of which synonym they use. For example, if "automobile" and "car" are included in the same synonym group, a search for either term will yield results that contain the other. This is particularly valuable in user experience, as it accommodates variations in terminology and phrasing that different users might use when seeking information. Other options either limit the flexibility or scope of what synonym groups achieve, focusing on restrictions or synonym provision without the crucial element of equality in treatment during searches. Recognizing multiple expressions of a concept is fundamental for effective search results and user satisfaction.

## 3. Which setting allows site users to see each other within the site?

   A. Site User Access

   B. Site User Sharing

   **C. Site User Visibility**

   D. Community Visibility

The correct choice is based on the need for users within an Experience Cloud site to see each other. The setting that specifically addresses this feature is focused on visibility within the community or site.   By enabling the appropriate visibility settings, users are allowed to view and interact with other users in the site. This enhances user collaboration and engagement, making the experience more interactive and community-oriented. It can also impact how users share information, connect with one another, and build relationships within the platform.   This particular option highlights the importance of visibility settings in community environments. Without proper visibility, users may be isolated within their own profiles, limiting the potential for communication and collaboration.   In contrast, other options relate to different aspects of user management and privacy controls, which may not directly address the ability for users to see and interact with one another. These fall more into categories of access rights and data sharing rather than the fundamental visibility required for user interaction.

## 4. What can be moderated in the Workspace - Moderation section?

   A. Only audio and video content

   **B. Pending discussions and content created by members**

   C. All administrative access logs

   D. Outdated articles and webinars

The Workspace - Moderation section is specifically designed to manage user-generated content and community interactions, which includes monitoring and intervening in discussions that are currently pending or have been created by members. This aspect is crucial in ensuring that the community remains a safe and constructive space for all participants.  Moderating pending discussions allows moderators to review what has been posted before it goes live, thereby maintaining quality and relevance. This applies to various forms of user contributions, such as posts, comments, and other forms of member-generated content. By having the ability to moderate these interactions, the community can uphold its standards and guidelines.  The other choices do not encompass the core functionality of the moderation section. For instance, focusing solely on audio and video content restricts the scope of moderation, as discussions and other text-based contributions are also vital. Administrative access logs, while important for oversight, fall under a different area of management rather than content moderation. Lastly, outdated articles and webinars, although they may need to be addressed for relevance, do not fit the immediate, active nature of moderating discussions and content currently created or pending from members.

## 5. Who are considered Community End Users?

    **A. Only internal employees**

    **B. Customers, partners, or employees accessing the site**

    **C. Third-party vendors only**

    **D. Only individuals with administrative roles**

Community End Users encompass a wide range of individuals who access and interact with a Community site. This includes customers, partners, and employees, all of whom utilize the platform for various purposes such as accessing information, collaborating, or seeking support.   This definition captures the essence of how Experience Cloud enables interaction not just among internal users, but also with external stakeholders who engage with the community for different needs. Recognizing that end users comprise multiple roles ensures the platform can cater to diverse audiences, making it scalable and adaptable to the needs of the organization.  The other choices are limited in scope. They focus on a narrower set of user categories, which does not fully reflect the inclusive nature of Community End Users. Therefore, the correct answer effectively summarizes the broad range of individuals that can be considered end users within the context of a community.

## 6. What type of licenses allow access to features such as Territory Management?

    **A. Employee Community and Guest Access**

    **B. Partner Community and Customer Community**

    **C. Customer Community Plus and Partner Community**

    **D. All community-related licenses**

The correct answer is based on the specific features and permissions granted by different Salesforce licenses. Customer Community Plus and Partner Community licenses are designed to provide more robust access to certain advanced features, including Territory Management.  Territory Management is typically a feature utilized by organizations to manage and allocate resources effectively among different sales teams or territories. This functionality is essential for both internal and partner interactions, which is why it is included in the Customer Community Plus and Partner Community licenses. These licenses leverage the capabilities required for a more tailored and flexible management of customer and partner engagements, making them suitable for handling more complex business needs involving territory specifics.  In contrast, the other license types mentioned, such as Employee Community and Guest Access or the standard Customer Community licenses, do not have the same level of permissions for advanced features like Territory Management. They are geared more towards general community engagement without the extensive functionalities required to manage territories effectively. Therefore, only Customer Community Plus and Partner Community licenses are equipped to grant access to such specialized features, making this option the correct choice.

