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NEW QUESTION: 1

A Community Cloud consultant distributes the specialised real estate management Community using a Lightning Bolt solution. Which two items can be included in the Lightning Bolt solution? Choose 2 Answers Select one or more of the following:

- A. Custom applications
- B. Flows and flow categories
- C. AppExchange applications
- D. Standard lightning community templates

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 2

Universal Containers will be implementing several Communities, and wants to ensure login uniqueness.

Which set of license types will enforce username uniqueness across all Salesforce organizations and Communities?

- A. Partner Community and Lightning External Apps Plus
- B. Customer Community, Customer Community Plus, and Lightning External Apps
- C. Customer Community and Partner Community
- D. Lightning External Apps Plus and Lightning External Apps

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 3

Northern Trail Outfitters has released a Customer Service Community for its users for outdoor and trekking equipment. Users can ask and answer questions in the Community.

Customers have asked how to be notified of new questions or information posted in the Community about specific products.

What should the Administrator recommend?

- A. Subscribe to Topics associated with Questions and posts
- B. Follow users associated with Questions and posts
- C. Subscribe to Questions and posts
- D. Subscribe to an RSS feed about Questions and posts

Answer: B ([LEAVE A REPLY](#))

Explanation

NEW QUESTION: 4

Universal Containers sets up and publishes a Community. What three things should a Salesforce Admin do to log into the Community and validate the Community features?

Choose 3 answers

- A. Preview the Community as a specific Community user in the preview mode of the Community builder.
- B. Select a Customer user record and select the Login option.
- C. Log in as a customer to the Community with a Test customer login.
- D. Select the Community from the App Launcher as an internal user.
- E. Choose Login to the Community as a user from the contact record in Salesforce.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

Bagel World wish to engage with both their partners and customers alike and luckily have just purchased Salesforce. The only difference in the experience is that Partners will have access to their Bagel World Opportunities. What would you recommend to Bagel World?

- A. Create 1 Community for both Customers and Partners and enable Super User Access for Partners
- B. Create 1 Community for both customers and partners
- C. Create two Communities and give Partners access to both and only have Opportunities available in the Partner Community
- D. Create 2 Communities 1 Partner Community and 1 Customer Community

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 6

Unauthenticated users are unable to see some articles on a Universal Containers Community. Universal Containers has articles associated to the Public Knowledge Base channel and Topics associated to the correct data categories.

How should the Salesforce Admin troubleshoot this issue?

- A. Create a new data category specifically for Guest Users to display articles.
- B. Create a Featured Topic in the Community Builder to display articles.

- C. Enable public access for the Community in Setup and the Guest User profile.
- D. Check the Article type permissions on the Guest User profile.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 7

A Salesforce Admin needs to add Reputation to the home page in the Customer Service Napili Community. Reputation points and levels have been created. What should the Salesforce Admin do in Community Builder to accomplish this task? Choose one answer

- A. Add a generic component and name it Leaderboard
- B. Drag and drop the Reputation Leaderboard component onto the home page
- C. Create a custom Lightning component and add it to the home page
- D. Enable Chatter for the Customer Service Napili Community

Answer: B (LEAVE A REPLY)

NEW QUESTION: 8

Universal Containers (UC) is building a Community to drive channel sales. UC has 2,000 partner accounts.

The high-level capabilities for UC Partners are:

- Partner users should only see Accounts and Cases that they have access to
- A Partner user must be able to create Cases for all Accounts in their account hierarchy, regardless of whether they are a parent or child Account
- Partner users must be able to collaborate within the private Groups of which they are members

What are two ways the Salesforce Admin should fulfil these requirements?
Choose 2 answers Universal Containers (UC) is building a Community to drive channel sales. UC has 2,000 partner accounts.

The high-level capabilities for UC Partners are:

- Partner users should only see Accounts and Cases that they have access to
- A Partner user must be able to create Cases for all Accounts in their account hierarchy, regardless of whether they are a parent or child Account
- Partner users must be able to collaborate within the private Groups of which they are members

What are two ways the Salesforce Admin should fulfil these requirements?
Choose 2 answers

- A. Set External User Organisation-wide Defaults to Private on the Account and Case Object
- B. Configure an Owner-based Sharing Rule on the Account and Case Object
- C. Use Apex managed sharing on the Account and Case Object
- D. Create a Criteria-based Sharing Rule with read/write access on the Account and Case Object

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 9

universal Containers (UC) is in the process of a digital transformation. UC wants to create a Lightning community built using the partner Central template so partners can view leads and opportunities and submit tickets. Most of the partner teams are comprised of sales reps, team leads, senior advisors, and executives. UC uses a hierarchy-based sharing model for its internal sales team for record access and wants to do the same for partners. What should the Consultant consider when designing the sharing model for the Community?

- A. Community Cloud comes with one partner role per Community and is configurable up to 10 roles per org.
- B. Community Cloud comes with three partner roles per Community and is configuration up to 10 roles per org
- C. Using one Partner Role and super User Access allows record-sharing in communities.
- D. Sharing rules conflict with role hierarchy for sharing records in communities.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 10

What features are you able to take advantage of in the Topic Management section of the Community Manager?

- A. Create, Merge, Rename and Delete Topics
- B. Assign Navigational Topics Only
- C. Assign Featured Topics Only
- D. Assign Featured and Navigational Topics
- E. Define Knowledge Articles that will be displayed against each topic

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

When allowing external users to Create and Edit reports, what important step must your complete first?

- A. Share each Report and Dashboard Folder required with the respective community profiles?
- B. Enable Read and Write to Reports on the Community Profile
- C. Ensure that Create and Edit reports is checked on the Community Profile
- D. Create a Permission Set with Create and Edit reports checked so that you can manage which users within the Community are able to create Reports
- E. Enable the Enhanced Sharing Model

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

Universal Containers plans to use person accounts for their external consultants. They need to allow their consultants to register using the Community.

How can a Salesforce Admin enable this capability in Community using configuration?

- A.** Enable Allow External Users to Self-register in Community Management and leave the account field blank.
- B.** Add a Person Account option to the user registration page and have the option selected by default.
- C.** Allow users to self-register and create a workflow to update contacts to Person Accounts.
- D.** Provide a link to a custom web page that allows external consultants to register and use Salesforce API to create Person Accounts.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 13

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 workflow rule to create a task for the administrator with a list of contacts that should be users
- B.** Send an email to the administrator when the opportunity is marked closed won so they can create users
- C.** Use a trigger to create Community users for all related contacts on the account
- D.** Use a schedule report that alerts the Salesforce administrator of the new contacts

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

Universal Containers builds a Partner Community for their dealers. They set up the partner account with two roles to represent sales employees and their managers.

After going live, the dealerships inform Universal Containers that they need a CEO type of access for specific users who need to access all of the data on the partner account.

How should the Salesforce Admin fulfill this requirement?

- A.** Promote the CEO partner user to delegated admin on the partner account.
- B.** Make the CEO partner user the owner of the partner account.
- C.** Assign Super User access to the CEO partner user on the Contact page.
- D.** Add a third role to the partner account hierarchy for the CEO partner user.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 15

The Universal Containers marketing department has approved a digital experience concept. The CTO has specified that all pages must always load within two seconds and be supported by older browsers.

What underlying Community infrastructure should the Community Cloud consultant utilise to build the Community?

Select one or more of the following:

- A. Tabs + Visualforce Community
- B. Koa or Kokua Community template
- C. Lightning Community
- D. Salesforce Sites

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

What is the maximum number of keyword list criteria in Moderation Settings your Salesforce Org (not Community) can have?

- A. 50
- B. 10
- C. 20
- D. 40
- E. 30

Answer: E ([LEAVE A REPLY](#))

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NEW QUESTION: 17

Universal Containers needs to create a Support Community with the following requirements: * Customer and partner users will be members of this community and use the Customer Community and Partner Community License, respectively. * A customer user should be able to see all cases opened for their account, including cases opened by their colleagues. * 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

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 18

Universal Containers builds a self-service Community. They need to delegate moderation activities (e.g.

removing flags) as well as editing and deleting content to certain members.

Which two things should the Salesforce Admin do to meet this requirement? Choose 2 answers.

