

Practice Exam Questions



Certification Preparation for Community Cloud Consultants



EXAMAIDES

PASS YOUR EXAM AT FIRST TRY

Total Question: 126 QAs

Question No: 1

Universal Containers builds a Community on the Napili template. They need to use a survey tool to collect feedback from members. What two things should the Salesforce Admin do to achieve this? Choose 2 answers

- A. Find and install a Lightning survey app from the AppExchange
- B. Create a new page, add the standard survey components, and publish
- C. Find and install a Visualforce survey app from the AppExchange
- D. Build custom Lightning survey components for the template

Answer: A,D

Question No: 2

Your team has drafted and published Knowledge Articles for the Customer Community but they are not visible to external users. What is one reason why this may be the case?

- A. Knowledge Articles for Communities is not enabled
- B. View Knowledge Articles has not been checked on the Community Profile
- C. Knowledge Articles for Customers is not enabled
- D. Customer sharing has not been checked on the Knowledge Article
- E. The Articles are being viewed on unsupported mobile devices

Answer: D

Question No: 3

Regional Containers have recently launched their Employee Community which is based off Tabs + Visualforce. As the administrator you have been asked in the team meeting about the best way to access the Community using iOS and Android devices, what do you recommend?

- A. Android users should download the Salesforce1 app and access the community through the Salesforce1 switcher. iOS users should navigate to the Community URL via the browser as this feature is not support in the Android version of Salesforce1
- B. Navigate to the community URL in the browser and a mobile experience will be automatically rendered
- C. All users should access a Visualforce + Tabs community via a Desktop browser only
- D. Android & iOS users should download the Salesforce1 app and access the community through the Salesforce1 switcher
- E. IOS users should download the Salesforce1 app and access the community through the Salesforce1 switcher. Android users should navigate to the Community URL via the browser as this feature is not support in the Android version of Salesforce1

Answer: D

Question No: 4

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

Answer: B

Question No: 5

ACME Enterprises wish to establish two Customer Communities one for their VIP Customers and another for all Customers. ACME enterprises do not require different functionality from each Community but rather wish to increase the level of personal interactions from staff in the VIP community. How should the Administrator at ACME Enterprises configure access to the Community?

- A. Sharing Rules
- B. Permission Sets
- C. Public Groups
- D. Profiles
- E. Chatter Groups

Answer: B

Question No: 6

Salesforce releases an enhanced feed publisher component in the latest release of the Napili template. Universal Containers org is now on the latest version, but the collaboration component is NOT available in the Napili template. What should the Salesforce Admin do to resolve this issue?

- A. Refresh the Salesforce component list In Community Builder
- B. Upgrade the template to like latest version
- C. Enable Chatter for the one
- D. Un publish and republish the Napili template

Answer: C

Question No: 7

One of the features of Salesforce Communities is being able to nest Topics (i.e. Level 1 (parent), Level 2, Level 3) what is the maximum number of topics you are able to create for each level?

- A. Level 1 = 25, Level 2 = 15, Level 3 = 10
- B. Level 1 = 20, Level 2 = 20, Level 3 = 20
- C. Level 1 = 10, Level 2 = 15, Level 3 = 20
- D. Level 1 = 25, Level 2 = 10, Level 3 = 10
- E. Level 1 = 35, Level 2 = 10, Level 3 = 15

Answer: D

Question No: 8

Universal Containers is building a community to drive channel sales. They have 2000 partner accounts. The high level capabilities for their partners are as follows:

- . Partner users should NOT be able to access accounts and cases that they do NOT have access to.
- . A Partner User must be able to create cases for all accounts in their account hierarchy irrespective if they are parent or child account.
- . Partner users must be able to collaborate within the private groups they are members of.

What are two ways the Salesforce Admin should fulfil these requirements? Choose 2 answers

- A. Develop an Apex Managed Sharing Rule on the Account and Case Object

- B. Configure an Owner -based Sharing Rule on the Account and Case Object
- C. Set External User Organization Wide Defaults to Private on the Account and Case Object
- D. Create a Criteria -based Sharing Rule with read/write access on the Account and Case Object

Answer: A,C

Question No: 9

Regional Containers wish to establish a Community for their Partner network. They have complex requirements and from sampling their Partner network there is no need to provide mobile capabilities. What type of community best suits Regional Containers needs?

- A. Koa
- B. Visual Force + Tabs
- C. Kookaburra
- D. Aloha
- E. Napili

Answer: B

Question No: 10

A Community Admin is planning to add users and wants to send a welcome email for the community. Which three checks must the Community Admin perform? Choose 3 answers

- A. Make sure the users have their profiles established in the community
- B. Make sure the community is in Published status
- C. Make sure the community is in Active status
- D. Set the community in preview status to review before changing it to Active status
- E. Set the email check box option at the community level

Answer: C,D,E

Question No: 11

Northern Trail Outfitters is planning to launch a Community for their partners. Partner Sales Managers need to view Partner Sales Rep records. What is the most efficient way for the Salesforce Admin to fulfil this requirement?

- A. Provide Super User Access to Partner Sales Reps
- B. Set the number of partner roles to two
- C. Create a criteria-based Sharing Rule
- D. Enable the Partner Sales Manager as Super Admin

Answer: B

Question No: 12

Your company wish to use their own URL for their community to maximize the brand impact to customers. How would you achieve this?

- A. My Salesforce1
- B. My Domain
- C. Salesforce1
- D. Custom URLs
- E. Community Domains

Answer: D

Question No: 13

Universal Containers is leveraging Salesforce Content and needs to make it available to their Community users (Customers, Partners, and Employees). Which users will be able to view Salesforce Content based on their license?

- A. Users with the High -Volume Customer Portal license
- B. Users with the Customer Community license
- C. Users with the Customer Community Login license
- D. Users with the Customer Community Plus license

Answer: A

Question No: 14

Universal Containers built a Community to expose Leads and Opportunities to their resellers. They set up partner accounts with two roles and granted Super User access to the Sales Executives users who are created at the top level of the account role hierarchy. Universal Containers has the following requirements to expose dashboards to their partners:

- . Partners can NOT modify the dashboard.
- . Partners only see data within their account.
- . Partners see all the data on the partner account.

How should the Salesforce Admin fulfill these requirements?

- A. Select the Channel Manager as the running user for the dashboards
- B. Select the 'Run as logged in user option for the dashboards
- C. Select the Sales Executive as the running user for the dashboards
- D. Select the owner of the partner account as the running user for the dashboards

Answer: B

Question No: 15

When testing the Community, the Salesforce Admin notices that the Knowledge tab is NOT visible to all partner Community users. What should the Salesforce Admin do to fix this problem?

- A. Add the Global Header permission set to all Community users
- B. Edit the Partner Community profile so that the Knowledge tab is visible
- C. Update the Admin profile so that the Knowledge tab is visible
- D. Create a Knowledge article and make it visible to the appropriate channel

Answer: D

Question No: 16

Universal Containers has a Community for partners and another Community for their customers. They want to give their partners access to their Community for customers as well. How should the Salesforce Admin do this?

- A. Include the partner profile as a member of the Community for customers.
- B. Create Partner users as members in the Customer Community and send login details to the users
- C. Add the Customer community to the Partner Community user profile
- D. Select the Enable Customer Community user option in the Partner contact in Salesforce