## 7. What types of records can Account Relationship Data Sharing Rules control?

**A. Only account and campaign records**

**B. Accounts, contacts, campaigns, and leads**

**C. Accounts, contacts, campaigns, cases, leads, opportunities, orders, and custom objects**

**D. Contacts, cases, and opportunities only**

The correct choice indicates that Account Relationship Data Sharing Rules have the capability to control access to a comprehensive array of records, including accounts, contacts, campaigns, cases, leads, opportunities, orders, and custom objects. This wide-ranging functionality is essential for organizations that need to manage and secure sensitive information across various record types while enabling the appropriate visibility and access levels based on defined criteria.  By allowing sharing rules to govern access to multiple types of records, organizations can create relationships across different objects, ensuring that the right stakeholders have the necessary information to perform their roles effectively. For example, a sales team may require access to opportunities and leads, while customer support teams may need access to cases and contacts. This comprehensive control is vital for collaboration and maintaining data integrity.  The other choices are limited in scope, either by excluding significant record types or by not reflecting the full range of functionalities enabled by Account Relationship Data Sharing Rules. This breadth of control is crucial for organizations leveraging Salesforce to support complex data sharing and collaborative processes.

## 8. What does the Global Search Results component enable users to do?

**A. Group search results by content type only.**

**B. View search results in isolated tabs for different object types.**

**C. Access search results from external sources only.**

**D. Filter search results by user role.**

The Global Search Results component is designed to enhance user experience by providing a versatile way to navigate through diverse search results tailored to the needs of the organization. This component allows users to view search results organized in separate tabs based on different object types, such as files, records, and articles. This tabbed interface makes it easier for users to find and access relevant information quickly without overwhelming them with a single, consolidated list of results.  By utilizing the Global Search Results component, users can efficiently switch between searches for various content types, allowing them to drill down more effectively into specific areas of interest. This functionality ensures a more organized, intuitive browsing experience as users can focus on the most relevant search results for their tasks.

## 9. How many share groups can be associated with a single sharing set?

A. Two share groups

B. Five share groups

**C. Only 1 share group**

D. Unlimited share groups

A sharing set is a feature within Salesforce that allows you to define specific sharing rules for a particular set of users or groups based on certain criteria. Each sharing set can be associated with only one share group. This is primarily because a sharing set is designed to streamline sharing within a defined context, typically for a specific set of users who need access to certain records.   By restricting a sharing set to just one share group, Salesforce simplifies the management and enforcement of data visibility and security. It ensures that administrators do not have to manage complex interactions between multiple groups within a single sharing set, which could lead to confusion and inefficiencies in data sharing practices.  This single association ensures clarity in the roles and permissions defined for the users within that sharing set, fostering an efficient and effective use of resource sharing. As a result, understanding that each sharing set can work with only one share group is crucial for maintaining organized and manageable access control systems within Salesforce.

## 10. What happens if no audience is selected for a recommendation?

A. The recommendation will not be shown to any users

**B. All members will see the recommendation**

C. Only external users will see it

D. It will appear only in the mobile version of the site

When no audience is selected for a recommendation, it means that there are no specific criteria limiting who can view that recommendation. In this case, all members of the site will see the recommendation because the absence of restrictions allows it to be displayed universally. This design is intentional, allowing administrators to ensure that important recommendations can be viewed by all users without needing to set specific audience parameters.   The other options would incorrectly suggest scenarios that are not supported by the functionality of audience targeting. For instance, stating that the recommendation will not be shown to any users would imply that there is a default block on visibility, which is not the case when no audience is specified. Similarly, limiting visibility to only external users or restricting it to a mobile version fails to align with how audience parameters are structured. Thus, the correct understanding is that lack of audience selection results in visibility to all members.