

EXPERIENCE CLOUD CERTIFICATION PRACTICE EXAM (SAMPLE)

STUDY GUIDE



**SAMPLE STUDY GUIDE
WITH LIMITED QUESTIONS**

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What is a key difference between Partner Community and Customer Community Plus Licenses?**
 - A. Partner Community includes Lead management
 - B. Customer Community Plus does not have report creation
 - C. Partner Community has only Manual Sharing
 - D. Customer Community does not include external users
- 2. How can a 'Partner Executive' role user access records from both their own role and lower roles?**
 - A. By creating a criteria-based sharing rule
 - B. By assigning the Super User Access
 - C. By setting up external account hierarchies
 - D. By using ownership-based sharing rules
- 3. Which sharing capability is not available for the Customer Community License?**
 - A. Sharing Sets
 - B. Share Groups
 - C. Account Management
 - D. Role Hierarchy
- 4. What type of content does the Search Results component display?**
 - A. All types of user-generated content.
 - B. Exclusive to images and videos.
 - C. Only articles and discussions related to topics.
 - D. Any content type available within Salesforce.
- 5. What is the primary purpose of External Account Relationships in Experience Cloud?**
 - A. To enhance data security for user accounts
 - B. To share related records between partner accounts
 - C. To manage user permissions across different accounts
 - D. To restrict data access based on user roles

- 6. What is the purpose of External Account Hierarchies?**
- A. To allow the sharing of data from parent accounts to child accounts
 - B. To enable role assignment based on account ownership
 - C. To allow the sharing of data from child accounts with parent accounts
 - D. To restrict access to data among sibling accounts
- 7. What is the effect of granting external users Super User Access?**
- A. They can access all data in the organization
 - B. They can see only their own data
 - C. They can access partner data owned by others with the same or lower role
 - D. They can only view shared records
- 8. What are some factors that can be used to define Audiences for page variations?**
- A. Only user roles and permissions
 - B. Profile, permissions, location, and custom logic
 - C. Profile and record type only
 - D. Device type and browser history
- 9. In what way does the Customer Account Portal Template facilitate customer transactions?**
- A. By ensuring financial security
 - B. By integrating with third-party business processes
 - C. By promoting social media interactions
 - D. By enhancing product visibility
- 10. In terms of visibility, how can a page's components behave?**
- A. All components are visible to every user by default
 - B. Visibility settings can be applied on a component-by-component basis
 - C. Only the main page can have visibility settings
 - D. Components are not customizable once set

Answers

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

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Explanations

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1. What is a key difference between Partner Community and Customer Community Plus Licenses?

- A. Partner Community includes Lead management**
- B. Customer Community Plus does not have report creation
- C. Partner Community has only Manual Sharing
- D. Customer Community does not include external users

The key difference that stands out is the inclusion of lead management capabilities in the Partner Community license. This feature enables partners to generate and manage leads, facilitating a more collaborative and sales-focused environment. The Partner Community is designed for organizations that need to engage with their partners and other sales channels actively, providing them tools that drive sales processes and alliance activities, such as creating and managing leads. In contrast, the Customer Community Plus license is more focused on providing customers access to their own data and services, which may include support issues, collaboration with other customers, and knowledge sharing, but does not cover the sales-oriented functionalities like lead management that are crucial for partner interactions. The other options all describe functionalities that do not reflect key distinctions between these two license types accurately. While some functions might vary in scope, the primary differentiation is about the lead management feature found in the Partner Community, emphasizing its utility for organizations looking to leverage partnerships for growth.

2. How can a 'Partner Executive' role user access records from both their own role and lower roles?

- A. By creating a criteria-based sharing rule
- B. By assigning the Super User Access**
- C. By setting up external account hierarchies
- D. By using ownership-based sharing rules

The 'Partner Executive' role user accesses records from both their own role and lower roles primarily through the assignment of the Super User Access. This feature is specifically designed to allow users in higher roles to view records from their personal portfolio as well as those of users in subordinate roles within the hierarchy. When a user is designated as a Super User, they gain elevated privileges that go beyond standard sharing rules, enabling a broader visibility across records held by partners that report to them. This is highly beneficial for management and oversight purposes, as it ensures that higher-tier users can effectively monitor and assist their teams. In contrast, while criteria-based sharing rules, external account hierarchies, and ownership-based sharing rules all have their own purposes in controlling data access and visibility, they do not specifically grant the extensive visibility and reporting capabilities that the Super User Access provides.

