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Salesforce Certified Community Cloud Consultant (SU19)

Version 1.0



Exam A

QUESTION 1

Universal Containers needs to create a Community that meets the following requirements:

- Self-Service Support Community, in which customer and partner users are community members.
- Partner users help Universal Containers by adding or resolving cases for their customers within the Community.
- Partner users need access to some standard objects except Leads, Campaigns, and Opportunity objects.
- Partners use Chatter and the Case Feed to communicate with the Universal Containers team and customers.

Which license type should a Salesforce Administrator use for these Partner users?

- A. Employee Community license
- B. Customer Community Plus license
- C. Customer Community license
- D. Partner Community license

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

A healthcare company wants to create a Community for its patients and providers. The Community needs to be optimized for healthcare use cases and follow industry best practices.

What should the Community Cloud consultant consider first to meet the requirements?

- A. Lightning Community templates
- B. Custom solutions
- C. Business Value Map and ROI
- D. Lightning Bolt solutions



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3 Universal Containers wants its Community users to have the ability to log in using Facebook and Google.

Which set of features should the Administrator use to achieve this goal?

- A. Custom Lightning Component and Apex Class
- B. Single Sign-on and AppExchange
- C. Auth Provider and Flow
- D. Auth Provider and Registration Handler

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

A company uses CMS (Content Management System) to store and manage public content. The VP of Advertising wants to run marketing and advertising campaigns in the Community using that content.

How should the Administrator render advertising content in the Community?

- A. Download and install the Community Content package from the AppExchange.
- B. Use Process Builder to import content from the CMS on a periodic basis.
- C. Configure CMS Connect to pull content from the CMS.
- D. Build a custom integration point between the CMS and the Community.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5 Universal Containers is building a Customer Community.

What can the Administrator add to the Navigation Menu?

- A. Salesforce Objects, Topics, Community Pages, External URL, Forecast
- B. Salesforce Objects, Community Pages, App Launcher, External URL
- C. Salesforce Objects, Topics, External URL, Lightning Component, Community Pages
- D. Salesforce Objects, Global Actions Community Pages, External URL

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

**QUESTION 6**

Universal Containers (UC) is implementing a self-service Community. UC has a high volume of customers with complex hierarchies. The majority of UC customers have multiple Accounts and frequently add new Accounts. Universal Containers wants customers to be able to create new Accounts and Contacts on their own.

Which two license types should UC's Salesforce Administrator recommend? (Choose two.)

- A. Customer Community Login
- B. Customer Community
- C. Customer Community Plus Login
- D. Customer Community Plus

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

A coffee company sells products for coffee shops and consumers. The company is planning to launch a Community and has the following goals: ▪ Go to market quickly.

- Generate online revenue rapidly.
- Work with a mobile-ready storefront.

How should the Community Cloud consultant meet these goals?

- A. Use Build Your Own Lightning Template.
- B. Use B2B Commerce for Community Cloud.
- C. Use a Visualforce Page Lightning Component.
- D. Use custom Lightning Components.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

Universal Containers has built a Partner Community for its users. Users must accept an agreement when logging into the Community for the first time.

What are three ways for a Salesforce Administrator to meet this requirement? (Choose three.)

- A. Leverage audiences and page variations to hide content in the Community until the user agreement has been accepted.
- B. Use login flows to show the user agreement when Community users log in for the first time.
- C. Build a Site.com page with a user agreement and replace the login page with “complete registration on acknowledgment.”
- D. Redirect users to a custom page displaying a user agreement before users log in for the first time.
- E. Customize the user registration page to include the user agreement and “complete registration on acknowledgment.”

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:



QUESTION 9 A Salesforce Admin needs to build a self-service Community.

Which three steps should the Salesforce Admin take before building the Community in Salesforce? (Choose three.)

- A. Create email templates to be used in the Community.
- B. Configure a search for articles and discussions in the Community.
- C. Add discussions on topics that can be published in the Community.
- D. Gather branding assets, including images and logo for the Community.
- E. Enable the Service Cloud features to be used in the Community, including Knowledge and Case.

Correct Answer: ADE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

A coffee company is launching a public brand worldwide. Consumers need to see all relevant information about the brand in one place. Brand advisors can also submit applications to become Partners.

How should the coffee company's Administrator meet these requirements?