- A. Activate a moderation rule for certain members.
- B. Activate "Allow Members to Flag" for certain members.
- C. Assign the "Moderate Communities Files" permission to these members.
- D. Assign the "Moderate Communities Feeds" permission to these members.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

Universal Containers has created a new Lightning Community in the sandbox using the Partner Central template. The Partner Community is built using standard Lightning Components, custom Lightning Components, and object pages.

What should the Administrator use to migrate changes from sandbox to production?

- A. Force.com IDE
- B. Template export
- C. Metadata API
- D. Change sets

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 20

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 ions NOT visible to partners. * The Channel Manager can bring any Universal Containers employee to the ion. * 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 group record layout for access control
- B. Leverage private groups and record sharing for access control
- C. Leverage unlisted groups and record sharing for access control
- D. Leverage Opportunity feed and manual shares for access control

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

Universal Containers have asked you to help them set up their Salesforce Community and one of their requirements is to make Reports and Content available to members. What Community licence type(s) would you recommend? [Select 2]

- A. Customer Community
- B. Salesforce Community Content
- C. Customer Community Plus
- D. Salesforce
- E. Partner Community

Answer: C,E (LEAVE A REPLY)

NEW QUESTION: 22

Universal Containers uses a third-party billing system for storing invoice records and wants to show these records on its Salesforce Partner Community. What should a Community Cloud consultant suggest as a method of implementation?

Select one or more of the following:

- A. Configure Salesforce Connect and define the required external objects
- B. Configure Files Connect and include the external object in the global search
- C. Used the standard files component and define the third-party billing system as a source
- D. Create a custom lightning component to display the information in an iframe

Answer: B (LEAVE A REPLY)

NEW QUESTION: 23

A Salesforce Admin needs to add Reputation to the home page in the Customer Service Napili Community.

Reputation points and levels have been created. What should the Salesforce Admin do in Community Builder to accomplish this task? Choose one answer

- A. Create a custom Lightning component and add it to the home page
- B. Drag and drop the Reputation Leaderboard component onto the home page
- C. Add a generic component and name it Leaderboard
- D. Enable Chatter for the Customer Service Napili Community

Answer: B (LEAVE A REPLY)

NEW QUESTION: 24

You are setting up an Authenticated Community for your Customers many of them speak both English and French how will you ensure the most appropriate language(s) are available to them in your Napili Template Community?

- A. Place the Language Picker Component on the Community home page
- B. Multi-Language support is not available for Napili Template communities
- C. Language will be determined by the language set on their User Profile
- D. Install the Google Translation component which allows Authenticated users to swap between languages

E. Develop a custom lightning component which will allow seamless transition between languages

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

Universal Containers is experiencing an increase in spam in their Community. The Community Manager needs to put in some pre-moderation rules to be alerted when multiple posts occur from the same user over a short period of time. What should the Community Manager do to meet this requirement?

- A. Grant the "Community Moderator" permission to allow access to view engagement reports.
- B. Grant the "Moderate Communities Feed" permission to Community members so they can flag content.
- C. Create a rate rule and apply it to posts with newly registered members as the criteria.
- D. Activate a content rule to flag member-generated content with a Review Moderation action.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 26

Universal Containers sets up and publishes a Community.

What three things should a Salesforce Admin do to log into the Community and validate the Community features? Choose 3 answers.

- A. Select the Community from the global header as an internal user.
- B. Preview the Community as a specific Community user in the preview mode of the Community builder.
- C. Log in as a customer to the Community with a Test customer login.
- D. Select a Customer user record and select the Login option.

Answer: A,B,D ([LEAVE A REPLY](#))

NEW QUESTION: 27

Universal Containers has a Community for partners and another Community for their customers. They want to give their partners access to their Community for customers as well. How should the Salesforce Admin do this?

- A. Create Partner users as members in the Customer Community and send login details to the users
- B. Select the Enable Customer Community user option in the Partner contact in Salesforce
- C. Add the Customer community to the Partner Community user profile
- D. Include the partner profile as a member of the Community for customers.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 28

Universal Containers builds their customer Community on Customer Services Templates. They create several recommendations that are visible on the home page, including one for their annual conference event. After the event, the Salesforce Admin needs to remove the event recommendation. Where should the Salesforce Admin delete the recommendation? Select one or more of the following:

- A. From the Community Workspaces
- B. From the Community site
- C. From the Community Builder
- D. From the All Communities setup page

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 29

Northern Trail Outfitters wants to launch their Community with the following requirements:* Enable Ions* Use Reputation for gamification* View the Trending Articles* Optimized for mobile. Which two requirements will the Salesforce Admin be able to accomplish with the Koa template? Choose 2 answers

- A. Use Reputation for gamification
- B. View the Trending Articles
- C. Optimized for mobile
- D. Enable Ions

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 30

When architecting a community strategy it is important to consider portal role count limitations. What is the maximum number of portal roles that can exist in an organization?

- A. 2,500
- B. 10,000
- C. 4,000
- D. 5,000
- E. 1,000

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

Universal Containers built a Community using the Customer Service Template. They want the Salesforce Admin to enable multilingual support for their Community.

Where can the Salesforce Admin configure the languages supported for this Community?

- A. Site.com Studio
- B. Force.com Sites
- C. Community Settings
- D. Community Builder

Answer: D ([LEAVE A REPLY](#))

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NEW QUESTION: 32

Universal Containers wants to allow customers in the Community to create and edit reports. Which license type should the Salesforce Admin use for these users?

- A. Community Manager Plus.
- B. Customer Community Plus.
- C. Customer Community Member.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 33

Universal Containers adds e-commerce capability to its Community built on the Napili template. They track customer shipments in a Salesforce custom object. How should the Salesforce Admin expose customer shipment data in Community Builder?

- A. Clone an object page and associate it to the Shipment object
- B. Clone a standard page and associate it to the Shipment object.
- C. Create an object page associated to the Shipment object.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 34

Universal Containers built a Community to expose Leads and Opportunities to their resellers. They set up partner accounts with two roles and granted Super User access to the Sales Executives users who are created at the top level of the account role hierarchy. Universal Containers has the following requirements to expose dashboards to their partners: * Partners can NOT modify the dashboard. * Partners only see data within their account. * Partners see all the data on the partner account. How should the Salesforce Admin fulfill these requirements?

- A. Select the Sales Executive as the running user for the dashboards
- B. Select the Channel Manager as the running user for the dashboards
- C. Select the 'Run as logged in user option for the dashboards
- D. Select the owner of the partner account as the running user for the dashboards

Answer: (SHOW ANSWER)

NEW QUESTION: 35

The Universal Containers research lab is publishing its latest research into Knowledge articles assigned to the data category "Container Best Practices." The Community manager wants to make sure that all these articles show up for Community users in the topic area of "Tips and Techniques." How should the Administrator ensure this happens?

- A.** Ask the lab to assign this topic to all articles as part of their quality control process before publishing.
- B.** Create a "Tips and Techniques" Knowledge category and ask the lab to reassign their articles.
- C.** Create a workflow rule that assigns the "Tips and Techniques" topic to all Knowledge articles in that category.
- D.** Set up automatic topic assignment and map the "Container Best Practices" category to the "Tips and Techniques" topic.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 36

Your company has provided you with a list of 'Bad Words' that they would like community users prevented from posting in the community. What do you use to achieve this?

- A.** Member Rules
- B.** Moderation Rules
- C.** Enable Automatic Sensitive Word Filtering
- D.** Member Criteria & Rules
- E.** Content Criteria & Content Rules
- F.** Content Criteria & Rate Rules

Answer: E (LEAVE A REPLY)

NEW QUESTION: 37

Universal Containers built a Community using the Customer Service (Napili) Template. They want the Salesforce Admin to enable multilingual support for their Community. Where can the Salesforce Admin configure the languages supported for this Community?

- A.** Force.com Sites.
- B.** Community Builder.
- C.** Community Settings.
- D.** Site.com Studio.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 38

Universal Containers needs to roll out mobile access in their Community. Their Community environment is as follows:* Five active Communities* Four of the active Communities are

built on the Napili template; one is built in a Visualforce/Tab container* Mobile device: Apple iPhone (iOS)What is the recommended method to ensure access of active Communities on a mobile device?

