

Salesforce.Premium.ADX-271.50q - DEMO

Number: ADX-271
Passing Score: 800
Time Limit: 120 min



Exam Code: ADX-271

Exam Name: Salesforce Certified Community Cloud Consultant

Website: <https://VCEup.com/>

Free Exam: <https://vceup.com/exam-adx-271/>



QUESTION 1

The Capricorn Coffee Community contains a section focused on Coffee Bean Types. That section contains areas focused on Java, Arusha, and Pacamara. A Salesforce Admin needs to make sure that end users can easily discover the Java, Arusha, and Pacamara sections. When setting up the Community, which two steps should a Salesforce Admin take to meet the requirement? Choose 2 answers

- A. Assign relevant articles to a group
- B. Add the More Topics link to the navigation menu
- C. Make sure subtopics are enabled in the page headline
- D. Enable Feed Tracking for these topics

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

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 fulfil these requirements?

Choose 2 answers

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

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

Universal Containers has knowledge articles visible in their customer community for all users. The Salesforce Admin creates and publishes a new article, but the article is NOT visible. What should the Salesforce Admin do to make this article visible in the Community?

- A. Create the article in the Community Management console
- B. Publish the Community so the changes take effect
- C. Add a Featured Topic in the Community Management console
- D. Select the Customer Channel in article setup

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

Universal Containers needs to roll out mobile access in their Community. Their Community environment is as follows:

- Five active Communities
- Four of the active Communities are built on the Napili template; one is built in a Visualforce/Tab container

- Mobile device: Apple iPhone (iOS) What is the recommended method to ensure access of active Communities on a mobile device?

- A. Access four template -based Communities via Salesforce1 'OS app and Visualforce/Tab Community via mobile browser
- B. Access all Communities via Salesforce1 iOS app
- C. Access four template -based Communities via mobile browser and Visualforce/Tab community via Salesforce1 mobile browser app
- D. Access all Communities via mobile browser using the Community URL

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

Universal Containers builds a Customer Community on the Napili template. They add a record list component to the right column of the home page. This component needs to show customers their five most recent cases. They already created a 'My Cases' list view. How should a Salesforce Admin set the record list component properties?

- A. Use the Case object with compact layout, return five records, and use the 'My Cases' list view
- B. Use the Case object with full layout, return five records, and use the 'My Cases' list view
- C. Use the 'My Cases' list view with compact layout, return five records, and disable public access
- D. Use the Case object, return five records, use the 'My Cases' list view, and disable public access

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

Universal Containers is launching a support Community with the following requirements:

- The Community will be launched on the existing Salesforce org leveraged by the internal support team. The Napili template must be used.
- The following support channels need to be provided on the Community: Live Chat, Click to Call, and Case Creation Form.
- They have 50 Salesforce Live Agent Licenses provisioned in their org.

Which two actions should the Salesforce Admin take to meet these requirements? Choose 2 answers

- A. Enable Live Agent in Community Settings
- B. Add a custom Live Agent Lightning component
- C. Set up Live Agent in Community Management
- D. Configure Live Agent in the Salesforce org

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

Universal Containers launched their Community built on the Napili template. They would like to update the Community with Live Agent support and additional menu option for Assets. What is the most efficient way for a Salesforce Admin to roll out the new features?

- A. Deactivate the Community to make changes to the Community and reactivate with changes after testing in a Sandbox
- B. Build a new Community with required features after testing in a Sandbox and deactivate the existing Community
- C. Make changes to the existing Community after testing in a Sandbox and publish the Community when the changes are ready for customers.
- D. Create new Community profiles with the modified features and assign them to customers when the Community is ready for customers.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

Universal Containers uses Community to grant business customers secure access to accounts, orders, and invoices. All customers are on a Customer Community License. Universal Containers plans to launch a project management module with the following requirements:

- Leverage Chatter for collaboration.
- Private project collaboration between the customer and Universal Containers.
- Leverage documents, tasks, and events in the project space.
- Customers can only see and access their projects.

What is the most efficient way for the Salesforce Admin to fulfil these requirements?