- A. Create a Private Community and let brand advisors and consumers register themselves.
- B. Create a Public Community for consumers and brand advisors.
- C. Create a Public Community for consumers and a separate Private Community for brand advisors.
- D. Create a Public Community and let brand advisors and consumers register themselves.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

Universal Containers (UC) is implementing a Customer Community which will have thousands of Accounts with tens of thousands of Community users (Contacts). UC wants to ensure that all Customer Community licensed users are able to access the Assets tied to their Accounts.

Which action should the Salesforce Administrator take when setting up Asset Sharing to ensure that Community users can see their Account's Assets?

- A. Set up a Sharing Set that references the Account Id on the Asset.
- B. Implement the role hierarchy on the Customer Community.
- C. Use Apex Managed sharing to grant access to the Community users.
- D. Create a Sharing Rule for each Account.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

A Community Cloud consultant distributes a specialized real estate management Community using a Lightning Bolt solution.

Which two items can be included in the Lightning Bolt solution? (Choose two.)

- A. AppExchange applications
- B. Standard Lightning Community templates
- C. Custom applications
- D. Flows and Flow Categories



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13 A Salesforce ISV partner is creating a Lightning Bolt solution for a healthcare use case.

What should the Community Cloud consultant use to distribute the Lightning Bolt solution?

- A. Metadata API
- B. Managed Package
- C. Unmanaged Package
- D. Change Set

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

Universal Containers uses a third-party billing system for storing invoice records and wants to show these records on its Salesforce Partner Community.

What should a Community Cloud consultant suggest as a method of implementation?

- A. Configure Files Connect and include the external object in the global search.
- B. Configure Salesforce Connect and define the required External Objects.
- C. Create a custom Lightning Component to display the information in an iframe.
- D. Use the standard Files component and define the third-party billing system as a source.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

Universal Containers (UC) builds a Community to support customers who purchased its products. UC has the following security requirements:

- Support encryption at rest.
- Show decrypted data in the UX (user experience) to users with permissions.
- Encrypt all Community data.

How should the Salesforce Administrator fulfill this requirement?

- A. Install a third-party app from AppExchange to encrypt the data at rest.
- B. Encrypt data in portals without updating Community configuration.
- C. Create encrypted fields for Community data.
- D. Leverage Salesforce Shield to encrypt and decrypt all data at rest.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

Universal Containers wants to drive engagement for its Community, and is encouraging users to watch videos and take training.

Which three actions should a Community Cloud consultant take to create recommendations in a Community? (Choose three.)

- A. Enter a description of the recommendation.
- B. Enter a label for the button in the recommendation.
- C. Select a custom recommendation channel in the Marketing Cloud.
- D. Click "Upload Image" to include an image with your recommendation.
- E. Connect to the Einstein Recommendation API.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

Universal Containers (UC) recently built a Community for its customers. UC stores customer invoices outside of Salesforce. UC wants to allow customers to be able to search for and view their invoices immediately after creation.

Which Salesforce feature should the Community Cloud consultant recommend?



- A. Chatter and Files
- B. External Services
- C. Files Connect
- D. Files Sync

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18 Universal Containers has created a new Lightning Community in the sandbox using the Partner Central template. The Partner Community is built using standard Lightning Components, custom Lightning Components, and object pages.

What should the Administrator use to migrate changes from sandbox to production?

- A. Change sets
- B. Force.com IDE
- C. Metadata API
- D. Template export

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

Universal Container's Community Manager wants to better measure the Community adoption and engagement.

Which approach should the manager use?

- A. Use Google Analytics to generate the adoption report.
- B. Use Data Loader to download the user data to generate a pivot table in Excel.
- C. Install the Salesforce Community Management AppExchange package.
- D. Install the Wave dashboards for Communities.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

Universal Containers is rapidly expanding its Partner network across Latin America and Europe and has received feedback that Partner engagement has been hampered by the lack of resources in the Partners' native languages. Which three individual steps should a Community Cloud consultant take to provide a better experience for these international Partners? (Choose three.)

- A. Set up Translation Workbench and ensure translators are assigned.
- B. Set up custom URLs to route users from country domains to the correct Community pages.
- C. Embed a link to Google Translate in all pages.
- D. Enable multiple languages in the Knowledge language settings.
- E. Use the Language Selector Component to let users select their preferred language.

