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Salesforce Community Cloud Consultant

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QUESTION 1

Universal Containers needs their channel partners to collaborate on opportunities within their new partner Community based on the Napili template. What is the recommended way to accomplish this task?

- A. Create a page layout for leads and assign it to those profiles that have access to the Community
- B. Create a Detail page for invoices and add the page as a Navigation Menu item
- C. Add Opportunities as a Salesforce Object in the Navigation Menu
- D. Create a Visualforce page for Opportunities and add the page as a Navigation Menu item

Correct Answer: C

QUESTION 2

Universal Pastries wish to survey their customers in the community after they close a case. How would they achieve this?

- A. Build a Surveys Lightning Component
- B. Use an AppExchange Survey Lightning Component
- C. Build a Surveys Visualforce Page
- D. Use the Standard Surveys Lightning Component

Correct Answer: B

QUESTION 3

Universal Containers is setting up their moderation settings on their community. They have developed 7585 keywords to monitor. What is the minimum number of keyword lists needed to accommodate all 7585 keywords?

Select one or more of the following:

- A. 3
- B. 4
- C. 2
- D. 5

Correct Answer: B

QUESTION 4

Universal Containers is leveraging Salesforce Files and needs to make it available to customer Community users.

Which users will be able to edit and delete Salesforce Files based on their licence?

Select one or more of the following:

- A. Users with the Lightning External App licence
- B. Users with the Customer Community Plus licence
- C. Users with the High Volume Customer Portal Licence
- D. Users with the Customer Community licence

Correct Answer: B

QUESTION 5

Universal Containers has a Community for their partners. They would like to add a new partner company and grant their users access to the Community. What is the first step the Salesforce Admin must complete to set up the partner users?

Select one or more of the following:

- A. Add partner contacts to the Community as members
- B. Create the account and enable it as a partner account
- C. Allow partner users to self-register and gain access
- D. Create a partner profile for the company

Correct Answer: D

QUESTION 6

Universal Containers needs to announce their upcoming Annual Conference to all members of their Customer Community.

In which two ways should this be set up? Choose 2 answers.

- A. In the Community Workspaces, target all Recommendations to a new Audience Type.
- B. In Community Builder, add the Featured Recommendations Component to the page.
- C. In the Community Workspaces, create the Recommendation.
- D. In the Community Workspaces, add a new Custom Recommendations Channel.
- E. In Community Builder, add the Recommendations Component to the page.

Correct Answer: CE

QUESTION 7

What moderation capabilities does Salesforce communities provide to automate the process of identifying and replacing words that are offensive or inappropriate for the Community?

- A. Create Process flows to identify posts with the offensive or inappropriate words and replace with other content
- B. Enable Moderation for the Community to block offensive or inappropriate content
- C. Write a trigger to identify posts with the offensive or inappropriate words and replace with other content
- D. Use moderation rules in the Community to block offensive or inappropriate content

Correct Answer: D

QUESTION 8

You have created a custom object to list all upcoming company events, including speaker bio's and location and now wish to expose this publicly on your Customer Community.

How are you able to edit the public access settings? [Select Two]

- A. Go into the Community Page Manager and update the Page Access control to Public
- B. Go into the Setup Menu >> Profiles >> edit the object settings on the guest community profile
- C. Add the sample code provided on help.salesforce.com to the head markup and add the object name you want to expose publicly
- D. Install the Community Object Permissions Manager from the AppExchange for advanced data sharing options
- E. Go into the Community Manager and select the objects that are available publicly
- F. Go into the Community Builder and navigate to settings and click on the hyperlink to the Guest User Profile

Correct Answer: BF

QUESTION 9

What are the two most efficient ways for a Salesforce Admin to accomplish this task?

Universal Containers is launching a Community to drive their channel sales. The requirements are as follows:

Integration with a Back-Office Legacy System that supports API-Level Integration and Salesforce Connect.

This integration does not exist today.

Integration with a pricing and quoting tool. This integration exists today for internal users in the Salesforce org.

External partner users must be able to configure the quote using the pricing and quoting tool from the Community.

The pricing and quoting tool must support Community users. Universal Containers owns licenses for Salesforce Connect.

- A. Integrate the Back-Office Legacy System using custom code development.
- B. Integrate the Back-Office Legacy System using Salesforce Connect.
- C. Integrate the pricing and quoting tool by configuring external users to make it available in the Community.
- D. Integrate the pricing and quoting tool by creating custom code to make it available in the Community.

Correct Answer: BC

QUESTION 10

The Salesforce Administrator at Universal Containers has set up Topics. Universal Containers is going through a rebranding phase and wants to simplify Topics, but keep Articles that have been assigned to the Topics.

How should the Salesforce Administrator accomplish this?

Select one or more of the following:

- A. Merge similar Topics in Content Management Workspace
- B. Keep existing Topics and reassign Articles to newly created Topics
- C. Delete existing Topics and assign Articles to newly created Topics
- D. Mark old Topics as Inactive and assign Articles to the new Active Topics

Correct Answer: A

QUESTION 11

A company recently launched its first Lightning Community using the Partner Central Template. Due to the success of the Community, other business units are now interested in replicating the Community and making a few changes. How can the Community Cloud consultant meet these requirements?

Select one or more of the following:

- A. Create a change set to include the changes from the first Lightning Community and create new Communities using that change set
- B. Use the Partner Central Template and repeat all of the setup steps for each cloned Community
- C. Export the new Lightning Community as a template and create new Communities using the exported template
- D. Create new Communities using the Build Your Own template and repeat all set up steps that each cloned

Community

Correct Answer: C

QUESTION 12

What is the first step the Salesforce Admin must complete to set up the partner users?

Universal Containers has a community for their partners. They would like to add a new partner company and grant their users access to the Community.

- A. Create a partner profile for the company.
- B. Add partner contacts to the Community as members.
- C. Create the account and enable it as a partner account.
- D. Allow partner users to self-register and gain access.

Correct Answer: A

QUESTION 13

Universal Containers adds e-commerce capability to its Community built on the Napili template. They track customer shipments in a Salesforce custom object.

How should the Salesforce Admin expose customer shipment data in Community Builder?

- A. Create a standard page associated to the Shipment object.
- B. Clone an object page and associate it to the Shipment object
- C. Create an object page associated to the Shipment object.
- D. Clone a standard page and associate it he Shipment object.

Correct Answer: B

QUESTION 14

Universal Containers builds a Community on the Customer Service (Napili) Template. The Community Manager needs to add rich content and collaboration capabilities (e.g. feed and publisher) to an existing object page.

What is the fastest way for the Salesforce Admin to do this in Community Builder?

- A. Edit the object page, add the components, and publish.
- B. Create an object page, add the components, and publish.
- C. Install the collaboration Lightning app, add the app components to the page, and publish.

D. Add a page variation, add the components, set the page as active, and publish.

Correct Answer: A

QUESTION 15

Universal containers (UC) is opening up its Salesforce Communities public Knowledge Base to include audiences from the EMEA region. UC wants to ensure that the topics included in the Community are translated into the appropriate languages. UC has enabled multi-language in the Community and is ready to translate. Which option should the Community Cloud consultant use to translate Topics associated to articles and discussions?

Select one or more of the following:

- A. Content Targeting
- B. Language Selector
- C. Translation Workbench
- D. Community Builder

Correct Answer: B

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