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Salesforce Community-Cloud-Consultant

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QUESTION NO: 1

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: D

QUESTION NO: 2

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.

ANSWER: A D E

QUESTION NO: 3

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

Universal Containers use 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.

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: D

QUESTION NO: 4

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. Add the logo to the Login & Registration setup page in Community Management.

B. Upload the logo as an externally available Document and include it in the login page.

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.

ANSWER: A

QUESTION NO: 5

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

ANSWER: C D

QUESTION NO: 6

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: B

QUESTION NO: 7

Select two ways you are able to integrate Google Analytics with a template based Community. 2Answers

A. Community Builder >> Settings > > Analytics Setup

B. Community Builder >> Settings >> Advanced >> Google Analytics Tracking

C. Community Builder >> Settings >> Advanced >> Edit Head Markup

D. Setup Menu >> Google Analytics >> Communities

E. Community Manager >> Settings >> Advanced >> Google Analytics Tracking

ANSWER: B C

QUESTION NO: 8

What declarative Community Branding features are available in the Community Builder? [Pick 3]

A. Custom Fonts

B. Company Logo

C. Accessibility Colours Selection

D. Overlay Colour

E. Header Fonts

ANSWER: B D E

QUESTION NO: 9

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: A D

QUESTION NO: 10

The product marketing team is revising its product data sheets and FAQ documentation to msupport 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 3 answers

Select one or more of the following:

A. Use the Recommendations component to promote specific articles to defined groups of users (Channels)

B. Place hotlink URLs to these topics in the header component

C. Create a new navigational topic for "New Products" and make sure the new articles are massigned to that user

D. Make sure that the right fields in the Knowledge object are indexed to improve results in the Universal Search component

E. Use the Featured Topics component to promote the topics related to these new articles

ANSWER: A C E

QUESTION NO: 11

Universal Containers builds a Community to expose Leads and Opportunities to their resellers. They have a team Of Channel Managers who manage the partner accounts. Universal Containers wants each Channel Manager to be able to: • Grant Or remove employees access to the partner account. • Specify the access level (Read, Read-Write). • Add or remove a group of employees to the partner account. • Manage their Own group Of employees. How should the Salesforce Admin fulfill this requirement?

A. Leverage manual shares.

B. Leverage Account Teams.

C. Leverage public groups.

D. Leverage sharing rules.

ANSWER: B

QUESTION NO: 12

Universal containers want to make sure their customers can get access to their (authenticated) customer community on demand. What are the steps required to set up Community Self Registration?

A. Enable Self Registration in the Community Builder and modify the Communities Self Registration APEX controller with the Community ID

B. Enable Self Registration in Community Settings and modify the Communities Self Registration APEX controller with the Account ID

C. Enable Self Registration in Community Settings and modify the Communities Self Registration APEX controller with the Community ID

D. Enable Self Registration in Settings and modify the profile lookup to associate the profile to the new user on creation

E. Enable Self Registration in the Community Manager and modify the Communities Self Registration APEX controller with the Account ID

ANSWER: E

QUESTION NO: 13

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.

ANSWER: D

QUESTION NO: 14

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. Enable Moderation for the Community to block offensive or inappropriate content.

B. Use moderation rules in the Community to block offensive or inappropriate content.

C. Create Process flows to identify posts with the offensive or inappropriate words and replace with other content.

D. Write a trigger to identify posts with the offensive or inappropriate words and replace with other content.

ANSWER: B

QUESTION NO: 15

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

ANSWER: A D