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Salesforce Community Cloud Consultant

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QUESTION 1

What are the four stages of the Community Roll-out framework?

- A. Plan > Develop > Test > Review
- B. Design > Implement > Grow > Review
- C. Create > Communicate > Design > Implement
- D. Analyse > Design > Implement > Maintain
- E. Establish > Manage > Measure > Engage

Correct Answer: E

QUESTION 2

When testing the Community, the Salesforce Admin notices that the Knowledge tab is NOT Visible to all partner Community users. What should the Salesforce Admin do to fix this problem?

- A. Update the Admin profile so that the Knowledge tab is visible.
- B. Add the Global Header permission set to all Community users.
- C. Edit the Partner Community profile so that the Knowledge tab is visible.
- D. Create a Knowledge article and make it visible to the appropriate channel.

Correct Answer: D

QUESTION 3

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 4

What permission(s) would you assign a community manager?

- A. Communities Administrator
- B. Setup and Create Portals
- C. Manage Community Settings
- D. Create and Setup Communities
- E. Manage Portals

Correct Answer: C

QUESTION 5

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

Correct Answer: A

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