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QUESTION 1

A Community has two types of users:

- External users who can belong to multiple Communities.
- Internal users who belong to one or more Communities.

Which two features allows both user groups to navigate between each Community? Choose 2 answers.

- A. Mobile Administration.
- B. Global Header.
- C. Community URL.
- D. Appending "/one/one.app" to the Community URL.

Correct Answer: BC

QUESTION 2

Universal Containers is setting up their moderation settings on their Community. They have developed 7585 keywords to monitor. What is the minimum number of keyword lists needed to accommodate all 7585 keywords?

- A. 5
- B. 2
- C. 4
- D. 3

Correct Answer: C

QUESTION 3

Universal Containers uses discussions to engage with its customers and wants to pin posts to the top of the thread when a solution to question is provided.

Which three options will allow Universal Containers to meet its requirements?

Choose 3 answers

- A. Any community member can pin a post to the top of the feed
- B. The person who posted the question can select the best answer
- C. The person who answered the question can select the best answer
- D. An authorised user can pin a post to the top of the feed

E. The community moderator can select the best answer

Correct Answer: ACE

QUESTION 4

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?

- 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

Correct Answer: AC

QUESTION 5

Universal Containers need to launch a Community within 2 weeks. Everything must be driven by configuration with no custom code or AppExchange components.

The following are the requirements for their Community:

- Branding is limited to the logo and company colour palette.
- Chatter Groups will be used for private product collaboration.
- Users should be able to submit a support case

-

Users should be able to view invoice information (external object using Salesforce Connect)

Users should be able to view order information (saved in the Standard Order object in Salesforce)

Which three requirements can be accomplished with the Customer Service (Napili) Template?

Choose 3 answers.

- A. Branding is limited to the logo and company colour palette.
- B. Chatter Groups will be used for private product collaboration.
- C. Users should be able to submit a support case
- D. Users should be able to view invoice information (external object using Salesforce Connect)
- E. Users should be able to view order information (saved in the Standard Order object in Salesforce)

Correct Answer: ACD

QUESTION 6

Universal Containers builds their customer Community on Napili templates. They create several recommendations that are visible on the home page, including one for their annual conference event. After the event, the Salesforce Admin needs to remove the event recommendation. Where should the Salesforce Admin delete the recommendation?

- A. From the All Communities setup page
- B. From the Community Workspace
- C. From the Community site
- D. From the Community Builder

Correct Answer: A

QUESTION 7

Universal Containers uses Customer Community licences.

One of its largest customers wants to run reports. What licence type will allow Universal Containers to meet this requirement? Select one or more of the following:

- A. Customer Community Plus
- B. Lightning External Apps
- C. High Volume Customer Portal
- D. Portal Manager

Correct Answer: A

QUESTION 8

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. Design and develop an API -level integration with the survey and electronic signature partners and make it available for Community users
- B. Install and configure the Community Lightning Components for surveys and electronic signatures available from the two partners
- C. Install and configure the non-Lightning Components for surveys and electronic signatures available from the partners
- D. Design and develop custom Community Lightning Components for surveys and electronic signatures

Correct Answer: B

QUESTION 9

You wish to edit the Community Head Markup, where do you go to do this?

- A. Developer Console
- B. Community Builder >> Settings >> Advanced
- C. Upload a HTML static resource named '\\Head Markup\\'
- D. Community Manager >> Administration >> Settings
- E. Modify the hidden Community Lightning Component which is displayed when editing the community

Correct Answer: B

QUESTION 10

Universal Containers builds a Community on the Customer Service (Napili) Template. The Community Manager needs to add rich content and collaboration capabilities (e.g. feed and publisher) to an existing object page.

What is the fastest way for the Salesforce Admin to do this in Community Builder?

- A. Edit the object page, add the components, and publish.
- B. Create an object page, add the components, and publish.

- C. Install the collaboration Lightning app, add the app components to the page, and publish.
- D. Add a page variation, add the components, set the page as active, and publish.

Correct Answer: A

QUESTION 11

What are the two ways to integrate Google Analytics with a template based Community?

- A. Setup Menu >> Google Analytics >> Communities
- B. Community Builder >> Settings >> Analytics Setup
- C. Community Builder >> Settings >> Advanced >> Edit Head Markup
- D. Community Builder >> Settings >> Advanced >> Google Analytics Tracking
- E. Community Manager >> Settings >> Advanced >> Google Analytics Tracking

Correct Answer: CE

QUESTION 12

The Community administrator at Universal Containers has received reports from users about not being able to see each other in the People tab. However, users are able to view other's conversations within groups of which they are a part.

Why are users unable to see each other in the People tab?

Select one or more of the following:

- A. External users cannot view each other within Partner Communities
- B. Users did not approve each other's Friend Requests within the Community
- C. External users can only view each other if they are in the same Account
- D. The Administrator has deselected Community User Visibility

Correct Answer: D

QUESTION 13

Universal Containers has the following requirements:

- Enable VIP community access once a customer has reached \$1 million in revenue
- Maintain customer revenue in Salesforce

-

All customers must have access to the general customer community

-

VIP customers must have access to VIP information in the community

-The number of profiles in Salesforce must be limited

How should the Salesforce Admin provide VIP users access to the VIP information?

- A. Create a permission set that has permissions to the VIP information and add it to VIPcustomers.
- B. Create a profile that has permissions to the VIP information and assign it to the VIP communityusers.
- C. Create a sharing set that allows VIP customers to access VIP information.
- D. Create a sharing rule that allows VIP customers to access VIP information.

Correct Answer: A

QUESTION 14

Northern Trail Outfitters has released a Customer Service Community for its users and trekking equipment. Users can ask and answer questions in the Community. Customers have asked how to be notified of new questions or information posted in the Community about specific products. What should the Administrator recommend?

- A. Subscribe to an RSS feed about Questions and posts
- B. Subscribe to Questions and posts
- C. Follow users associated with Questions and posts
- D. Subscribe to Topics associated with Questions and posts

Correct Answer: C

QUESTION 15

A Salesforce Admin at Universal Containers needs to set up moderation rules and criteria for their customer Community. There are 18 separate keyword criteria for this community. How many rules are required to accommodate all of the criteria?

- A. 5
- B. 6
- C. 8
- D. 18

Correct Answer: D

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