- A.** Access all Communities via mobile browser using the Community URL
- B.** Access four template -based Communities via Salesforce1 'OS app and Visualforce/Tab Community via mobile browser
- C.** Access four template -based Communities via mobile browser and Visualforce/Tab community via Salesforce1 mobile browser app
- D.** Access all Communities via Salesforce1 iOS app

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 39

Universal Containers rolled out a Community in the Customer Service Napili template for their employees.

The CEO has the following requirements: * All employees can participate in discussions within the Community. * Create a Chatter group for corporate announcements where all employees can participate and comment. * The posts in this group should be visible in the feed of all employees. How should the Salesforce Admin accomplish this task? Choose one answer

- A.** Create a Chatter group in the internal org and create a trigger to make the posts visible to everyone
- B.** Create a Chatter group in the internal Salesforce org and include all employees
- C.** Create a post on a custom object, Announcements that all employees follow
- D.** Create a Chatter group in the Community and include all employees

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

Wendy, the Community Manager at Regional Containers has come to you for advice on managing the Community (Community Manager & Community Builder) from a Mobile Device, what do you recommend?

- A.** Wendy should download the OneCommunity Manager app where she will be able to make limited administrative changes to the Community
- B.** Wendy should access Community Manager and Community Builder via a Desktop browser only
- C.** Navigate to the community URL and append /manage/one.app and you will be able login to the mobile community management site
- D.** Wendy should download the Salesforce1 app and access the Community Manager through the Salesforce1 switcher

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 41

Universal Containers (UC) is using Service Cloud to handle cases coming from chat, phone, and emails. UC created a public self-service Community to offload some customer support questions by enabling Knowledge and Articles. UC wants users to be able to create a Case without logging into the Community.

Which two features should the Administrator enable to meet this requirement?

Choose 2 answers

Select one or more of the following:

- A. Email templates
- B. Guest Access to the Support API
- C. Web-to-case
- D. Question-to-case

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 42

Regional Containers have been developing their Partner Community, they have created all the required pages, content and have created all the Community users and relevant profiles they activated the Community 10 minutes ago, when were the Partner Users notified of their community login credentials?

- A. During Development when the contacts were created as Community Users
- B. Users are not notified until the Invite Members checkbox is selected within the Community Manager
- C. During development when the profile was added to the Community Configuration
- D. After development when the community was activated

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 43

As part of its recent efforts to improve brand recognition, Universal Containers had upgraded all of its Communities to use Lightning templates. The next step will be to unify the branding across all of these Communities. What is an efficient way to accomplish this?

Select one or more of the following:

- A. Use a shared Bootstrap CSS file in all of the Communities
- B. Ensure that all Communities are only using standard Lightning Components
- C. Create a standard theme that is used in all of the Communities
- D. Ensure that all Community managers use the same CSS standards in all pages

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

Universal Containers will be implementing several Communities, and wants to ensure login uniqueness.

Which set of licence types will enforce username uniqueness across all Salesforce organisations and Communities?

Select one or more of the following:

- A. Lightning External Apps Plus and Lightning External Apps
- B. Partner Community and Lightning External Adds Plus
- C. Customer Community and Partner Community
- D. Customer Community, Customer Community Plus, and Lightning External Apps

Answer: (SHOW ANSWER)

NEW QUESTION: 45

The Universal Containers research lab is publishing its latest research into knowledge articles assigned to the data category "Container Best Practices." The community manager wants to make sure that all these articles show up for Community users in the topic area of "Tips and Techniques." How should the administrator ensure this happens?

Select one or more of the following:

- A. Ask the lab to assign this topic to all articles as part of their quality control process before publishing
- B. Create a "Tips and Techniques" knowledge category and ask the lab to reassign their articles
- C. Create a workflow rule that assigns the "Tips and Techniques" topic to all knowledge of articles in that category
- D. Set up automatic topic assignment and map the "Container Best Practices" category to the "Tips and Techniques" topic

Answer: D (LEAVE A REPLY)

NEW QUESTION: 46

Universal Containers recently built a Community for their customers. They would like to allow access of files maintained in their SharePoint server with customers. Which Salesforce feature should the Salesforce Admin recommend?

- A. Chatter and Files
- B. Files Connect
- C. Files Sync
- D. Content Library

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 47

Universal Containers is building a community to drive channel sales. They have 2000 partner accounts. The high level capabilities for their partners are as follows: * Partner users should NOT be able to access accounts and cases that they do NOT have access to. * A Partner User must be able to create cases for all accounts in their account hierarchy irrespective if they are parent or child account. * Partner users must be able to collaborate within the private groups they are members of. What are two ways the Salesforce Admin should fulfil these requirements? Choose 2 answers

- A. Set External User Organization Wide Defaults to Private on the Account and Case Object
- B. Create a Criteria -based Sharing Rule with read/write access on the Account and Case Object
- C. Configure an Owner -based Sharing Rule on the Account and Case Object
- D. Develop an Apex Managed Sharing Rule on the Account and Case Object

Answer: (SHOW ANSWER)

NEW QUESTION: 48

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

Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 49

Universal Containers (UC) is implementing a Customer Community which will have thousands of Accounts with tens of thousands of Community users (Contacts). UC wants to ensure that all Customer Community licensed users are able to access the assets tied to their Accounts. Which action should the Salesforce administrator take when setting up asset sharing to ensure that Community users can see their account assets?

Select one or more of the following:

- A. Use Apex managed sharing to grant access to the Community users
- B. Implement the role hierarchy on the Customer Community
- C. Create a sharing rule for each account

D. Set up a sharing set that references the Account ID on the asset

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 50

What are two advantages of setting up a custom domain for a Community? Choose 2 answers

- A. Better Search Engine Optimization
- B. Better compatibility with DNS servers around the globe
- C. Better company branding
- D. Better security at domain name registrars

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 51

Universal Containers needs to add a page to their Customer Service Template-based Community. Authors will manually add the content to the page. What should be the first step to add this page to the site?

Select one or more of the following:

- A. Create an object page
- B. Clone a standard page
- C. Clone an object page
- D. Create a standard page

Answer: ([SHOW ANSWER](#))

Explanation

types will enforce username uniqueness across

NEW QUESTION: 52

As a part of your Partner Community Roll-out strategy you plan to engage with stakeholder(s) within the business to understand what they are hoping to get out of the community being implemented. Who do you meet with?

- A. #AskForce on Twitter and the Success Community
- B. Partner Relationship Manager and Marketing Managers
- C. Executives and the Partner Relationship Manager
- D. Partner Relationship Manager and Sales Managers
- E. Sales Team, Marketing Team, Service Team and Executives

Answer: E ([LEAVE A REPLY](#))

NEW QUESTION: 53

- Encourage collaboration among architects and builders
- Ensure that members have access to technical expertise about the structural capabilities and limitations of containers
- Facilitate the exchange and discussion of design ideas

Which three actions should the Admin take prior to launch?

Choose 3 answers

Select one or more of the following:

- A.** Make sure customers are members of only the Architect and Builder Community
- B.** Load test Chatter groups to make sure file and member counts won't be exceeded
- C.** Establish moderation rules and processes for addressing flagged content
- D.** Set up reputation levels that help users to identify people with greater expertise and incentivise participation
- E.** Test the member profile permissions to make sure they are able to find and post relevant information

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 54

What is the benefit of doing this? You have just enabled Portal User Visibility in Setup > Sharing Settings.

- A.** All users with Write access to Cases on their profile are able to see all Cases owned by Community Members
- B.** Community Managers are able to view all Community Users regardless of the organization-wide defaults
- C.** Limited information on Community user profiles are publicly accessible e.g. Name, Photo, Reputation Level, Description
- D.** Community users in the same community can see each other, regardless of the organization-wide defaults.
- E.** Portal users in the same customer or partner portal account can see each other, regardless of the organization-wide defaults.

Answer: E (LEAVE A REPLY)

NEW QUESTION: 55

Northern Trail Outfitters uses Knowledge Articles to address customer questions in their Customer Service (Napili) Template-based Community. They need to know if these Articles are helpful to customers when they search for help in the Community.

What is the most efficient way for a Salesforce Admin to get this information from customers?

- A.** Redirect customers to a survey form in an external website that captures their comments on the Knowledge Article.
- B.** Enable the article voting property on the Article Content component in the article detail page in the Community Builder.
- C.** Build a custom Community page that shows the Knowledge Article and have custom fields to capture customer comments.
- D.** Create a customer survey using custom Lightning components and add it to the homepage.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 56

Universal Containers (UC) is launching a Partner Community. Users will receive a welcome email with a link to log in to the new Community. UC wants the link to last longer than seven days.

