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MUNITY-CLOUD-CONSULTANT Q&As

Salesforce Community Cloud Consultant

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QUESTION 1

One of the features of Salesforce Communities is being able to nest Topics (i.e. Level 1 (parent), Level 2, Level 3) what is the maximum number of topics you are able to create for each level?

A. Level 1 = 25, Level 2 = 15, Level 3 = 10

B. Level 1 = 20, Level 2 = 20, Level 3 = 20

C. Level 1 = 10, Level 2 = 15, Level 3 = 20

D. Level 1 = 25, Level 2 = 10, Level 3 = 10

E. Level 1 = 35, Level 2 = 10, Level 3 = 15

Correct Answer: D

QUESTION 2

Universal Containers needs to create a Community that meets the following requirements:

-

Self-Service Support Community in which customer and partner users are community members.

-

Partner Users help Universal Containers by adding of resolving cases for their customers within the Community.

-

Partner Users do NOT need access to Leads, Campaigns, and Opportunity objects.

-

Partners use Case Comment and Case Feed to communicate with the Universal Containers team and customers.

Which license type should a Salesforce Admin use for these Partner Users?

A. Employee Community License

B. Customer Community Plus License

C. Partner Community License

D. Customer Community License

Correct Answer: C

QUESTION 3

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. Business value map and ROI

C. Custom solutions

D. Lightning bolt solutions

Correct Answer: A

QUESTION 4

Universal Containers needs a Community for distributors who manage their sales with the following requirements: ?Each distributor has multiple users. ?Users within the same distributor should be able to talk with each other. ?Users should NOT be able to talk with users from other distributors. ?The Knowledge articles and other Community features should be the same for all distributors. Flow should the Salesforce Admin meet these requirements?

A. Create Sharing groups to share users within a distributor. Allow ions, keeping the OWD for Users as private

B. Create a separate Community for each distributor. Allow members to talk within the Community and enable the Community user visibility

C. Enable the Portal user visibility and disable the Community user visibility under Sharing settings. Keep OWD for Users as private for external users

D. Reate a Sharing set to share the users within a distributor in the Community. Allow ions, keeping the OWD for Users as private

Correct Answer: C

QUESTION 5

Northern Trail Outfitters launched a Lightning Community. Community members reports being unable to view the menu option to see their work orders. The Salesforce Administrator has validated the following: The user profile has read access to the work order object - The user profile has membership to the community What should the Salesforce administrator verify to troubleshoot this issue?

A. Work Order is adding to the Navigation Menu in Community Builder

B. Work Order is added to the navigation menu in administration

C. The Work Order tile is added to Community workspaces

D. The Work Order component is marked publicly viewable

Correct Answer: A

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