

Certification Preparation for Community Cloud Consultants

1. 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 Community login support for employees in the Portal configuration.

B. Enable Guest User access in Communities to support seamless access to Communities from the Portal.

C. Add Social-Sign-on to allow users to log in from the Portal without signing into the Community.

D. Configure Single Sign-on in Salesforce and reuse the federated authentication providers in the Community.

Answer(s): D

2. 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. Install and configure the Community Lightning Components for surveys and electronic signatures available from the two partners

B. Design and develop custom Community Lightning Components for surveys and electronic signatures

C. Install and configure the non-Lightning Components for surveys and electronic signatures available from the partners

D. Design and develop an API -level integration with the survey and electronic signature partners and make it available for Community users

Answer(s): A

3. Universal Containers build a Community on the Customer Service (Napili) Template. The Salesforce Admin customised a few pages by adding custom-built Lightning components. The Salesforce Admin upgraded the template to the latest version.

A. The Lightning components are NOT on the page, but are available in the Community Builder

B. The Lightning components are on the page and load as expected.

C. The Lightning components are neither on the page nor in the Community Builder

D. The Lightning components are on the page, but will NOT load until the Community is published.

Answer(s): B

4. Universal Containers need employees who already have access to Salesforce to get access to a Customer Community they have just launched. The employee Salesforce profiles have been added to the Community.

A. Request that employees with Salesforce access register as Community users.

B. Assign the Customers Community app to the Salesforce user profile.

C. Add public access to Chatter to the profile.

D. Enable the "View Global Header" permission for Salesforce users.

Answer(s): D

5. How should the Salesforce Admin meet this requirement? Universal Containers creates a Community for their partners. Members of the Community should not be able to participate in discussions with other members.

A. Update the Internal User record to Private under Sharing Settings.

B. Turn off Portal User Visibility under Sharing Settings.

C. Deselect Community User Visibility under Sharing Settings.

D. Create a sharing group for partner accounts under Sharing Settings.

Answer(s): C

6. Regional Containers have been developing their Partner Community, they have created all the required pages, content and have created all the Community users and relevant profiles they activated the Community 10 minutes ago, when were the Partner Users notified of their community login credentials?

A. After development when the community was activated

B. Users are not notified until the Invite Members checkbox is selected within the Community Manager

C. During development when the profile was added to the Community Configuration

D. During Development when the contacts were created as Community Users

Answer(s): A

7. 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 fulfill these requirements?

A. Use custom objects, record feeds, and control access through sharing.

B. Add private groups and add project records to the group.

C. Create unlisted groups and add project records to the group.

D. Build a custom Visualforce project space and control access through sharing.

Answer(s): A

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

A. Create new Community profiles with the modified features and assign them to customers when the Community is ready for customers.

B. Make changes to the existing Community after testing in a Sandbox and publish the Community when the changes are ready for customers.

C. Build a new Community with required features after testing in a Sandbox and deactivate the existing Community

D. Deactivate the Community to make changes to the Community and reactivate with changes after testing in a Sandbox

Answer(s): D

9. 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. Unpublish and republish the Napili template

B. Refresh the Salesforce component list in Community Builder

C. Enable Chatter for the org

D. Upgrade the template to the latest version

Answer(s): C

10. Universal Containers built a Community on the Customer Service Template. The Salesforce Admin customized a few pages by adding custom-built Lightning components. The Salesforce Admin upgraded the template to the latest version. What is the status of the custom Lightning components on the page after the upgrade?

A. The Lightning components are NOT on the page, but are available in Community Builder.

B. The Lightning components are on the page and load as expected.

C. The Lightning components are neither on the page nor in Community Builder.

D. The Lightning components are on the page, but will NOT load until the Community is published.

Answer(s): C

11. Universal Containers recently rolled out a Community to their partners.

A. Create a sharing rule to share leads and opportunities to internal users.

B. Use sharing sets to share leads and opportunity to internal users.

C. Create a public group and include partners and share records to the public group using sharing rules.

D. Allow partner users to manually share the leads and opportunities with internal users.

Answer(s): C

12. Universal Containers builds a self-service Community. They need to delegate moderation activities (e.g.

A. Assign the "Moderate Communities Files" permission to these members.

B. Activate a moderation rule for certain members.

C. Activate "Allow Members to Flag" for certain members.

D. Assign the "Moderate Communities Feeds" permission to these members.

Answer(s): A,D

13. Universal Containers is planning to build a Lightning Community for employees. Employees need to see department-specific content when they first log into the community. How should the Community Cloud consultant meet this requirement?

A. Assign separate Visualforce pages for each department

B. Target employees using audiences based on user object criteria

C. Develop a login flow with unique endpoints for each department

D. Create content using Content Management in Workspaces

Answer(s): A

14. 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 Case Escalation rules

C. Enable Knowledge and Articles

D. Enable question-to-case functionality

Answer(s): C

15. 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 3 answers Select one or more of the following:

A. Enable multiple languages in the Knowledge language settings

B. Use the language selector component to let users select their preferred language

C. Set up custom URLs to route users from country domains to the correct Community pages

D. Embed a link to Google Translate all pages

E. Set up Translation Workbench and ensure translators are assigned

Answer(s): A,B,E

16. A Salesforce Admin needs to add Reputation to the home page in the Customer Service Napili Community.

A. Create a custom Lightning component and add it to the home page

B. Enable Chatter for the Customer Service Napili Community

C. Add a generic component and name it Leaderboard

D. Drag and drop the Reputation Leaderboard component onto the home page

Answer(s): D

17. Northern Trail Outfitters has released a Customer Service Community for its users and trekking equipment.

A. Subscribe to Questions and posts

B. Subscribe to Topics associated with Questions and posts

C. Subscribe to an RSS feed about Questions and posts

D. Follow users associated with Questions and posts

Answer(s): D

18. When architecting a community strategy it is important to consider portal role count limitations. What is the maximum number of portal roles that can exist in an organization?

A. 2,500

B. 10,000

C. 1,000

D. 5,000

E. 4,000

Answer(s): D

19. Universal Containers (UC) wants to make sure its brand is applied to the Chatter notification emails sent to users from the Community. Which three aspects can UC customize on these types of emails? Choose 3 answers. Select one or more of the following:

A. Email format

B. Fonts

C. Logo

D. Sender's email address

E. Footer text

Answer(s): C,D,E

20. The coffee company sells products for coffee shops and consumers. The company is planning to launch a Community and has the following goals:

A. Use a Visualforce page lightning component

B. Use build your own lightning template

C. Use custom lightening components

D. Use B2B commerce for community cloud

Answer(s): D