- A. Create unlisted groups and add project records to the group
- B. Add private groups and add project records to the group
- C. Build a custom Visualforce project space and control access through sharing
- D. Use custom objects, record feeds, and control access through sharing

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

Which three Lightning Components are available in Builder when customizing a home page? Choose 3 answers

- A. Related Topics List
- B. Feed Publisher
- C. Headline
- D. Search Results
- E. Home Page Tabs

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

Universal Containers needs to enhance the customer experience by providing a capability to support French and Italian languages to their Community guest users. Their Community is built using the Napili template. What two things should a Salesforce Admin do to accomplish this requirement?

Choose 2 answers

- A. Add French and Italian languages to the Community using the Community Builder Page Editor
- B. Add French and Italian languages to the Community using Site.com configuration
- C. Add the Language Picker Component to make French and Italian available on the Community Pages
- D. Add French and Italian to Language Settings under Admin Setup

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

What are three advantages of adjusting the mark-up code on the page <head> in Community Builder? Choose 3 answers

- A. Ability to define iframe settings
- B. Optimizing the load times of certain typefaces
- C. Optimizing SE by adjusting the SE meta tags for search engines
- D. Custom JavaScript blocks
- E. Custom, analytics code, such as Google Analytics

Correct Answer: ABE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

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 14

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 Lightning External App license.
- D. Users with the Customer Community Plus license.

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:****QUESTION 15**

Universal Containers builds a Community with public access to Knowledge Articles and Q&

- A. The developer builds a Visualforce page that shows Known Issues on their products. The developer uses a custom object to store Known Issues with an org-wide default sharing setting to Public Read/Write. Unauthenticated users receive an error message when they try to load the page.
What should the Salesforce Admin do to troubleshoot this issue?
- B. Select 'Allow access without login' from Community Management
- C. Go to the Guest User profile and give access to the Visualforce page
- D. Change the org-wide default sharing to Public Full Access
- E. Add the Guest User profile to the members in Community Management

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:****QUESTION 16**

Universal Containers has a multi-layered distribution structure. The Main Distributors in each geography work with Regional Distributors to sell and service customers in the region. Universal Containers plans to roll out a Community with the following capabilities:

- Main Distributors and Regional Distributors are considered Partner accounts in Salesforce.
- Main Distributors can communicate with other Main Distributors.
- Regional Distributors can communicate with other Regional Distributors who are managed by the same Main Distributor, but NOT with other Regional Distributors. How should the Salesforce Admin build a Community to meet the requirements?

- A. Allow Main Distributors to be members of two Communities: one for Main Distributors and one for the Regional Distributors that they manage
- B. Build one Community using the Napili template for Main Distributors and Regional Distributors.
Disable Community user visibility and allow portal user visibility
- C. Create a Community for each Main Distributor. Allow Regional Distributors to log in to the Community
- D. Build one Community for each Regional Distributor and one for Main Distributors

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 17**

Universal Containers needs to have their branding represented accurately in their Partner Community. What three things should the Salesforce Admin do to use Community Builder to brand the Community?

- A. Specify font family, style, and weight
- B. Apply a colour scheme that is appropriate for the Universal Containers template with the colour palette
- C. Adjust kerning values in a variety of typefaces
- D. Use custom CSS to apply Universal Containers styles
- E. Adjust the pixel width of the masthead

Correct Answer: BCD

Section: (none)

Explanation**Explanation/Reference:**

QUESTION 18

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

Universal Container's Community Manager wants to better measure the Community adoption and engagement. What is the recommended approach?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

VCEUp

QUESTION 20

Universal Containers needs a Community for distributors who manage their sales with the following requirements:

- Each distributor has multiple users.
 - Users within the same distributor should be able to talk with each other.
 - Users should NOT be able to talk with users from other distributors.
 - The Knowledge articles and other Community features should be the same for all distributors.
- How should the Salesforce Admin meet these requirements?

- A. Create Sharing groups to share users within a distributor. Allow users, keeping the OWD for Users as private
- B. Create a separate Community for each distributor. Allow members to talk within the Community and enable the Community user visibility
- C. Enable the Portal user visibility and disable the Community user visibility under Sharing settings.
Keep OWD for Users as private for external users
- D. Create a Sharing set to share the users within a distributor in the Community. Allow users, keeping the OWD for Users as private

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Universal Containers has a customer Community in Europe and plans to roll out a separate Community for their US customers. They have separate profiles for their US, Europe, and Asia customers. How could the Salesforce Admin limit the membership of this new community to US 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 22

A salesforce admin at Universal Containers notices that a large number of unauthenticated users are accessing Community pages built using Force.com sites. Their org is on the Salesforce Enterprise Edition. What is the maximum number of monthly page views allowed?

