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Salesforce Certified Community Cloud Consultant

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Question: 88

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

Answer: A,C

Question: 89

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 community is in Active status.
B . Are sure the community is in Published status.
C . Set the community in preview status to review before changing it to Active status.
D . Make sure the users have their profiles established in the community.
E . Set the email check box option at the community level.

Answer: A,D,E

Question: 90

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?

Select one or more of the following:
A . Create a change set to include the changes from the first Lightning Community and
create new Communities using that change set
B . Use the Partner Central Template and repeat all of the setup steps for each cloned Community
C . Export the new Lightning Community as a template and create new Communities using the exported template
D . Create new Communities using the Build Your Own template and repeat all set up steps that each cloned Community

Answer: C

Question: 91

It’s been a long and exciting week of developing your new Customer Community, so exciting in fact you just removed the Administrator profile from the Selected Community Profiles and can no longer access the Community .

What should you do next?
A . Create a case with Salesforce support
B . Disable the community and reactivate it as this automatically adds the Administrator Profile
C . Perform Community Membership updates using the API
D . Go into Setup >> Community Settings and Select >> Apply default access settings

Answer: C

Question: 92

What are the two most efficient ways for a Salesforce Admin to accomplish this task? Universal Containers is launching a Community to drive their channel sales. The requirements are as follows:

• Integration with a Back-Office Legacy System that supports API-Level Integration and Salesforce Connect. This integration does not exist today.

• Integration with a pricing and quoting tool. This integration exists today for internal users in the Salesforce org.

• External partner users must be able to configure the quote using the pricing and quoting tool from the Community.

• The pricing and quoting tool must support Community users.

• Universal Containers owns licenses for Salesforce Connect.
A . Integrate the Back-Office Legacy System using custom code development.
B . Integrate the Back-Office Legacy System using Salesforce Connect.
C . Integrate the pricing and quoting tool by configuring external users to make it available in the Community.
D . Integrate the pricing and quoting tool by creating custom code to make it available in the Community.

Answer: B,C

Question: 93

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: B

Question: 94

You want to make sure that you drive adoption, monitor engagement, and build a vibrant community .

What should an Administrator do to achieve this?
A . Build up a network of brand ambassadors and make them moderators in your community
B . Develop a lightning component that runs frequent promotions
C . Install the Communities Reports and Dashboards package from the AppExchange
D . Develop Reports and Dashboards built of the Network Object to understand insights from your communit
E . Ensure that you have community promotions built into your Journey Builder on Marketing Cloud

Answer: C

Question: 95

Universal Condiments want to recognize active and respected Community Members with special Community types post on the reputation points that they are acquiring through their interactions within the Community .

What feature is a good fit for Universal Condiments requirement?
A . Reputation Types
B . Reputation Categories
C . Reputation Groups
D . Reputation Levels
E . Reputation Ranks

Answer: D

Question: 96

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 recommended to accomplish this? Select one or more of the

following:
A . Use a trigger to create Community users for all related contacts on the account
B . Use a workflow rule to create a task for the administrator with a list of contacts that should be users
C . Send an email to the administrator when the opportunity is marked closed won so they can create users
D . Use a schedule report that alerts the Salesforce administrator of the new contacts

Answer: A

Question: 97

Universal Containers is leveraging Salesforce Content and needs to rnake 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 Customer Community Login license.
B . Users with the High-Volume Customer Portal license.
C . Users with the Customer Community license.
D . Users with the Customer Community Plus license.

Answer: D

Question: 98

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

Answer: A,B

Question: 99

Bagel World wish to engage with both their partners and customers alike and luckily have just purchased Salesforce. The only difference in the experience is that Partners will have access to their Bagel World Opportunities .

What would you recommend to Bagel World?
A . Create 1 Community for both customers and partners
B . Create two Communities and give Partners access to both and only have Opportunities available in the Partner Community
C . Create 1 Community for both Customers and Partners and enable Super User Access for Partners
D . Create 2 Communities 1 Partner Community and 1 Customer Community

Answer: A

Question: 100

Regional Containers have asked you for help in setting up their Custom Domain for their Customer Community so that the community URL looks like it is hosted on the company website .

Why type of record will you need to add to the DNS in order to achieve this?
A . MX Record
B . TXT Record
C . NS Record
D . CName Record
E . AAAA Record

Answer: D

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