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Certified Community Cloud Consultant



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Question: 98

Universal Containers needs to create a Support Community with the following requirements:

- Customer and partner users will be members of this community and use the Customer Community and Partner Community License, respectively.
- A customer user should be able to see all cases opened for their account, including cases opened by their colleagues.
- Customer users must be able to collaborate with all Community users.

What two things should a Salesforce Admin do to accomplish this? (Choose two.)

- A . Create a Sharing Set on the Case object.
- B . Enable Super User access for customer users.
- C . Set up Delegated Admin access for customer users.
- D . Select the Community User Visibility checkbox.

Answer: BD

Question: 99

Universal Container's Community Manager wants to better measure the Community adoption and engagement.

Which approach should the manager use?

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

Answer: C

Question: 100

Universal Containers is building a Customer Community.

What can the Administrator add to the Navigation Menu?

- A . Salesforce Objects, Topics, Community Pages, External URL, Forecast
- B . Salesforce Objects, Community Pages, App Launcher, External URL
- C . Salesforce Objects, Topics, External URL, Lightning Component, Community Pages
- D . Salesforce Objects, Global Actions Community Pages, External URL

Answer: C

Question: 101

Universal Containers has built a Partner Community for its users. Users must accept an agreement when logging into the Community for the first time.

What are three ways for a Salesforce Administrator to meet this requirement? (Choose three.)

- A . Leverage audiences and page variations to hide content in the Community until the user agreement has been accepted.
- B . Use login flows to show the user agreement when Community users log in for the first time.
- C . Build a Site.com page with a user agreement and replace the login page with “complete registration on acknowledgment.”
- D . Redirect users to a custom page displaying a user agreement before users log in for the first time.
- E . Customize the user registration page to include the user agreement and “complete registration on acknowledgment.”

Answer: AE

Question: 102

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: 103

Universal Containers (UC) is migrating from a legacy portal to a new Community. UC needs to stand up the new Community immediately where users can ask questions and provide answers.

Which Community template should the Community Cloud consultant recommend?

- A . Customer Account Portal
- B . Customer Service
- C . Salesforce Tabs + Visualforce
- D . Partner Central

Answer: B

Question: 104

A healthcare company wants to create a Community for its patients and providers. The Community needs to be optimized for healthcare use cases and follow industry best practices.

What should the Community Cloud consultant consider first to meet the requirements?

- A . Lightning Community templates
- B . Custom solutions

- C . Business Value Map and ROI
- D . Lightning Bolt solutions

Answer: A

Question: 105

Universal Containers launched a Lightning Customer Community that lists store locations through a custom object, Store Locations. Users searching for locations are unable to see any Store Locations records.

Which three actions should the Community Cloud consultant take to solve this issue? (Choose three.)

- A . Add an HTML component with a link to the Store Locations Community page.
- B . Enable Read access on the user profile to the Store Locations object.
- C . Add the Store Locations object pages to the Community navigation.
- D . Associate a tab to the Store Locations object.
- E . Define the Store Locations object in the Global Search Results component.

Answer: DE

Question: 106

Universal Containers (UC) recently built a Community for its customers. UC stores customer invoices outside of Salesforce. UC wants to allow customers to be able to search for and view their invoices immediately after creation.

Which Salesforce feature should the Community Cloud consultant recommend?

- A . Chatter and Files
- B . External Services
- C . Files Connect
- D . Files Sync

Answer: C

Question: 107

Universal Containers has created a new Lightning Community in the sandbox using the Partner Central template. The Partner Community is built using standard Lightning Components, custom Lightning Components, and object pages.

What should the Administrator use to migrate changes from sandbox to production?

- A . Change sets
- B . Force.com IDE
- C . Metadata API
- D . Template export

Answer: A

Question: 108

Universal Containers uses a third-party billing system for storing invoice records and wants to show these records on its Salesforce Partner Community.

What should a Community Cloud consultant suggest as a method of implementation?

- A . Configure Files Connect and include the external object in the global search.
- B . Configure Salesforce Connect and define the required External Objects.
- C . Create a custom Lightning Component to display the information in an iframe.
- D . Use the standard Files component and define the third-party billing system as a source.

Answer: A

Question: 109

A company uses CMS (Content Management System) to store and manage public content. The VP of Advertising wants to run marketing and advertising campaigns in the Community using that content.

How should the Administrator render advertising content in the Community?

- A . Download and install the Community Content package from the AppExchange.
- B . Use Process Builder to import content from the CMS on a periodic basis.
- C . Configure CMS Connect to pull content from the CM
- E . Build a custom integration point between the CMS and the Community.

Answer: C

Question: 110

Universal Containers (UC) is implementing a self-service Community. UC has a high volume of customers with complex hierarchies. The majority of UC customers have multiple Accounts and frequently add new Accounts. Universal Containers wants customers to be able to create new Accounts and Contacts on their own.

Which two license types should UC's Salesforce Administrator recommend? (Choose two.)

- A . Customer Community Login
- B . Customer Community
- C . Customer Community Plus Login
- D . Customer Community Plus

Answer: CD

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