

Practice Exam Questions



Certified Community Cloud Consultant



EXAMAIDES

PASS YOUR EXAM AT FIRST TRY

Total Question: 124 QAs

Question No: 1

You have spent the last two weeks getting your community ready for the prime time and have recently deployed your configuration to production and now wish to make it publicly available. What steps do you take to do this?

- A. Deploying to production automatically enables the community
- B. Go into the Community Builder >> Settings and Activate the community
- C. Go into the Community Manager >> Administration and Activate the community
- D. Go into the Community Manager >> Administration >> Settings and Activate the Community
- E. The community will automatically activate when you add users to it

Answer: D

Question No: 2

You want to make sure that you drive adoption, monitor engagement, and build a vibrant community. What should an Administrator do to achieve this?

- A. Build up a network of brand ambassadors and make them moderators in your community
- B. Develop a lightning component that runs frequent promotions
- C. Install the Communities Reports and Dashboards package from the AppExchange
- D. Develop Reports and Dashboards built of the Network Object to understand insights from your community
- E. Ensure that you have community promotions built into your Journey Builder on Marketing Cloud

Answer: C

Question No: 3

Company X has created a community and wishes to change the branding to match their website. Which 3 actions could they take?

- A. Import the company logo and a custom color palette will be generated
- B. Use custom CSS
- C. Link to an external website and the CSS will be automatically generated
- D. Use HEX values within the color swatch

Answer: A,B,D

Question No: 4

Sushi Lovers Australia have recently launched their Customer Community and whilst their Community is active, the Profiles have been assigned and the Customers have been enabled for access, no one has received a Welcome email, why might this happen?

- A. The assigned community user profile does not have Send Email Messages enabled
- B. There is a heavy load on Salesforce's SMTP servers and there is a delay in the Welcome Email being sent out
- C. The Community Manager forgot to enable 'Welcome Emails'
- D. The Guest Profile does not have Send Email Messages enabled

Answer: C

Question No: 5

Northern Trail Outfitters has a Customer Community for viewing discussions and Knowledge articles. The Customer Support team needs to add custom fields on articles for internal comments and additional references.

What is the most efficient way for the Salesforce Admin to hide the custom fields from customers? Choose one answer

- A. Create separate articles without these custom fields for the Customer channel and include in the Community
- B. Update the customer profile by removing access to these custom fields on all article types
- C. Override the article detail page with a custom Visualforce page and hide these custom fields for customers
- D. Modify the article detail page with custom Lightning Components that hide these custom fields

Answer: B

Question No: 6

You are planning to launch a Customer community and many of your customers are active on Facebook and Twitter. What are the steps to enable Social Sign on in Salesforce Communities?

- A. Go into the Community Manager >> Settings >> Login and select which social networks you wish to allow for authentication.
- B. Select OpenID Connect from the Auth Provider Options in the Setup Menu and then go into Community Builder to enable them
- C. Select Facebook and Twitter from the pre-built connectors under Auth Providers within the setup menu and then go into Community Manager to enable them
- D. Download the Social Signon Lightning Component for each social network and then configure them in the Community Builder
- E. Select Facebook and Twitter from the pre-built connectors under Auth Providers within the setup menu and then go into Community Builder to enable them

Answer: C

Question No: 7

When allowing external users to Create and Edit reports, what important step must you complete first?

- A. Enable Read and Write to Reports on the Community Profile
- B. Enable the Enhanced Sharing Model
- C. Create a Permission Set with Create and Edit reports checked so that you can manage which users within the Community are able to create Reports
- D. Share each Report and Dashboard Folder required with the respective community profiles
- E. Ensure that Create and Edit reports is checked on the Community Profile

Answer: B

Question No: 8

You have been asked to create a Community leveraging Out-of-the-box login, logout, self-registration, and error pages. Would you recommend the use of Community Builder or Force.com site?

- A. Community Builder but only with the Napili or Koa template
- B. Force.com Sites
- C. It doesn't matter, both will work

D. Community Builder

E. Neither, only Customer and Partner Portals currently support error pages

Answer: C

Question No: 9

Northern Trail Outfitters is launching a Community with the following requirements:

- . Branding requirement is limited to the company logo.
- . Community should be available on desktop. Mobile responsive is not needed.
- . Community users should have access to reports and dashboards.
- . Community users should be able to view their invoices, which are saved as external objects in Salesforce.

Which template should the Salesforce Admin use to build this Community?

A. Salesforce Tabs + Visualforce Template

B. Aloha Template

C. Kokua Template

D. Napili Template

Answer: A

Question No: 10

Regional Containers have asked you for help in setting up their Custom Domain for their Customer Community so that the community URL looks like it is hosted on the company website. Why type of record will you need to add to the DNS in order to achieve this?

A. MX Record

B. TXT Record

C. NS Record

D. CName Record

E. AAAA Record

Answer: D

Question No: 11

You have recently deployed a Partner Community leveraging the Napili Template however you are getting requests to share all cases within an Account with the CEO of each organization. You are aware of the limitations of the number of roles you can have within a Salesforce Org and want to avoid adding new community roles. What steps would you take to achieve this requirement?

A. Create a Custom Sharing Rule

B. Enable Super User Access

C. Increase the number of roles within the Community Settings

D. Create an APEX Custom Permission

E. Create a Custom Sharing Set

Answer: B

Question No: 12

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: 13

Northern Trail Outfitters uses Salesforce internally and needs to launch a Community for their customers.

. Northern Trail Outfitters works with a survey partner and needs to extend that capability to the Community users.

. Northern Trail Outfitters works with an electronic signature partner and needs to extend that capability to the Community users.

. This Community needs to be built with the Napili template. All integrations must be mobile- first.

. Both partners have Community Lightning Components available.

What should a Salesforce Admin do to accomplish this task?

- A. Design and develop an API -level integration with the survey and electronic signature partners and make it available for Community users
- B. Install and configure the Community Lightning Components for surveys and electronic signatures available from the two partners
- C. Install and configure the non-Lightning Components for surveys and electronic signatures available from the partners
- D. Design and develop custom Community Lightning Components for surveys and electronic signatures

Answer: B

Question No: 14

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: 15

Universal Containers have asked you to help them set up their Salesforce Community and one of their requirements is to make Reports and Content available to members. What Community licence type(s) would you recommend? [Select 2]

- A. Partner Community
- B. Salesforce Community Content
- C. Customer Community
- D. Salesforce
- E. Customer Community Plus