How can a Community Cloud consultant change the validity period of the link to meet this requirement?

- A. Edit the setting in the Welcome Email template.
- B. Change the Link Valid Period setting on the Communities Settings page.
- C. Create a custom login flow that modifies the setting.
- D. Configure the Outlook Exchange Server settings.

Answer: B ([LEAVE A REPLY](#))

Explanation/Reference:

NEW QUESTION: 57

Universal Containers (UC) is migrating from a legacy portal to a new Community. UC needs to stand up the new Community immediately where users can ask questions and provide answers.

Which Community template should the Community Cloud consultant recommend?

- A. Partner Central
- B. Customer Service
- C. Customer Account Portal
- D. Salesforce Tabs + Visualforce

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

Universal Containers needs to provide public access to some Knowledge articles in the Community. Articles are associated to the Public Knowledge Base channel, but are NOT visible in the Community.

How should the Salesforce Admin troubleshoot this issue?

- A. Create a new data category specifically for Guest Users to display articles.
- B. Enable public access for the Community in Setup and the Guest User profile.
- C. Create a Featured Topic in the Community Builder to display articles.
- D. Check the Article type permissions on the Guest User profile.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

Universal Containers (UC) wants Lightning Experience-enabled employees who have Salesforce user licenses to access a Community. The employee profiles have been added to the Community membership.

How should the Community Cloud consultant educate employees on how to access the Community?

- A. Recommend employees use a separate username for Community access.
- B. Advise employees to use the "Login in as" functionality.
- C. Direct employees to the global header.
- D. Direct employees to the App Launcher.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 60

The Universal Containers marketing department has approved a digital experience concept. The CTO has specified that all pages must always load within two seconds and be supported by older browsers.

What underlying Community infrastructure should the Community Cloud consultant utilise to build the Community?

Select one or more of the following:

- A. Koa or Kokua Community template
- B. Salesforce Sites
- C. Tabs + Visualforce Community
- D. Lightning Community

Answer: (SHOW ANSWER)

NEW QUESTION: 61

What should the Consultant consider to meet the business requirements?

- A. High Volume portals are designed for complex use cases that require customization.
- B. Customer Community Plus license supports up to 10 custom objects per user.
- C. MuleSoft presents custom data from multiple Communicates in a personalized digital experience.
- D. Community Cloud supports up to 10 custom objects per Community.

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 62

A Salesforce ISV partner is creating a Lightning Bolt solution for a healthcare use case. What should the Community Cloud consultant use to distribute the Lightning Bolt solution?

- A. Metadata API
- B. Unmanaged Package
- C. Managed Package
- D. Change Set

Answer: C (LEAVE A REPLY)

NEW QUESTION: 63

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 64

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 65

A coffee company is launching a public brand worldwide. Consumers need to see all relevant information about the brand in one place. Brand advisors can also submit applications to become Partners.

How should the coffee company's Administrator meet these requirements?

- A. Create a Public Community for consumers and a separate Private Community for brand advisors.
- B. Create a Private Community and let brand advisors and consumers register themselves.
- C. Create a Public Community and let brand advisors and consumers register themselves.
- D. Create a Public Community for consumers and brand advisors.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 66

Universal Containers (UC) recently went live with its new custom Community. UC has received the cases stating that no customers have access to the Community. The customer users have the custom "UC Customer Community" profile assigned to them. What is the final step the administrator should take to ensure user membership to the Community?

Select one or more of the following:

- A. Use a permission set to give users access to the Community
- B. Publish the Community using the Community Builder
- C. Assign the "UC Customer Community" profile in administration
- D. Ensure the "send welcome email" checkbox is selected

Answer: A (LEAVE A REPLY)

NEW QUESTION: 67

Universal Containers Community Manager needs to set up Reputation. Which two tasks should the Community Manager perform to meet this requirement? Choose 2 answers

- A. Enable Reputation in the Community
- B. Add a Visualforce Reputation Leaderboard component
- C. Add the Reputation Leaderboard component to a page in the Community
- D. Configure Reputation points and levels in the Community Management console
- E. Create a custom Lightning component for Reputation and add it to the home page

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 68

The Community administrator at Universal Containers has received reports from users about not being able to see each other in the People tab. However, users are able to view other's conversations within groups of which they are a part. Why are users unable to see each other in the People tab?

Select one or more of the following:

- A. External users cannot view each other within Partner Communities
- B. The Administrator has deselected Community User Visibility
- C. Users did not approve each others' Friend Requests within the Community
- D. External users can only view each other if they are in the same Account

Answer: B (LEAVE A REPLY)

NEW QUESTION: 69

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 recommend to accomplish this?

- A. Use a Schedule Report that alerts the Salesforce Administrator of new Contacts.
- B. Use a Workflow Rule to create a Task for the Administrator with the 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 trigger to create Community users for all related Contacts on the Account.

Answer: (SHOW ANSWER)

NEW QUESTION: 70

A Community has two types of users:

- External users who can belong to multiple Communities.
- Internal users who belong to one or more Communities.

Which two features allows both user groups to navigate between each Community?

Choose 2 answers.

- A. Appending "/one/one.app" to the Community URL.
- B. Community URL.
- C. Global Header.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 71

Northern Trail Outfitters is launching a Community using the Customer Service (Napili) Template. They need to add gamification to their website. The following requirements must be met:

- Use the Standard Component on the home page.
- Logged-in users should be able to see their rank.
- Show the top five Community users in the leaderboard.

Which three steps should a Salesforce Admin take to fulfill these requirements?

Choose 3 answers.

- A. Select the Show User Rank checkbox for the component in the property editor.
- B. Drag the Reputation Leaderboard Component to the Community page in Community Management.
- C. Set the number of users to 5 in the property editor for the component.
- D. Drag the Reputation Leaderboard Component to the Community page in Site.com.
- E. Enable setup and display of the Reputation Levels option and configure Reputation in Community Management.

Answer: A,C,E (LEAVE A REPLY)

NEW QUESTION: 72

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. How should the Salesforce Admin meet these requirements?

- A.** Enable the Portal user visibility and disable the Community user visibility under Sharing settings. Keep OWD for Users as private for external users
- B.** Create a separate Community for each distributor. Allow members to talk within the Community and enable the Community user visibility
- C.** Create Sharing groups to share users within a distributor. Allow users, keeping the OWD for Users as private
- D.** Create a Sharing set to share the users within a distributor in the Community. Allow users, keeping the OWD for Users as private

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

A Salesforce admin at Universal Containers needs an efficient way to update the colour palette in their newly created Community. What three things should the Salesforce admin do to brand this community using Community Builder?

Choose 3 answers

Select one or more of the following:

Universal Containers needs to set up a custom domain to create a branded community experience with increased domain security. Which three steps should a Salesforce admin take to meet these requirements?

Choose 3 answers

Select one or more of the following:

- A.** Select the option to allow Advanced Security in Community Management
- B.** In setup, select domains and click add a domain
- C.** Configure profile/permissions for a public user
- D.** Create a new certificate using certificate and key management
- E.** Add the certificate that supports the specified domain

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

Universal Containers builds their customer Community on Customer Service Templates. They create several recommendations that are visible on the home page, including one for their annual conference event. After the event, the Salesforce Admin needs to remove the event recommendation.

Where should the Salesforce Admin delete the recommendation?

- A.** From the Community Builder
- B.** From the Community site
- C.** From the Community Workspaces

D. From the All Communities setup page

Answer: C (LEAVE A REPLY)

NEW QUESTION: 75

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 or resolving cases for their customers within the Community
 - Partner users need access to some standard objects except Leads, Campaigns and Opportunity Objects
 - Partners use Chatter and the Case Feed to communicate with the Universal Containers team and customers
- Which licence type should a Salesforce Administrator use for these Partner users?

Select one or more of the following:

- A. Employee Community licence
- B. Customer Community Plus licence
- C. Customer Community licence
- D. Partner Community licence

Answer: D (LEAVE A REPLY)

NEW QUESTION: 76

Universal Containers needs to add a page to their Napili Community. Authors will manually add the content to the page. What should be the first step to add this page to the site?

