**Quiz: Basics of Experience Cloud:**

**Question 1:** How do I enable contact as customer user?

1. You can enable a contact as customer by Clicking Enable as Customer User
2. You can enable a contact as customer by Clicking Enable as Contact User
3. You can enable a contact as customer by Clicking Enable as Account User

**Question 2:** What is experience Cloud sites in Salesforce?

1. It is an online social platform that enables companies to connect customers, partners, and employees with each other — and the data and records they need to get work done.
2. It is a cloud-based, software-as-a-service (SaaS) model

**Question 3:** Cosmic Software Solutions has an Experience Cloud site for its customers that gives them access to different types of self-help articles. The support agents of the company use a service console app in Lightning experience to manage cases. The Experience Cloud site manager wants to add a feature to the site that lets customers reach to support agents to ask questions in real-time. Which of the following steps are required to meet this requirement?

1. Enable Chat for the Experience Cloud site by navigating to workspace | Administration
2. Use the Embedded service component to add a chat window to the site.
3. Create a new sales cloud app

**Question 4:** An article manager working for Mytutorialrack has created a Knowledge article about common issues faced by customers. However, this article isn't visible in the company's customer site. What can a salesforce admin do to make the article visible?

1. Edit the article and select the 'Visible to Customer' checkbox
2. Enable visibility of Knowledge articles in the 'Administration' section of Experience Workspaces
3. Re-create the article in the customer site

**Solution:**

1. Answer A.
2. Answer A.
3. Answer B.
4. Answer A.