Salesforce Application Architect

1. A Salesforce Admin at Universal Containers needs an efficient way to update the colour palette in their newly created Community.
What three things should the Salesforce Admin do to brand this Community using Community Builder?
Choose 3 answers.

- [ ] A. Upload the Universal Containers logo image to create a custom color palette.

- [ ] B. Choose colors for the text and border elements.

- [ ] C. Adjust the colour palette from the Salesforce1 mobile app.

- [ ] D. Apply a colour scheme that is appropriate for the template all at once with the colour palette.

- [ ] E. Submit a URL reference of a site where the colour palette will be matched automatically.

Answer(s): A B D

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2. 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?
Select one or more of the following:

A. Custom Lightning Component and Apex Class

B. Single Sign-on and AppExchange

C. Auth Provider and Flow

D. Auth Provider and Registration Handler

Answer(s): D

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3. 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?
Select one or more of the following:

A. Create a "Tips and Techniques" knowledge category and ask the lab to reassign their articles

B. Create a workflow rule that assigns the "Tips and Techniques" topic to all knowledge of articles in that category

C. Ask the lab to assign this topic to all articles as part of their quality control process before publishing

D. Set up automatic topic assignment and map the "Container Best Practices" category to the "Tips andTechniques" topic

Answer(s): D

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4. Universal Containers wants to create a Customer Community venue product line with the following requirements:
- Use the customer service template
- Track Community members' login countries
- Display SharePoint documents for the customer
- Display product documentation from Adobe Experience Manager
Which three integrations what do Community Cloud consultant need to configure to meet these requirements?
Choose 3 answers
Select one or more of the following:

☐ A. SharePoint Web Services

☐ B. Files Connect

☐ C. CMS Connect

☐ D. Google Analytics

☐ E. Salesforce Knowledge

Answer(s): B C D

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5. Your company is using the Napili template and is expanding internationally and now requires your Community to support multiple languages what steps should you take to support this in your community?

> A. Multiple community languages are not supported5. Enable the Language Picker in the Community Builder and select the supported languages in Community Settings

> B. Select the available languages in the Setup Menu and drag the Language Picker onto the Community Template

> C. Enable Community Language Picker in the setup menu and select the supported languages in the Community Builder

> D. Enable the Language Picker in the Community Builder. Salesforce will automatically present a list of supported languages

Answer(s): B

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6. 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(s): B

7. Universal Containers needs to add a page to their Napili Community. Authors will manually add the content to the page. What should be the first step to add this page to the site?

A. Create a standard page

B. Clone an object page

C. Create an object page

D. Clone a standard page

Answer(s): A

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8. 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

Answer(s): A C

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9. 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 discussion NOT visible to partners.
- The Channel Manager can bring any Universal Containers Employee to the discussion

- Universal Contianers employees may or may NOT have access to the Partner Community

How should a Salesforce Admin fulfil those requirements?

A. Leverage Opportunity feed and group record layout for access control.

B. Leverage unlisted groups and record sharing for access control.

C. Leverage Opportunity feed and manual shares for access control.

D. Leverage private groups and record sharing for access control.

Answer(s): C

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10. Universal Containers needs to create a Navigation link to the company's website inside their Customer Service (Napili) Template-based Community.
Which standard functionality should be used to accomplish this task?

A. Upload an HTML header in Community Management with Javascript that contains a link to the external website.

B. Create a rich text field inside the Navigation object and include the website URL as an href link.

C. Create a Navigation menu item inside Community Builder with External URL type.

D. Update the Default Website Link property inside Property Editor to the company's website.

Answer(s): C

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11. Universal containers houses their order information in their legacy backend systems. Customers need to see their orders from the back office in their customer-facing Community.

- The existing Salesforce org (which hosts the community) has integration with the backend legacy system using Salesforce Connect
- Customer users only need to see their orders in the Community
- Orders are currently public read-only
- Customer users need to access fields that are already part of the existing integration

What two things should do Salesforce Admin do to meet these requirements? Choose 2 answers

A. Leveraging existing integration with the legacy system

B. Set the external users' organisation wide defaults to private for external order objects

C. Creating a new integration with the legacy system for customer users

D. Update the customer user profile and given the "view all" permission on the integration object

Answer(s): A D

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12. 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 3 answers.

A. Configure a search for articles and discussions in the Community.

B. Gather branding assets, including images and logo for the Community.

C. Create email templates to be used in the community.

D. Add discussions on topics that can be published in the Community.

E. Enable the Service Cloud features to be used in the Community, including Knowledge and Case.

Answer(s): B C E

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13. 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

Answer(s): B

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14. A Salesforce Admin is launching a new Community in the Napili template for approximately one million members. The Community is built with native Community template features and is within published member limits. Which three actions should the Salesforce Admin take before the Community launches? Choose 3 answers

☐ A. Prepare for cases logged by Community members and automation around auto response, case assignment, and escalation rules

☐ B. Performance test the Community with a large number of members with increased activity

☐ C. Test the Community for member activity, including cases and articles

☐ D. Formalize the member registration process, including automating the account assignment or person account creation

☐ E. Make sure customers are NOT members of other Salesforce Communities

Answer(s): A C D

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15. 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(s): A C

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16. 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. Update the Admin profile so that the Knowledge tab is visible.

B. Add the Global Header permission set to all Community users.

C. Edit the Partner Community profile so that the Knowledge tab is visible.

D. Create a Knowledge article and make it visible to the appropriate channel.

Answer(s): D

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17. Universal Containers wish to set up an easy to configure and maintain App Launcher with Single Sign On Capabilities.
Which Salesforce Community template would you recommended to best achieve this?

A. Aloha

B. Napili

C. Kokua

D. Koa

E. None of the above

Answer(s): A

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18. Universal containers has the following requirements for its partner Community
- Three levels of role hierarchy for its partner users: Account executive, Account manager, and Account sales rep
- The partner account executive is able to see all of the lead records visible to their team
- The partner account sales rep is unable to see the lead records by other account sales reps, account managers, or account executives
- Partners want to give some Account sales reps access to Lead records owned by other Account sales reps for the same partner account.
Which two steps should the Salesforce administrator text to fulfil these requirements?
Choose 2 answers
Select one or more of the following:

☐ A. Enable super user access to contacts for users assigned to the Account sales rep role

☐ B. Enable super user access in Community Management

☐ C. Enable super user access in Community Settings

☐ D. Enable super user access to contacts for assigned users to the Account manager role

Answer(s): A C

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19. Where do you go to do this? You wish to edit the Community Head Markup.

A. Developer Console

B. Community Builder >> Settings >> Advanced

C. Community Manager >> Administration >> Settings

D. Modify the hidden Community Lightning Component which is displayed when editing the community

E. Upload a HTML static resource named Head Markup

Answer(s): B

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20. 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

Answer(s): B