Correct Answer: ADE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21 Universal Containers needs to create a Support Community with the following requirements:

- Customer and partner users will be members of this community and use the Customer Community and Partner Community License, respectively.
- A customer user should be able to see all cases opened for their account, including cases opened by their colleagues.
- Customer users must be able to collaborate with all Community users. What two things should a Salesforce Admin do to accomplish this? (Choose two.)

- A. Create a Sharing Set on the Case object.
- B. Enable Super User access for customer users.
- C. Set up Delegated Admin access for customer users.
- D. Select the Community User Visibility checkbox.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

The Universal Containers marketing department has approved a digital experience concept. The CTO has specified that all pages must always load within two seconds and be supported by older browsers.

What underlying Community infrastructure should the Community Cloud consultant utilize to build the Community?

- A. Salesforce Sites
- B. Tabs + Visualforce Community
- C. Koa or Kokua Community template
- D. Lightning Community

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

Universal Containers (UC) recently went live with its new Customer Community. UC has received cases stating that no customers have access to the Community. The customer users have the custom “UC Customer Community” profile assigned to them.

What is the final step the Administrator should take to ensure user membership to the Community?

- A. Assign the “UC Customer Community” profile in Administration.
- B. Use a permission set to give users access to the Community.
- C. Ensure the “Send Welcome Email” checkbox is selected.
- D. Publish the Community using the Community Builder.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24 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?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

Universal Containers (UC) is migrating from a legacy portal to a new Community. UC needs to stand up the new Community immediately where users can ask questions and provide answers.

Which Community template should the Community Cloud consultant recommend?

- A. Customer Account Portal
- B. Customer Service
- C. Salesforce Tabs + Visualforce
- D. Partner Central

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

Universal Containers has a customer Community in Europe and plans to roll out a separate Community for their U.S. customers. They have separate profiles for their U.S., Europe, and Asia customers.

How could the Salesforce Admin limit the membership of this new community to U.S. customers?

- A. Add U.S. users to the Community sharing set.
- B. Add only U.S. customer profiles as Community members.
- C. Add the U.S. customer public group to the Community as members of the Community.
- D. Add each U.S. customer as a Community member from their contact record.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

A Salesforce Admin enables “Allow Members to Flag” in Community Workspaces.

Which two content types can members flag as inappropriate? (Choose two.)

- A. Posts and Comments
- B. Topics
- C. Files
- D. Articles

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28 Which aspect of Reputation can an Administrator configure?

- A. Exclude contributions to records when counting points toward reputation levels.
- B. Add new reputation levels automatically when specified point thresholds are reached.
- C. Select badges for each reputation level from a provided icon library.
- D. Disable reputation for specific members in the community by user profile.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

The Universal Containers research lab is publishing its latest research into Knowledge articles assigned to the data category “Container Best Practices.” The Community manager wants to make sure that all these articles show up for Community users in the topic area of “Tips and Techniques.”

How should the Administrator ensure this happens?

- A. Set up automatic topic assignment and map the “Container Best Practices” category to the “Tips and Techniques” topic.
- B. Create a “Tips and Techniques” Knowledge category and ask the lab to reassign their articles.
- C. Ask the lab to assign this topic to all articles as part of their quality control process before publishing.
- D. Create a workflow rule that assigns the “Tips and Techniques” topic to all Knowledge articles in that category.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

Universal Containers launched a Lightning Customer Community that lists store locations through a custom object, Store Locations. Users searching for locations are unable to see any Store Locations records. Which three actions should the Community Cloud consultant take to solve this issue? (Choose three.)

- A. Add an HTML component with a link to the Store Locations Community page.
- B. Enable Read access on the user profile to the Store Locations object.
- C. Add the Store Locations object pages to the Community navigation.
- D. Associate a tab to the Store Locations object.
- E. Define the Store Locations object in the Global Search Results component.

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

Universal Containers builds a Community on the Customer Service 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. Create an object page, add the components, and publish.
- B. Edit the object page, add the components, and publish.
- C. Add a page variation, add the components, set the page as active, and publish.
- D. Install the collaboration Lightning app, add the app components to the page, and publish.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

Universal Containers (UC) just went live with a new Customer Community. UC wants to automatically create Community users for related Contacts when a new business Opportunity is marked as Closed Won.

