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Salesforce Community Cloud Consultant

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QUESTION 1

Universal Containers wants its Community users to have the ability to log in using Facebook and Google.

Which set of features should the Administrator use to achieve this goal?

Select one or more of the following: A. Custom Lightning Component and Apex Class

B. Single Sign-on and AppExchange

C. Auth Provider and Flow

D. Auth Provider and Registration Handler

Correct Answer: D

QUESTION 2

Universal Containers needs to create a Support Community with the following requirements:

1.

Customer and partner users will be members of this community and use the Customer Community and Partner Community License, respectively.

2.

A customer user should be able to see all cases opened for their account, including cases opened by their colleagues.

3.

Customer users must be able to collaborate with all Community users.

What two things should a Salesforce Admin do to accomplish this? Choose 2 answers

A. Select the Community User Visibility checkbox

B. Enable Super User access for customer users

C. Set up Delegated Admin access for customer users

D. Create a Sharing Set on the Case object

Correct Answer: AB

QUESTION 3

How Should the Salesforce Admin meet these requirements? Universal Containers need 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 to each other. Users should not be able to talk with users from other distributors. Knowledge articles and other Community features should be the same for all distributors.

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

Correct Answer: C

QUESTION 4

Northern Trail Outfitters launched a Community using the Customer Service template. Community users have requested quick access to the Projects custom object in the Community navigation. The Community user profile has Read access on this object.

Which three actions should a Community Cloud consultant take to fulfil this request?

1.

Add a menu item to the Navigation Menu component

2.

Define an External URL menu item type pointing to the Project list page

3.

Select the list view that appears on the Project landing page

4.

Create a web tab for the Project object through Tabs in Setup

5.

Define a Salesforce Object menu item type for the Project object

A. Export the Customer Community template in the Builder Settings

B. Select the created Bolt solution in the Community Creation wizard

C. Select the created Bolt solution in the Builder Themes

D. Define the name, images, and features of the template

E. Export the Customer Community using Site.com Studio

Correct Answer: ABC

QUESTION 5

Universal Pastries wish to survey their customers in the community after they close a case. How would they achieve this?

A. Build a Surveys Lighting Component

B. Use an AppExchange Survey Lightning Component

C. Build a Surveys Visualforce Page

D. Use the Standard Surveys Lightning Component

Correct Answer: B

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