3. Which sharing capability is not available for the Customer Community License?

- A. Sharing Sets
- B. Share Groups
- C. Account Management
- D. Role Hierarchy**

The sharing capability that is not available for the Customer Community License is Role Hierarchy. In the context of Salesforce's sharing model, Role Hierarchy is designed to allow users to gain access to records based on their position within an organization, where higher roles inherit access from lower roles in the hierarchy. However, the Customer Community License is primarily intended for external users, such as customers or partners, who typically do not operate within an organization's internal role structure. On the other hand, Sharing Sets, Share Groups, and Account Management are all sharing capabilities that can be utilized by users with a Customer Community License. Sharing Sets allow for the sharing of records with users based on their specific attribute, such as their membership in a community, while Share Groups are useful for organizing users into groups for easier record sharing. Account Management also enables community users to access account-related information effectively. The limitation in using Role Hierarchy for external users aligns with the overarching goal of providing a flexible yet secure sharing model in Salesforce while considering the unique needs of customer communities.

4. What type of content does the Search Results component display?

- A. All types of user-generated content.
- B. Exclusive to images and videos.
- C. Only articles and discussions related to topics.**
- D. Any content type available within Salesforce.

The Search Results component is specifically designed to show content that is relevant to search queries within the context of Salesforce. This includes articles and discussions that users might be interested in based on the topics they are searching for. The focus on articles and discussions is vital as these are usually the types of information that users seek when looking to solve issues or gain insights related to specific topics. While user-generated content can encompass a broad range, including images, videos, and other types, the Search Results component prioritizes delivering the most relevant and user-friendly content, which commonly includes articles and discussions. Thus, it caters to the needs of users seeking specific information rather than displaying a wide array of content types, making the focus on articles and discussions more appropriate for effective search outcomes.

5. What is the primary purpose of External Account Relationships in Experience Cloud?

- A. To enhance data security for user accounts
- B. To share related records between partner accounts**
- C. To manage user permissions across different accounts
- D. To restrict data access based on user roles

The primary purpose of External Account Relationships in Experience Cloud is to facilitate the sharing of related records between partner accounts. This capability allows organizations using Experience Cloud to establish and manage connections with external partners, enabling those partners to access relevant information and collaborate more effectively. By creating these relationships, businesses can streamline workflows and maintain a seamless exchange of information, which is crucial for effective partnerships. Utilizing External Account Relationships enhances communication and collaboration by ensuring that both internal and external stakeholders can access pertinent data without compromising the integrity of the information being shared. This feature distinguishes how organizations engage with partners and external entities in a controlled manner that supports business objectives. The other options, while they may address different aspects of system functionality, do not capture the core intention behind External Account Relationships. Enhancing data security, managing user permissions, and restricting data access based on roles pertain to broader governance and security measures. However, they do not directly relate to the mechanism of sharing related records, which is the fundamental function this feature serves in the context of establishing external partnerships.

6. What is the purpose of External Account Hierarchies?

- A. To allow the sharing of data from parent accounts to child accounts
- B. To enable role assignment based on account ownership
- C. To allow the sharing of data from child accounts with parent accounts**
- D. To restrict access to data among sibling accounts

The purpose of External Account Hierarchies is to allow the sharing of data from child accounts with parent accounts. This hierarchical structure facilitates a clear and organized way to manage data sharing across different levels of accounts. By enabling child accounts to share data up to their parent accounts, organizations can streamline their data visibility and reporting processes. This functionality is particularly useful in complex business environments where multiple accounts exist under a single parent account, allowing for a consolidated view of data while maintaining relationships between various levels of the hierarchy. In contrast, the other options address functionalities that are either not inherent to account hierarchies or pertain to different aspects of account and data management, such as data sharing from parents to children or role assignments based on ownership, which do not reflect the primary purpose of External Account Hierarchies. Similarly, restricting access among sibling accounts does not align with the basic principles of hierarchical sharing, as sibling accounts often operate independently of each other within the hierarchy.

7. What is the effect of granting external users Super User Access?

- A. They can access all data in the organization
- B. They can see only their own data
- C. They can access partner data owned by others with the same or lower role**
- D. They can only view shared records

Granting external users Super User Access allows them to access partner data owned by others, provided those users have the same or a lower role. This level of access is designed to facilitate the collaboration of external users within a partner ecosystem, enabling them to view and work with relevant data that is crucial for their role while still maintaining appropriate permissions aligned with security and data integrity protocols. By providing this access, organizations can ensure that external collaborators can effectively engage with shared resources and information, enhancing productivity and communication. This makes Super User Access particularly valuable in scenarios where teams need to coordinate and share insights across different organizations or departments. Access to all organization data (the first option) would indicate unrestricted access, which is generally not permitted for external users to protect sensitive information. Viewing only one's own data or shared records is too limiting and does not leverage the collaborative potential intended with Super User Access.

8. What are some factors that can be used to define Audiences for page variations?

- A. Only user roles and permissions
- B. Profile, permissions, location, and custom logic**
- C. Profile and record type only
- D. Device type and browser history

The correct choice encompasses a broad range of factors that can be used to define Audiences for page variations, making it comprehensive and applicable in various scenarios. Utilizing profile and permissions allows you to target specific user segments based on their characteristics or access rights within the system. Adding location enables you to tailor the content based on the geographical context of the user, which can greatly enhance user relevance and engagement. Custom logic provides flexibility by allowing the inclusion of complex criteria or rules to more precisely identify and segment audiences, catering to unique business needs or user behaviors. In contrast, choices that limit audience definitions to only user roles and permissions, profile and record type only, or device type and browser history do not offer the same level of flexibility or depth. These options rely on a narrower set of parameters, which could restrict the ability to target audiences effectively in diverse scenarios. By choosing the second option, you can create more nuanced and effective audience definitions, leading to better user engagement and experience.

9. In what way does the Customer Account Portal Template facilitate customer transactions?

- A. By ensuring financial security
- B. By integrating with third-party business processes**
- C. By promoting social media interactions
- D. By enhancing product visibility

The Customer Account Portal Template facilitates customer transactions primarily through its ability to integrate with third-party business processes. This integration allows for a seamless flow of information and services between the portal and external systems, enhancing the overall customer experience. For instance, customers can easily access their account information, manage orders, and communicate with support, all while the portal connects with various backend systems or third-party applications that handle logistics, payment processing, or data management. This feature is particularly significant because it streamlines the transaction process. When customers engage with the portal, they benefit from real-time updates and functionalities that arise from this integration, leading to faster service and better customer satisfaction. The availability of external resources or tools ensures that customers can carry out their transactions efficiently without needing to navigate multiple systems manually. While ensuring financial security, promoting social media interactions, and enhancing product visibility are important aspects of a customer portal, they do not directly address the facilitation of transactions in the same integrated manner as what is offered through third-party integration.

10. In terms of visibility, how can a page's components behave?

- A. All components are visible to every user by default
- B. Visibility settings can be applied on a component-by-component basis**
- C. Only the main page can have visibility settings
- D. Components are not customizable once set

The choice indicating that visibility settings can be applied on a component-by-component basis is correct because it acknowledges the flexibility and customization offered within Experience Cloud. In this context, each component on a page can have its own distinct visibility settings that control who can see them. This allows for fine-tuned management of user access to specific content based on roles, permissions, or other criteria. This capability is essential for creating tailored user experiences, as it enables organizations to display different information or functionalities to different users based on their needs or permissions. For example, a component that contains sensitive information might only be visible to certain administrative roles, while other components can be made accessible to all users without restrictions. In contrast, other options lack this level of granularity. The idea that all components are visible to every user by default oversimplifies the capabilities of the platform, as visibility can and often should be restricted for various reasons. The statement that only the main page can have visibility settings misrepresents how visibility can be applied throughout the entire layout, not just the page itself. Lastly, the assertion that components are not customizable once set overlooks the dynamic nature of Experience Cloud, where settings can be modified as needed to adapt to changing requirements or audiences.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://experiencecloud.examzify.com>

We wish you the very best on your exam journey. You've got this!

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