Which approach should the Community Cloud consultant recommend to accomplish this?

- A. Use a Workflow Rule to create a Task for the Administrator with the list of Contacts that should be Users.
- B. Send an email to the Administrator when the Opportunity is marked Closed Won so they can create Users.
- C. Use a trigger to create Community users for all related Contacts on the Account.
- D. Use a Schedule Report that alerts the Salesforce Administrator of new Contacts.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33 Universal Containers (UC) is launching a Partner Community for its resellers who have access to Leads, Opportunities, and Dashboards. UC has the following requirements to support their Partners during the sales cycle:

- UC can engage with Partners during the sales cycle.
 - UC can have internal-only discussions.
 - The Channel Manager can bring any UC employee to the discussion. ▪
- UC employees might have access to the Partner Community.

How should a Salesforce Administrator fulfill these requirements?

- A. Leverage the Opportunity feed and manual shares for access control.
- B. Leverage private groups and record sharing for access control.
- C. Leverage unlisted groups and record sharing for access control.
- D. Leverage the Opportunity feed and group record layout for access control.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:**QUESTION 34**

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?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:**QUESTION 35**

Universal Containers (UC) has rolled out a Customer Community where customers can ask and answer questions. UC wants to ensure that customer questions are answered in a timely manner.

How can the Administrator meet this requirement?

- A. Enable Entitlement and Milestone.
- B. Enable Knowledge and Articles.
- C. Enable Case Escalation rules.
- D. Enable Question-to-Case functionality.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36 Universal Containers is experiencing an increase in spam in their Community. The Community Manager needs to put in some pre-moderation rules to be alerted when multiple posts occur from the same user over a short period of time.

What should the Community Manager do to meet this requirement?

- A. Grant the “Moderate Communities Feed” permission to Community members so they can flag content.
- B. Grant the “Community Moderator” permission to allow access to view engagement reports.
- C. Create a rate rule and apply it to posts with newly registered members as the criteria.
- D. Activate a content rule to flag member-generated content with a Review Moderation action.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37 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?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

Northern Trail Outfitters launched a Lightning Community. Community members report being unable to view the menu option to see their work orders. The Salesforce Administrator has validated the following:

- The user profile has Read access to the Work Order object.
- The user profile has membership to the Community.

What should the Salesforce Administrator verify to troubleshoot this issue?

- A. The Work Order tile is added to Community Workspaces.
- B. The Work Order component is marked publicly viewable.
- C. Work Order is added to the Navigation Menu in Community Builder.
- D. Work Order is added to the Navigation Menu in Administration.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 39

Universal Containers is planning to launch a Community that needs to be accessible from Internet Explorer 9 and the Salesforce mobile app.

Which three Salesforce editions and user license combinations could a Community Cloud consultant use to meet this requirement? (Choose three.)

- A. Unlimited Edition and Customer Community
- B. Enterprise Edition and Customer Community Plus
- C. Salesforce Essentials and Customer Community
- D. Enterprise Edition and Customer Community
- E. Professional Edition and Customer Community Plus

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

Universal Containers (UC) has a new Customer Community where users can collaborate on Topics through Chatter Groups and Chatter Questions. UC wants to ensure the following:

- Users have quick access to new and recommended discussions and articles.
- Users have the ability to contact Universal Containers quickly for help.
- Users have visibility into how their activity compares to other users within the Community.

Which three Lightning components could the Community Cloud consultant recommend placing on the Community home page? (Choose three.)

- A. Breadcrumb
- B. Contact Support button
- C. Featured Topics
- D. Record Detail
- E. Reputation Leaderboard

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

Universal Containers built a Community using the Customer Service Template. They want the Salesforce Admin to enable multilingual support for their Community.

Where can the Salesforce Admin configure the languages supported for this Community?

- A. Site.com Studio
- B. Community Builder
- C. Force.com Sites
- D. Community Settings

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 42

Universal Containers (UC) tracks customers in its Salesforce org as Contacts. UC plans to onboard a select set of existing customers to the UC Community, without the need for users to self-register.

How should a Community Cloud consultant accomplish this task?