- A. 500,000
- B. 300,000
- C. 1,000,000
- D. 100,000

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

Universal Containers recently built a Community for their customers. They would like to allow access of files maintained in their SharePoint server with customers. Which Salesforce feature should the Salesforce Admin recommend?

- A. Chatter and Files
- B. Files Connect
- C. Files Sync
- D. Content Library

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

What are two advantages of setting up a custom domain for a Community? Choose 2 answers

- A. Better compatibility with DNS servers around the globe
- B. Better security at domain name registrars
- C. Better Search Engine Optimization
- D. Better company branding

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

Northern Trail Outfitters uses Knowledge Articles to address customer questions in their Napili Community. They need to know if these Articles are helpful to customers when they search for help in the Community. What is the most efficient way for a Salesforce Admin to get this information from customers?

- A. Build a custom Community page that shows the Knowledge Article and have custom fields to capture customer comments.
- B. Create a customer survey using custom Lightning components and add it to the home page.
- C. Redirect customers to a survey form in an external website that captures their comments on the Knowledge Article
- D. Enable the article voting property on the Article Content component in the article detail page in the Community Builder

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

Universal Containers wants to build a Community for all their employees. Currently, some of their employees are NOT Salesforce users. How should the Salesforce Admin enable access to the Community for the users who are currently NOT Salesforce users?

- A. Allow the users to self -register to the Community
- B. Create the users as contacts and enable them as Community users
- C. Create the users in Salesforce and add their profile to the Community
- D. Add the users to the Community as members

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

Universal Containers launches a Partner Community for their resellers who have access to Leads, Opportunities, and Dashboards. Universal Containers has the following requirements to support their partners during the sales cycle:

- Universal Containers can engage with partners during the Sales cycle.
 - Universal Containers can have internal users NOT visible to partners.
 - The Channel Manager can bring any Universal Containers employee to the user.
 - Universal Containers employees may or may NOT have access to the Partner Community.
- How should a Salesforce Admin fulfill those requirements?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

Northern Trail Outfitters launches a Community using the Napili template. Community members report that they do NOT have a menu option to navigate to see their invoices. The Salesforce Admin has validated the following on the Community user profile:

- Users Profile has Read Access on the Invoice Object
- Users Profile has a tab visible for Invoice Object.

What should the Salesforce Admin do to troubleshoot this issue?

- A. Verify that the Navigation Menu in Community Builder has 'Type: Salesforce Object' and 'Object Type: Invoices.'
- B. Verify that the Navigation Menu in Community Management has 'Type: Salesforce Object' and 'Object Type: Invoices.'
- C. Verify that the Invoices tab is under the Selected tab in Community Management
- D. Verify that the Invoices tab is under the Selected tab in Community Settings Setup

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30

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 fulfil this requirement?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31

Universal Containers needs to provide Super User Access to a few end users. Their end users are assigned several license types for these Communities:

- Customer Community
- Customer Community Plus
- Employee Community
- Partner Community.

Which two license types allow a Salesforce Admin to provide Super User Access to the end users in this Community? Choose 2 answers

- A. Customer Community Plus License
- B. Employee Community License
- C. Partner Community License
- D. LI Customer Community License

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:**QUESTION 32**

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

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:**QUESTION 33**

Universal Containers needs to use their corporate portal to authenticate Community users, allowing users access to the Community after they have successfully logged into the Portal. What should the Salesforce Admin do in the Communities to support this login requirement?

- A. Enable Guest User access in Communities to support seamless access to Communities from the Portal
- B. Configure Single Sign -on in Salesforce and reuse the federated authentication providers in the Community
- C. Add Social -Sign -on to allow users to log in from the Portal without signing into the Community
- D. Enable Community login support for employees in the Portal configuration

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:**QUESTION 34**

Universal Containers has the following requirements:

- Enable VIP community access once a customer has reached \$1 million in revenue.
- Maintain customer revenue in Salesforce.
- All customers must have access to the general customer community.
- VIP customers must have access to VIP information in the community.
- The number of profiles in Salesforce must be limited.

