**QUIZ 1**

**Question 1**: Mytutorialrack wants to add custom object called 'Compliance Register ' as an item in the navigation menu. How can this be achieved?

1. Select the custom object in Workspaces that needs to be added to the navigation menu
2. Add the item to the navigation menu as Type 'Salesforce Object' and select the custom object
3. Add the item to the navigation menu as Type 'Menu Label' and enter the Object ID of the custom object.
4. A link to a custom object cannot be added to the navigation menu

**Question 2**: Mytutorialrack sells medicinal drugs to both businesses and consumers directly. The company would like to set up an online platform for its B2C customers.

The platform should allows them to reach out to its customer relationship agents to ask questions, discuss products or resolve any related issues. In addition, customer should be be able to chat with an agent with a specific area of expertise. Which of the following would meet this set of requirements?

1. Commerce Cloud Site
2. Sales Cloud
3. Experience Cloud Site

**Question 3**: Mytutorialrack would like to build an Experience Cloud site for customers. A business analyst of the company is collaborating with the assigned site manager to identify and list the possible use cases of the site. Which of the following use cases would apply to the company's customers?

1. Collaborate with other external users to work on an opportunity.
2. Raise a support ticket related to product questions and issues.

**Question 4**: Mytutorialrack wants to add a navigation menu item for the 'Product' object as a list page. How can this be achieved?

1. Create the page in the 'Navigation Menu' section of Experience Workspaces and add to the Navigation menu.
2. Add a site page as a menu item to the 'Navigation Menu' section of Experience Workspaces
3. Add a menu item in the 'Navigation Menu' section of the Experience Builder with the type 'Salesforce Object'
4. Create the page in the 'Navigation Menu' section of Experience Builder and add it to the Navigation Menu from Workspaces

**Solution:**

1. **Answer B**. 'Compliance Register' can be added to the navigation menu by adding a menu item of type 'Salesforce Object' and selecting the object from the list.
2. **Answer C**. An experience cloud site can be built to give B2C customers access to an online platform that allows them to aske questions using chatter, engage in discussions with external and internal users, open cases related to issues and chat with agents assigned to specific skills.
3. **Answer B**. There are three types of end-user personas that use Experience cloud sites. They are customers, Partners and Employees. Customers typically access an Experience Cloud site to seek help for solving issues, manage Account information, or access other data such as knowledge articles , cases, orders , invoices etc.
4. **Answer C**.