- A. Use Data Loader to export Contacts and insert as Community users.
- B. Use the Data Import Wizard to create users from Contacts.
- C. Use the Salesforce Community User API to create users from Contacts.
- D. Enable Person Accounts and set the Accounts as Community users.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43 Unauthenticated users are unable to see some articles on a Universal Containers Community. Universal Containers has articles associated to the Public Knowledge Base channel and Topics associated to the correct data categories.

How should the Salesforce Admin troubleshoot this issue?

- A. Create a new data category specifically for Guest Users to display articles.
- B. Check the Article type permissions on the Guest User profile.
- C. Enable public access for the Community in Setup and the Guest User profile.
- D. Create a Featured Topic in the Community Builder to display articles.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44 The Community administrator at Universal Containers has received reports from users about being unable to see each other in the People tab. However, users are able to view other's conversations within groups of which they are a part.

Why are users unable to see each other in the People tab?

- A. External users are unable to view each other within Partner Communities.
- B. External users can only view each other if they are in the same Account.
- C. The Administrator has deselected Community User Visibility.
- D. Users rejected each others' Friend Requests within the Community.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

A Salesforce Admin at Universal Containers needs an efficient way to update the color palette in their newly created Community. What three things should the Salesforce Admin do to brand this Community using Community Builder? (Choose three.)

- A. Choose colors for the text and border elements.
- B. Upload the Universal Containers logo image to create a custom color palette.
- C. Apply a color scheme that is appropriate for the template all at once with the color palette.
- D. Submit a URL reference of a site where the color palette will be matched automatically.
- E. Adjust the color palette from the Salesforce1 mobile app.



Correct Answer: ABE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

Universal Containers needs to set up a custom domain to create a branded Community experience with increased domain security.

Which three steps should a Salesforce Admin take to meet these requirements? (Choose three.)

- A. Select the option to allow Advanced Security in Community Management.
- B. In Setup, select Domains and click Add a Domain.
- C. Create a new certificate using Certificate and Key Management.
- D. Add the certificate that supports the specified domain.
- E. Configure profile/permissions for a Public user.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

Universal Containers (UC) is building a Community to drive channel sales. UC has 2,000 partner accounts. The high-level capabilities for UC Partners are:

- Partner users should only see Accounts and Cases that they have access to.
- A Partner user must be able to create Cases for all Accounts in their account hierarchy, regardless of whether they are a parent or child Account.
- Partner users must be able to collaborate within the private Groups of which they are members.

What are two ways the Salesforce Admin should fulfill these requirements? (Choose two.)

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

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

Universal Containers (UC) is launching a Partner Community. Users will receive a welcome email with a link to log in to the new Community. UC wants the link to last longer than seven days.

How can a Community Cloud consultant change the validity period of the link to meet this requirement?

- A. Edit the setting in the Welcome Email template.
- B. Change the Link Valid Period setting on the Communities Settings page.
- C. Create a custom login flow that modifies the setting.
- D. Configure the Outlook Exchange Server settings.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

Northern Trail Outfitters (NTO) is planning to acquire one of its competitors. NTO has identified a group of Partners to collaborate with during the entire acquisition process. These Partners are members of NTO's Partner community.

Which option should NTO use to ensure that only the selected group of Partners have visibility to the acquisition?

- A. Create an Unlisted Chatter Group for selected collaboration Partners.
- B. Mention only selected collaboration Partners.
- C. Manually share records with selected collaboration Partners.
- D. Set Chatter group email settings for selected collaboration Partners to Limited.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

Universal Containers plans to use person accounts for their external consultants. They need to allow their consultants to register using the Community.

How can a Salesforce Admin enable this capability in Community using configuration?

- A. Add a Person Account option to the user registration page and have the option selected by default.
- B. Enable Allow External Users to Self-register in Community Management and leave the account field blank.
- C. Provide a link to a custom web page that allows external consultants to register and use Salesforce API to create Person Accounts.
- D. Allow users to self-register and create a workflow to update contacts to Person Accounts.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

Universal Containers is building a Lightning Community. A few Community pages have numerous Lightning Components which are taking longer to display.

Which step should be taken to improve display time performance of the pages?

- A. Turn on server-side Caching.
- B. Enable On-Demand Rendering.
- C. Turn on client-side Caching.
- D. Enable Progressive Rendering.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52 A Salesforce Administrator added a Recommendations Carousel component in Community Builder. The page displays correctly in Community Builder; however, recommendations are missing for Community members.