How should the Salesforce Admin provide VIP users access to the VIP information?

- A. Create a profile that has permissions to the VIP information and assign it to the VIP community users
- B. Create a permission set that has permissions to the VIP information and add it to VIP customers
- C. Create a sharing set that allows VIP customers to access VIP information
- D. Create a sharing rule that allows VIP customers to access VIP information

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

Universal Containers needs to add their own logo to the Community login page. What is the most efficient way for the Salesforce Admin to accomplish this?

- A. Upload the logo as an externally available Document and include it in the login page
- B. Add the logo to the Login & Registration setup page in Community Management
- C. Override the default Community login page to a custom login page with the logo
- D. Use URL redirect to redirect users to a custom login page with the logo

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

VCEUp

QUESTION 37

Universal Containers builds their customer Community on Napili templates. They create several recommendations that are visible on the home page, including one for their annual conference event. After the event, the Salesforce Admin needs to remove the event recommendation. Where should the Salesforce Admin delete the recommendation?

- A. From the All Communities setup page
- B. From the Community Workspace
- C. From the Community site
- D. From the Community Builder

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:**QUESTION 39**

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

Correct Answer: CDE

Section: (none)

Explanation

Explanation/Reference:**QUESTION 40**

Northern Trail Outfitters wants to launch their Community with the following requirements:

- Enable ions
- Use Reputation for gamification
- View the Trending Articles
- Optimized for mobile.

Which two requirements will the Salesforce Admin be able to accomplish with the Koa template? Choose 2 answers

- A. Use Reputation for gamification
- B. View the Trending Articles
- C. Enable ions
- D. Optimized for mobile

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:**QUESTION 41**

Universal Containers needs to use capabilities in Salesforce Communities to enable Social Sign-on for their customers. What should the Salesforce Admin do to enable users to use their Social Sign-on?

- A. Create a custom login page with Social Sign -on capabilities, including authentication providers
- B. Set up the authentication provider for Social sites and add the Social Sign -on component to the login page
- C. Enable Social Sign -on in the Community management preferences menu
- D. Configure Community Sign -on at the social web site to make sure the user is authenticated and provided access

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:**QUESTION 42**

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

Universal Rideshares uses a Custom Object to capture vanpool driver information. The VP of Support wants to give members of the Napili template -based Community access to this information for their vanpools. What is the most efficient way to accomplish this task?

- A. Create a Visualforce page for the Custom Object and add it as a tab in Community Management
- B. Create a Visualforce page for the Custom Object and add the Custom Object as a Navigation Menu item
- C. Create a Detail page for the Custom Object and add it as a tab in Community Management
- D. Create a Detail page for the Custom Object and add the Custom Object as a Navigation Menu item

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 44

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

Universal Containers is launching a Community to provide a self-help channel to their customers and partners. Customers and partners will search for articles, participate in discussions, and raise cases. Partners will be able to raise cases for their customers, but will NOT need channel sales capabilities.

Which license should a Salesforce Admin use for the partner users?

- A. Customer Community Plus License
- B. Support Community License
- C. Partner Community Plus License
- D. Service Cloud License

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

Universal Containers creates a Napili template -based Community for their customers. Due to the company's large knowledge base, the VP of Support is concerned about showing a long list of articles to members when they select a Topic. The list must only contain ten articles. Which standard functionality should a Community Manager use to accomplish this task?

- A. Set the Number of Articles property inside the Page Editor
- B. Update Knowledge Settings inside Setup
- C. Make sure Top Articles for Topics is enabled in Community Management
- D. Add the Top Articles component inside the Community Builder

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

Universal Containers creates a Community for their partners. Members of the Community should not be able to participate in discussions with other members. However, users from the same partner should be able to hold discussions amongst themselves. How should the Salesforce Admin meet this requirement?

- A. Deselect Community User Visibility under Sharing Settings
- B. Update the Internal User record to Private under Sharing Settings
- C. Create a sharing group for partner accounts under Sharing Settings
- D. Turn off Portal User Visibility under Sharing Settings

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

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?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference: