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Salesforce Community Cloud Consultant

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QUESTION 1

Universal Containers launches a Partner Community for their resellers who have access to Leads, Opportunities, and Dashboards. Universal Containers has the following requirements to support their partners during the sales cycle:

Universal Containers can engage with partners during the Sales cycle. Universal Containers can have internal users NOT visible to partners. The Channel Manager can bring any Universal Containers employee to the community. Universal Containers employees may or may NOT have access to the Partner Community.

How should a Salesforce Admin fulfill those requirements?

- A. Leverage Opportunity feed and manual shares for access control
- B. Leverage unlisted groups and record sharing for access control
- C. Leverage private groups and record sharing for access control
- D. Leverage Opportunity feed and group record layout for access control

Correct Answer: C

QUESTION 2

Which aspect of Reputation can an Administrator configure?

Select one or more of the following:

- A. Disable reputation for specific members in the community by user profile
- B. Select badges for each reputation level from a provided icon library
- C. Add new reputation levels automatically when specified point thresholds are reached
- D. Exclude contributions to records when counting points towards reputation levels

Correct Answer: C

QUESTION 3

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 3 answers

Select one or more of the following:

- A. Create email templates for the community to be used in the Community
- B. Add discussions on topics that can be published in the Community
- C. Enable the Service Cloud features to be used in the Community, including knowledge and case
- D. Configure a search for articles and discussions in the Community



E. Gather branding assets, including images and logo for the Community

Correct Answer: ACE

QUESTION 4

Universal Containers have launched their Customer Community on the Koa template. Community members have asked your advice for accessing the community on iOS devices, what do you recommend?

- A. IOS users should download the Salesforce1 app and access the community through the Salesforce1 switcher
- B. All users should access a Koa Community via a Desktop browser only
- C. IOS users should download the OneCommunity app where they can use their regular community login credentials to access the Community
- D. Navigate to the community URL in the browser and a mobile experience will be automatically rendered

Correct Answer: D

QUESTION 5

Universal Containers wants to launch a Community where customers can complete a registration form to gain access to the Community. How should a Salesforce Admin add this capability to the Community? Choose one answer

- A. Implement a Web-to-case form to capture user details and use case details to create a Community user
- B. Create a publically accessible custom page with the registration details and add a link to the Community login page
- C. Use the registration form in the company website and allow users to register
- D. Enable the option Allow External Users to Self-register in the Community Management page

Correct Answer: D

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