What is the likely cause of this issue?

- A. Recommendations need to be created for each member.
- B. Page changes with the Recommendations Carousel need to be published.
- C. Members need to have read access to the Recommendations object.
- D. The Recommendations Carousel component needs to be enabled for the Community.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

Universal Containers is planning to build a Lightning Community for employees. Employees need to see department-specific content when they first log in to the Community.

How should the Community Cloud consultant meet this requirement?

- A. Create content using Content Management in Workspaces.
- B. Target employees using audiences based on User object criteria.
- C. Develop a login flow with unique endpoints for each department.
- D. Assign separate Visualforce pages for each department.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

The product marketing team is revising its product data sheets and FAQ documentation to support major upgrades across the product line. Preliminary analysis shows the new articles have fewer views in the Partner and Customer Communities than expected.

What are three ways to increase the visibility of these Knowledge articles? (Choose three.)

- A. Use the Featured Topics component to promote the topics related to these new articles.
- B. Place hotlink URLs to these topics in the header component.
- C. Use the Recommendations component to promote specific articles to defined groups of users (Channels).
- D. Make sure that the right fields in the Knowledge object are indexed to improve results in the Universal Search component.
- E. Create a new navigational topic for “New Products” and make sure the new articles are assigned to that topic.

Correct Answer: ACE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

Universal Containers (UC) wants Lightning Experience-enabled employees who have Salesforce user licenses to access a Community. The employee profiles have been added to the Community membership.

How should the Community Cloud consultant educate employees on how to access the Community?

- A. Direct employees to the global header.
- B. Recommend employees use a separate username for Community access.
- C. Advise employees to use the “Login in as” functionality.
- D. Direct employees to the App Launcher.



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56 Universal Containers plans to build a large-scale Community and expose Leads and Opportunities to their resellers. Universal Containers has the following requirements for their partner account:

- 120,000 partner accounts
- Minimize the number of partner account roles
- Partner account is made up of sales employees and sales managers
- Sales employees only have access to their data
- Sales managers have access to all sales employees data

What are the two most efficient ways for the Salesforce Admin to fulfill these requirements? (Choose two.)

- A. Set up partner accounts with two roles.
- B. Use sharing rules to grant sales managers access to sales employees' data.
- C. Set up partner accounts with one role.
- D. Make the sales manager the Super User on the partner account.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57 Northern Trail Outfitters has recently launched a Partner program to increase sales. The VP of Sales has the following goals:

- Drive more revenue from sales channels.
 - Allow channel Partners to provide service to buyers. ▪
- Get deal visibility in real time.

Which option should Northern Trail Outfitters consider to meet these requirements?

- A. CPQ for Community Cloud
- B. Direct Pricing for Community Cloud
- C. Sales Channels for Community Cloud
- D. Guided Selling for Community Cloud

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

Universal Containers builds a Partner Community for their dealers. They set up the partner account with two roles to represent sales employees and their managers.

After going live, the dealerships inform Universal Containers that they need a CEO type of access for specific users who need to access all of the data on the partner account.

How should the Salesforce Admin fulfill this requirement?

- A. Add a third role to the partner account hierarchy for the CEO partner user.
- B. Promote the CEO partner user to delegated admin on the partner account.
- C. Assign Super User access to the CEO partner user on the Contact page.
- D. Make the CEO partner user the owner of the partner account.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59 Universal Containers recently rolled out a Community to its partners.

The internal sales team has the following requirements:

- Ability to support the addition of 50 new partners every month.
- Ability to pass leads to the partners.
- Continue to have access to the leads after transfer to a partner.
- Access to the Opportunity when the partner converts the lead.
- Leads should be visible to only the partner who is working on the lead.

Which sharing option should the Salesforce Administrator choose to meet the requirement for internal users?

- A. Allow partner users to manually share the Leads and Opportunities with internal users.

- B. Use Sharing Sets to share Leads and Opportunities so internal users can automatically access those records.
- C. Set OWD (Organization-Wide Default) to Private, create a sharing rule for Leads and Opportunities, and implement the Lead Inbox component.
- D. Create Lead and Opportunity Sharing Rules that share those records to a public group of partner users.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60 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 license?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference: