



# C OM MUNITY-CLOUD-CONSULTANT<sup>Q&As</sup>

Salesforce Community Cloud Consultant

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### QUESTION 1

Universal Containers builds a Customer Community on the Customer Service Template. They add a record list component to the right column of the home page. This component needs to show customers their five most recent cases. They already created a "My Cases" list view. How should a Salesforce Admin set the record list component properties?

- A. Use the Case object with full layout, return five records, and use the "My Cases" list view.
- B. Use the Case object, return five records, use the "My Cases" list view, and disable public access.
- C. Use the "My Cases" list view with compact layout, return five records, and disable public access.
- D. Use the Case object with compact layout, return five records, and use the "My Cases" list view.

Correct Answer: A

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### 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?

Select one or more of the following:

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

Correct Answer: B

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### QUESTION 3

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.

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The existing Salesforce Org (which hosts the Community) has integration with the backend legacy system using Salesforce Connect.

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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 the Salesforce Admin do to meet these requirements?

- A. Leverage existing integration with the legacy System.
- B. Create a new integration with the Legacy System for customer users.
- C. Update the customer user Profile and give them the "View all" permission on the integration object.
- D. Set the External Users\\' Organization-Wide Defaults to Private for external objects.

Correct Answer: AD

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#### QUESTION 4

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

Correct Answer: ACE

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#### QUESTION 5

A Salesforce Admin needs to enable public access, such that Community collaboration features are accessible to guest users.

How should the Salesforce Admin perform this task?

- A. Create public-free web pages and use Community only for authenticated users.
- B. Create Force.com sites and update guest user login access.
- C. Allow users to access the Community with guest user login credentials.
- D. Enable "Public can access the community" checkbox under General Settings in Community Builder.

Correct Answer: B

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