- A. Create an object page
- B. Clone a standard page
- C. Create a standard page
- D. Clone an object page

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 77

Universal Containers needs to use their corporate portal to authenticate Community users, allowing users access to the Community after they have successfully logged into the Portal. What should the Salesforce Admin do in the Communities to support this login requirement?

- A. Configure Single Sign -on in Salesforce and reuse the federated authentication providers in the Community
- B. Enable Guest User access in Communities to support seamless access to Communities from the Portal
- C. Enable Community login support for employees in the Portal configuration
- D. Add Social -Sign -on to allow users to log in from the Portal without signing into the Community

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 78

Which three actions should the Salesforce Admin take before the Community launches? A Salesforce Admin is launching a new Community in the Napili template for approximately one million members. The Community is built with native Community template features and is within published member limits.

- A. Prepare for cases logged by Community members and automation around auto response, case assignment, and escalation rules.
- B. Formalize the member registration process, including automating the account assignment or person account creation.
- C. Performance test the Community with a large number of members with increased activity.
- D. Test the Community for member activity, including cases and articles.
- E. Make sure customers are not members of other Salesforce Communities.

Answer: A,E ([LEAVE A REPLY](#))

NEW QUESTION: 79

Universal Containers creates a Napili template -based Community for their customers. Due to the company's large knowledge base, the VP of Support is concerned about showing a long list of articles to members when they select a Topic. The list must only contain ten articles. Which standard functionality should a Community Manager use to accomplish this task?

- A. Make sure Top Articles for Topics is enabled in Community Management.
- B. Update Knowledge Settings inside Setup.
- C. Set the Number of Articles property inside the Page Editor.
- D. Add the Top Articles component inside the Community Builder.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 80

Universal Containers uses discussions to engage with its customers and wants to pin posts to the top of the thread when a solution to question is provided. Which three options will allow Universal Containers to meet its requirements?

Choose 3 answers

- A. Any community member can pin a post to the top of the feed
- B. The person who answered the question can select the best answer
- C. The community moderator can select the best answer
- D. An authorised user can pin a post to the top of the feed
- E. The person who posted the question can select the best answer

Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 81

You have been asked to create a Community leveraging Out-of-the-box login, logout, self-registration, and error pages. Would you recommend the use of Community Builder or Force.com site?

- A. Force.com Sites
- B. It doesn't matter, both will work
- C. Community Builder but only with the Napili or Koa template
- D. Community Builder
- E. Neither, only Customer and Partner Portals currently support error pages

Answer: B (LEAVE A REPLY)

NEW QUESTION: 82

A coffee Company has created a Knowledge Base around its products and their usage. Prospective customers need to search for products and view community discussions. Current customers should be able to register and discuss the products they purchased. The coffee company will use the Asset object to track registered products. How should the coffee company's administrator meet these requirements?

- A. Create a public community for the Knowledge Base, and let current customers register products in private community
- B. Create a public community for the Knowledge Base, and let current customers sign in to register products
- C. Create a public community for the Knowledge Base, and let current customers register products
- D. Create a private community for the Knowledge Base, and let all customers register themselves

Answer: C (LEAVE A REPLY)

NEW QUESTION: 83

Universal Containers (UC) wants Lightning Experience enabled employees who have Salesforce user licences to access a Community. The employee profiles have been added

to the Community membership. How should the Community Cloud Consultant educate employees on how to access the Community?

Select one or more of the following:

- A. Recommend employees use a separate username for Community access
- B. Direct employees to the global header
- C. Direct employees to the App Launcher
- D. Advise employees to use the "Login in as" functionality

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 84

Select two ways you are able to integrate Google Analytics with a template based Community. 2Answers

- A. Setup Menu >> Google Analytics >> Communities
- B. Community Manager >> Settings >> Advanced >> Google Analytics Tracking
- C. Community Builder >> Settings >> Analytics Setup
- D. Community Builder >> Settings >> Advanced >> Google Analytics Tracking
- E. Community Builder >> Settings >> Advanced >> Edit Head Markup

Answer: D,E ([LEAVE A REPLY](#))

NEW QUESTION: 85

Northern Trail Outfitters (NTO) is planning to acquire one of its competitors. NTO has identifies a group of Partners to collaborate with during the entire acquisition process. Which option should NTO use to ensure that only the selected group of partners have visibility to the acquisition?

Select one or more of the following:

- A. Manually share records with selected collaboration Partners
- B. Set Chatter group email setting for selected collaboration Partners to Limited
- C. Create an Unlisted Chatter Group for selected collaboration Partners
- D. mention only selected collaboration Partners

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 86

Which three Salesforce editions/user license combinations allow external users to access a Community on Salesforce1? Choose 3 answers.

- A. Professional Edition/Customer Community.
- B. Enterprise Edition/Customer Community Plus.
- C. Performance Edition/Customer Community.
- D. Unlimited Edition/Customer Community.
- E. Database.com Edition/ Customer Community.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 87

Universal Containers rolled out a Community in the Customer Service Napilitemplate for their employees. The CEO has the following requirements: * All employees can participate in discussions within the Community. * Create a Chatter group for corporate announcements where all employees can participate and comment. * The posts in this group should be visible in the feed of all employees. How should the Salesforce Admin accomplish this task? Choose one answer

- A. Create a Chatter group in the internal Salesforce org and include all employees
- B. Create a Chatter group in the internal org and create a trigger to make the posts visible to everyone
- C. Create a post on a custom object, Announcements that all employees follow
- D. Create a Chattergroup in the Community and include all employees

Answer: D (LEAVE A REPLY)

NEW QUESTION: 88

Universal Containers (UC) recently went live with its new Customer Community. UC has received cases stating that no customers have access to the Community. The customer users have the custom "UC Customer Community" profile assigned to them.

What is the final step the Administrator should take to ensure user membership to the Community?

- A. Use a permission set to give users access to the Community.
- B. Publish the Community using the Community Builder.
- C. Ensure the "Send Welcome Email" checkbox is selected.
- D. Assign the "UC Customer Community" profile in Administration.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 89

The Capricorn Coffee Community contains a section focused on Coffee Bean Types. That section contains areas focused on Java, Arusha, and Pacamara. A Salesforce Admin needs to make sure that end users can easily discover the Java, Arusha, and Pacamara sections. When setting up the Community, which two steps should a Salesforce Admin take to meet the requirement? Choose 2 answers

- A. Add the More Topics link to the navigation menu
- B. Make sure subtopics are enabled in the page headline
- C. Enable Feed Tracking for these topics
- D. Assign relevant articles to a group

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 90

Universal Shipping want to notify their Community Moderators when a member post more than one file to the community within a 15 minute window and if more than 5 files are

posted to the community within 15 minutes then their account will be frozen. How would this requirement be implemented?

- A. Using a Rate Rule in the Community Manager
- B. Using a Rate Rule in the Community Builder
- C. It is not possible to moderate files in a Community
- D. Using a Content Rule in the Community Manager
- E. Using a Content Rule in the Community Builder

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 91

What is the most efficient way for the Salesforce Admin to fulfill these requirements? Universal Containers use Community to grant business customers secure access to accounts, orders, and invoices. All customers are on a Customer Community License. Universal Containers plans to launch a project management module with the following requirements: * Leverage Chatter for collaboration. * Private project collaboration between the customer and Universal Containers. * Leverage documents, tasks, and events in the project space. * Customers can only see and access their projects.

- A. Create unlisted groups and add project records to the group.
- B. Use custom objects, record feeds, and control access through sharing.
- C. Add private groups and add project records to the group.
- D. Build a custom Visualforce project space and control access through sharing.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 92

Universal Containers builds a partner community for their dealers.

They set up the partner account with two roles to represent sales employees and their managers.

After going live, the dealerships inform Universal Containers that they need a CEO type of access for specific users who need to access all of the data on the partner account.

How should the Salesforce admin fulfill this requirement?

Select one or more of the following:

- A. Make the CEO partner user the owner of the partner account
- B. Promote the CEO partner user to delegated admin on the partner account
- C. Add a third role to the partner account hierarchy for the CEO partner user
- D. Assign Super User access to the CEO partner user on the Contact page

Answer: D (LEAVE A REPLY)

NEW QUESTION: 93

Which two actions should the Salesforce Admin take to meet these requirements?

Universal Containers is launching a support Community with the following requirements:*

The Community will be launched on the existing Salesforce org leveraged by the internal support team. The Napili template must be used.* The following support channels need to be provided on the Community: Live Chat, Click to Call, and Case Creation Form.* They have 50 Salesforce Live Agent Licenses provisioned in their org.

- A. Set up Live Agent in Community Management.
- B. Add a custom Live Agent Lightning component.
- C. Enable Live Agent in Community Settings.
- D. Configure Live Agent in the Salesforce org.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 94

O: 170

Which two actions should the Salesforce Admin take to meet these requirements?

Universal Containers is launching a support Community with the following requirements:*

The Community will be launched on the existing Salesforce org leveraged by the internal support team. The Napili template must be used.* The following support channels need to be provided on the Community: Live Chat, Click to Call, and Case Creation Form.* They have 50 Salesforce Live Agent Licenses provisioned in their org.

- A. Set up Live Agent in Community Management.
- B. Enable Live Agent in Community Settings.
- C. Configure Live Agent in the Salesforce org.
- D. Add a custom Live Agent Lightning component.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 95

Universal Containers is rapidly expanding its partner network across Latin America and Europe and has received feedback that partner engagement has been hampered by the lack of resources in the partners native languages. Which three individual steps should a Community Cloud consultant take to provide a better experience for these international partners? Choose 3 answers Select one or more of the following:

- A. Set up custom URLs to route users from country domains to the correct Community pages

- B. Use the language selector component to let users select their preferred language
- C. Set up Translation Workbench and ensure translators are assigned
- D. Enable multiple languages in the Knowledge language settings
- E. Embed a link to Google Translate all pages

Answer: B,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 96

Northern Trail Outfitters has released a Customer Service Community for its users and trekking equipment.

Users can ask and answer questions in the Community. Customers have asked how to be notified of new questions or information posted in the Community about specific products. What should the Administrator recommend?

- A. Subscribe to an RSS feed about Questions and posts
- B. Subscribe to Topics associated with Questions and posts
- C. Subscribe to Questions and posts
- D. Follow users associated with Questions and posts

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 97

How can you launch a support community with live chat, click to call, and case creation form?

- A. Add a custom Live Agent Lightning component.
- B. Enable Live Agent in Community Settings.
- C. Configure Live Agent in the Salesforce org.
- D. Set up Live Agent in Community Management.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 98

Your company is using the Koa Community Template and wishes to add a new custom page what steps should you take to complete this?

- A. Install the Community Page Manager from the AppExchange
- B. Ask your developer to create a new Visualforce Page
- C. Clone an existing page in the Community Builder
- D. Create a new page in the Community Builder
- E. Create a new page from in the Community Manager

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

An organisation's administrator is tasked with setting up and configuring Reputation within a new community.

Per the provided requirements, there should be 5 (five) total reputation levels and the point range of the highest level must start at 5001 points. Which three tasks must occur in order to successfully deploy Reputation, per the requirements?

Choose 3 answers

Select one or more of the following:

- A. Configuration point ranges for the levels
- B. Remove and add reputation levels as required
- C. Enable setup and display of reputation levels
- D. Upload a badge image for each reputation level
- E. Provide a custom name for each reputation level

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 100

Universal Rideshares uses a Custom Object to capture vanpool driver information. The VP of Support wants to give members of the Napili template -based Community access to this information for their vanpools. What is the most efficient way to accomplish this task?

- A. Create a Visualforce page for the Custom Object and add it as a tab in Community Management
- B. Create a Detail page for the Custom Object and add the Custom Object as a Navigation Menu item
- C. Create a Detail page for the Custom Object and add it as a tab in Community Management
- D. Create a Visualforce page for the Custom Object and add the Custom Object as a Navigation Menu item

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 101

A global non-profit organization (NPO) needs to build a Community for managing disaster relief efforts. The NPO wants a basic Community with Home and Record Detail pages. As requirements evolve for each region, the Community will be customized to have regional branding and themes with new pages and components.

Which option should the Community Cloud consultant consider first to meet these requirements?

- A. Non-Profit Success Pack template
- B. Build Your Own template
- C. Salesforce Tabs + Visualforce template
- D. Help Center template

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 102

Universal Containers (UC) builds a Community to support customers who purchased its products. UC has the following security requirements:

- Support encryption at rest
- Show decrypted data in the UX (user experience) to users with permissions
- Encrypt all Community data

How should the Salesforce Administrator fulfil this requirement?

Select one or more of the following:

- A.** Install a third-party app from AppExchange to encrypt the data at rest
- B.** Encrypt data in portals, but not in Communities
- C.** Leverage Salesforce Shield to encrypt and decrypt all data at rest
- D.** Create encrypted fields for Community data

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 103

Universal Containers is planning to build a Lightning Community for employees. Employees need to see department-specific content when they first log in to the community. How should the Community Cloud consultant meet this requirement?

Select one or more of the following:

- A.** Develop a login flow with unique endpoints for each department
- B.** Assign separate Visualforce pages for each department
- C.** Target employees using audiences based on user object criteria
- D.** Create content using Content Management in Workspaces

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 104

A Salesforce Admin at Universal Containers needs an efficient way to update the colour palette in their newly created Community.

What three things should the Salesforce Admin do to brand this Community using Community Builder?

Choose 3 answers.

- A.** Apply a colour scheme that is appropriate for the template all at once with the colour palette.
- B.** Adjust the colour palette from the Salesforce1 mobile app.
- C.** Submit a URL reference of a site where the colour palette will be matched automatically.
- D.** Choose colors for the text and border elements.

Answer: B,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 105

Universal Containers needs to set up a custom domain to create a branded Community experience with increased domain security.

Which three steps should a Salesforce Admin take to meet these requirements? (Choose three.)

- A. Configure profile/permissions for a Public user.
- B. Create a new certificate using Certificate and Key Management.
- C. Add the certificate that supports the specified domain.
- D. In Setup, select Domains and click Add a Domain.
- E. Select the option to allow Advanced Security in Community Management.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 106

Universal Containers needs to provide Super User Access to a few end users. Their end users are assigned several license types for these Communities: * Customer Community * Customer Community Plus * Employee Community * Partner Community. Which two license types allow a Salesforce Admin to provide Super User Access to the end users in this Community? Choose 2 answers

- A. Customer Community Plus License
- B. Partner Community License
- C. Employee Community License
- D. LI Customer Community License

Answer: (SHOW ANSWER)

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NEW QUESTION: 107

Universal containers is building a Customer Community. What can the administrator add to the navigation menu?

Select one or more of the following:

- A. Salesforce objects. Global actions, Community pages, external URL
- B. Salesforce objects. Community pages, app launcher, external URL
- C. Salesforce objects, topics, Community pages, external URL, forecast
- D. Salesforce objects, topics, external URL, Lightning component, Community pages

Answer: D (LEAVE A REPLY)

NEW QUESTION: 108

Universal Containers wants the Community login page to display its company logo. How can the Salesforce Administrator accomplish this in the Community Workspace?

- A. Use a Login Flow component to display a logo splash screen
- B. Upload a logo image file in Login and Registration
- C. Reference the logo design token in the CSS Editor page
- D. Specify a new Community login page that uses the logo

Answer: B (LEAVE A REPLY)

NEW QUESTION: 109

Universal Containers wants the Community login page to display its company logo. How can the Salesforce Administrator accomplish this in the Community Workspace?

Select one or more of the following:

- A. Upload a logo image file in Login and Registration
- B. Reference the logo design token in the CSS editor page
- C. Use a login Flow component to display a logo splash screen
- D. Specify a new Community login page that uses the logo

Answer: A (LEAVE A REPLY)

NEW QUESTION: 110

Northern Trail Outfitters is launching a Community using the Customer Service (Napili) Template. They need to add gamification to their website. The following requirements must be met:

- Use the Standard Component on the home page.
- Logged-in users should be able to see their rank.
- Show the top five Community users in the leaderboard.

Which three steps should a Salesforce Admin take to fulfill these requirements?

Choose 3 answers.

- A. Drag the Reputation Leaderboard Component to the Community page in Site.com.
- B. Drag the Reputation Leaderboard Component to the Community page in Community Management.
- C. Enable setup and display of the Reputation Levels option and configure Reputation in Community Management.
- D. Set the number of users to 5 in the property editor for the component.

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 111

Universal Containers uses discussions to engage with its customers and wants to pin posts to the top of the thread when a solution to question is provided. Which three options will allow Universal Containers to meet its requirements?

Choose 3 answers

- A. The person who answered the question can select the best answer
- B. The person who posted the question can select the best answer
- C. The community moderator can select the best answer
- D. An authorised user can pin a post to the top of the feed
- E. Any community member can pin a post to the top of the feed

Answer: B,C,E ([LEAVE A REPLY](#))

NEW QUESTION: 112

Universal Containers builds their customer Community on Napili templates. They create several recommendations that are visible on the home page, including one for their annual conference event. After the event, the Salesforce Admin needs to remove the event recommendation. Where should the Salesforce Admin delete the recommendation?

- A. From the Community Workspace
- B. From the Community Builder
- C. From the Community site
- D. From the All Communities setup page

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 113

A Salesforce ISV partner is creating a Lightning Bolt Solution for a healthcare use case. What should the Community Cloud consultant use to distribute the Lightning Bolt solution?

- A. Managed Package
- B. Change Set
- C. Unmanaged Package
- D. Metadata API

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 114

Universal Containers has been using WordPress to publish product specifications, and using AEM (Adobe Experience Manager) for web assets. The VP of Sales wants to improve the Partner experience by making these resources available to Partners in their Community. What should the Community Cloud consultant do to meet these requirements?

- A. Consolidate work into WordPress and use CMS Connect in the Community
- B. Use CMS Connect to bring both sets of resources into the Community
- C. Use the native Content Transformation tool to convert the resources into Knowledge articles
- D. Create Knowledge articles that link to the relevant documents in both systems

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 115

Universal Rideshares uses a Custom Object to capture vanpool driver information. The VP of Support wants to give members of the Napili template -based Community access to this information for their vanpools. What is the most efficient way to accomplish this task?

- A. Create a Detail page for the Custom Object and add it as a tab in Community Management
- B. Create a Detail page for the Custom Object and add the Custom Object as a Navigation Menu item
- C. Create a Visualforce page for the Custom Object and add the Custom Object as a Navigation Menu item
- D. Create a Visualforce page for the Custom Object and add it as a tab in Community Management

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 116

Universal Containers (UC) is opening up its Salesforce Communities public Knowledge Base to include audiences from the EMEA region. UC wants to ensure that the topics included in the Community are translated into the appropriate languages. UC has enabled multi-language in the Community and is ready to translate. Which option should the Community Cloud consultant use to translate Topics associated to articles and discussions?

Select one or more of the following:

- A. Language Selector
- B. Community Builder
- C. Translation Workbench
- D. Content Targeting

Answer: [A \(LEAVE A REPLY\)](#)

NEW QUESTION: 117

You have identified all the topics for your Community, as great as they all are, you need to specify the featured topics, where do you navigate to do this?

- A. Community Builder
- B. Community Manager
- C. Force.com Site Settings
- D. Community Settings
- E. Sites Settings

Answer: [B \(LEAVE A REPLY\)](#)

NEW QUESTION: 118

You have created a custom object to list all upcoming company events, including speaker bio's and location and now wish to expose this publicly on your Customer Community. How are you able to edit the public access settings? [Select Two]

- A. Install the Community Object Permissions Manager from the AppExchange for advanced data sharing options
- B. Go into the Community Builder and navigate to settings and click on the hyperlink to the Guest User Profile
- C. Go into the Community Manager and select the objects that are available publicly
- D. Add the sample code provided on help.salesforce.com to the head markup and add the object name you want to expose publicly
- E. Go into the Setup Menu >> Profiles >> edit the object settings on the guest community profile
- F. Go into the Community Page Manager and update the Page Access control to Public

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 119

Universal Container's Community Manager wants to better measure the Community adoption and engagement. What is the recommended approach?

- A. Use Google Analytics to generate the adoption report
- B. Use Data Loader to download the user data to generate a pivot table in Excel
- C. Install the Wave dashboards for Communities
- D. Install the Salesforce Community Management AppExchange package

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 120

Universal Containers is planning to launch a Community that needs to be accessible from Internet Explorer 9 and the Salesforce Mobile app. Which three Salesforce editions and user license combinations could a Community Cloud consultant use to meet this requirement? Choose 3 answers Select one or more of the following:

- A. Professional Edition and Customer Community Plus
- B. Salesforce Essentials and Customer Community
- C. Unlimited Edition and Customer Community
- D. Enterprise Edition and Customer Community
- E. Enterprise Edition and Customer Community Plus

Answer: C,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 121

Northern Trail Outfitters uses Salesforce internally and needs to launch a Community for their customers. * Northern Trail Outfitters works with a survey partner and needs to extend that capability to the Community users. * Northern Trail Outfitters works with an electronic signature partner and needs to extend that capability to the Community users. * This Community needs to be built with the Napili template. All integrations must be mobile-first. * Both partners have Community Lightning Components available. What should a Salesforce Admin do to accomplish this task?

- A. Design and develop an API -level integration with the survey and electronic signature partners and make it available for Community users
- B. Install and configure the Community Lightning Components for surveys and electronic signatures available from the two partners
- C. Design and develop custom Community Lightning Components for surveys and electronic signatures
- D. Install and configure the non-Lightning Components for surveys and electronic signatures available from the partners

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 122

Universal Containers builds a Community on the Customer Service (Napili) Template. The Community Manager needs to add rich content and collaboration capabilities (e.g. feed and publisher) to an existing object page.

What is the fastest way for the Salesforce Admin to do this in Community Builder?

- A. Edit the object page, add the components, and publish.
- B. Add a page variation, add the components, set the page as active, and publish.
- C. Install the collaboration Lightning app, add the app components to the page, and publish.
- D. Create an object page, add the components, and publish.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 123

Universal Containers plans to build a large-scale Community and expose Leads and Opportunities to their resellers. Universal Containers has the following requirements for their partner account:

- * 120,000 partner accounts
- * Minimize the number of partner account roles
- * Partner account is made up of sales employees and sales managers
- * Sales employees only have access to their data
- * Sales managers have access to all sales employees data

What are the two most efficient ways for the Salesforce Admin to fulfill these requirements? (Choose two.)

- A. Make the sales manager the Super User on the partner account.
- B. Set up partner accounts with two roles.
- C. Use sharing rules to grant sales managers access to sales employees' data.
- D. Set up partner accounts with one role.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 124

Universal Containers (UC) is launching a Partner Community for its resellers who have access to Leads, Opportunities, and Dashboards. UC has the following requirements to support their Partners during the sales cycle:

- * UC can engage with Partners during the sales cycle.
- * UC can have internal-only discussions.
- * The Channel Manager can bring any UC employee to the discussion.
- * UC employees might have access to the Partner Community.

How should a Salesforce Administrator fulfill these requirements?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 125

UniversalContainers is launching a Community to drive their channel sales. The requirements are as follows: * Integration with a Back-Office Legacy System that supports API-Level Integration and Salesforce Connect.

This integration does not exist today.* Integration with a pricing and quoting tool. This integration exists today for internal users in the Salesforce org. * External partner users must be able to configure the quote using the pricing and quoting tool from the Community.

* The pricing and quoting tool must support Community users.

* Universal Containers owns licenses for Salesforce Connect. What are the two most efficient ways for a Salesforce Admin to accomplish this task? Choose two answers

- A. Integrate the pricing and quoting tool by creating custom code to make it available in the Community
- B. Integrate the pricing and quoting tool by configuring external users to make it available in the Community
- C. Integrate the Back-Office Legacy System using custom code development.
- D. Integrate the Back-Office Legacy System using Salesforce Connect

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 126

Universal Ketchup Containers are ready to start adding Members to their brand new Customer Plus Community. What steps would an administrator take to do this?

- A.** Navigate to the Contact Record and Enable the Contact as a Community User
- B.** Add the Member Profile to the Community then Navigate to the Account record and enable Contact access to the Community
- C.** Add the Member Profile to the Community then Navigate to the Contact Record and Enable the Contact as a Community User
- D.** Add the Member Profile to the Community

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 127

A Salesforce Admin added a Recommendation component in the Community Builder. The Page displays correctly in the Community Builder. However, the Recommendation component does NOT display in the Community.

What is the most likely cause of this issue?

- A.** The page changes with the recommendation component have NOT been published.
- B.** Members do NOT have permissions to see recommendations in the Community.
- C.** NO recommendation exist for this Community.
- D.** Recommendation is NOT enabled for the community.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 128

Northern Trail Outfitters is launching a Community using the Customer Service (Napili) Template. They need to add gamification to their website. The following requirements must be met:

- Use the Standard Component on the home page.
- Logged-in users should be able to see their rank.
- Show the top five Community users in the leaderboard.

Which three steps should a Salesforce Admin take to fulfill these requirements?

Choose 3 answers.

- A.** Drag the Reputation Leaderboard Component to the Community page in Site.com.
- B.** Enable setup and display of the Reputation Levels option and configure Reputation in Community Management.
- C.** Drag the Reputation Leaderboard Component to the Community page in Community Management.
- D.** Select the Show User Rank checkbox for the component in the property editor.
- E.** Set the number of users to 5 in the property editor for the component.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 129

Northern Trail Outfitters launches a Community using the Napili template. Community members report that they do NOT have a menu option to navigate to see their invoices. The Salesforce Admin has validated the following on the Community user profile: * Users Profile has Read Access on the Invoice Object * Users Profile has a tab visible for Invoice Object. What should the Salesforce Admin do to troubleshoot this issue?

- A. Verify that the Invoices tab is under the Selected tab in Community Management
 - B. Verify that the Navigation Menu in Community Builder has 'Type: Salesforce Object' and 'Object Type: Invoices.'
 - C. Verify that the Navigation Menu in Community Management has 'Type: Salesforce Object' and 'Object Type: Invoices.'
 - D. Verify that the Invoices tab is under the Selected tab in Community Settings Setup
- Answer: C ([LEAVE A REPLY](#))**

NEW QUESTION: 130

Universal Containers is leveraging Salesforce Content and needs to make it available to their Community users (Customers, Partners, and Employees). Which users will be able to view Salesforce Content based on their license?

- A. Users with the Customer Community Plus license.
- B. Users with the Customer Community Login license.
- C. Users with the Customer Community license.
- D. Users with the High-Volume Customer Portal license.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 131

Universal Containers (UC) tracks customers in its Salesforce org as Contacts. UC plans to on-board a select set of existing customers to the UC community, without the need for users to self register.

How should a Community Cloud consultant accomplish this task?

Select one or more of the following:

- A. Use the Data Import Wizard to create users from contacts
- B. Enable Person Accounts and set the accounts as Community users
- C. Use the Salesforce Community user API to create users from contacts
- D. Use data loader to export contacts and insert as Community users

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 132

Universal Containers need to set up a custom domain to create a branded Community experience with increased domain security.

Which three steps should a Salesforce Admin take to meet these requirements?

- A. Add the certificate that supports the specified domain.

- B. Configure profile/permissions for a Public user.
- C. Select the option to allow Advanced Security in Community Management.
- D. Create a new certificate using Certificate and Key Management.
- E. In Setup, select Domains and click Add a Domain.

Answer: (SHOW ANSWER)

NEW QUESTION: 133

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?

Choose 3 answers

Add a menu item to the Navigation Menu component

Define an External URL menu item type pointing to the Project list page Select the list view that appears on the Project landing page Create a web tab for the Project object through Tabs in Setup Define a Salesforce Object menu item type for the Project object

- A. Export the Customer Community using Site.com Studio
- B. Define the name, images, and features of the template
- C. Select the created Bolt solution in the Community Creation wizard
- D. Export the Customer Community template in the Builder Settings
- E. Select the created Bolt solution in the Builder Themes

Answer: C,D,E (LEAVE A REPLY)

NEW QUESTION: 134

A Community Admin is planning to add users and wants to send a welcome email for the community. Which three checks must the Community Admin perform? Choose 3 answers

- A. Are sure the community is in Published status.
- B. Set the community in preview status to review before changing it to Active status.
- C. Make sure the users have their profiles established in the community.
- D. Set the email check box option at the community level.
- E. Make sure the community is in Active status.

Answer: (SHOW ANSWER)

NEW QUESTION: 135

Universal Containers uses discussions to engage with its customers and wants to pin posts to the top of a thread when a solution to a question is provided.

Which three options will Universal Containers to meet its requirements? (Choose three.)

- A. The person who answered the question can select the best answer.
- B. The Community moderator can select the best answer.
- C. An authorized user can pin a post to the top of the feed.
- D. Any Community member can pin a post to the top of the feed.

E. The person who posted the question can select the best answer.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 136

Universal Containers is building a Customer Community.

What can the Administrator add to the Navigation Menu?

- A. Salesforce Objects, Topics, Community Pages, External URL, Forecast
- B. Salesforce Objects, Topics, External URL, Lightning Component, Community Pages
- C. Salesforce Objects, Community Pages, App Launcher, External URL
- D. Salesforce Objects, Global Actions Community Pages, External URL

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 137

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.

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

Choose 2 answers

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

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 138

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?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 139

Universal Containers has a community for their partners. They would like to add a new partner company and grant their users access to the Community. What is the first step the Salesforce Admin must complete to set up the partner users?

- A. Create a partner profile for the company
- B. Add partner contacts to the Community as members
- C. Allow partner users to self-register and gain access
- D. Create the account and enable it as a partner account

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 140

A Salesforce Admin enables "Allow members to Flag" in Community Workspaces. Which two content types can members flag as inappropriate? Choose 2 answers Select one or more of the following:

- A. Files
- B. Topics
- C. Articles

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 141

What are the two types of Sharing Models available once you have established a Community?

- A. Partner Sharing Model & Customer Sharing Model
- B. Community Sharing Model & Portal Sharing Model
- C. Internal Sharing Model & Portal Sharing Model
- D. Internal Sharing Model & External Sharing Model
- E. Company Sharing Model & Community Sharing Model

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 142

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 or 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. Partner Community License
- B. Customer Community Plus License
- C. Customer Community License

Answer: C (LEAVE A REPLY)

NEW QUESTION: 143

What two things should the Salesforce Admin do to achieve this? Universal Containers builds a Community on the Napili template. They need to use a survey tool to collect feedback from members.

- A. Find and install a Lightning survey app from the AppExchange.
- B. Create a new page, add the standard survey components, and publish.
- C. Find and install a Visualforce survey app from the AppExchange.
- D. Build custom Lightning survey components for the template.

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 144

Universal Containers is leveraging Salesforce Content and needs to make it available to their Community users (Customers, Partners, and Employees). Which users will be able to view Salesforce Content based on their license?

- A. Users with the Customer Community Login license.
- B. Users with the Customer Community Plus license.
- C. Users with the Customer Community license.
- D. Users with the High-Volume Customer Portal license.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 145

Universal Containers has built a Partner Community for its users. Users must accept an agreement when logging into the community for the first time.

What are three ways for a Salesforce administrator to meet this requirement? Choose 3 answers Select one or more of the following:

- A. Customise the user registration page to include the user agreement and "complete registration on acknowledgement"

- B.** Leverage audiences and the page variations to hide content in the Community until the user agreement has been accepted
- C.** Use login flows to show the user agreement when Community users log in for the first time
- D.** Redirect users to a custom page displaying a user agreement before users login for the first time
- E.** Build a site.com page with a user agreement and replace the login page with "complete registration on acknowledgement"

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 146

Universal Containers adds e-commerce capability to its Community built on the Napili template. They track customer shipments in a Salesforce custom object. How should the Salesforce Admin expose customer shipment data in Community Builder?

- A.** Clone an object page and associate it to the Shipment object
- B.** Clone a standard page and associate it to the Shipment object.
- C.** Create a standard page associated to the Shipment object.
- D.** Create an object page associated to the Shipment object.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 147

Universal Containers built a Community to expose Leads and Opportunities to their resellers. They set up partner accounts with two roles and granted Super User access to the Sales Executives users who are created at the top level of the account role hierarchy. Universal Containers has the following requirements to expose dashboards to their partners: - Partners can NOT modify the dashboard- Partners only see data within their account- Partners see all the data on the partner account How should the Salesforce Admin fulfil these requirements?

- A.** Select the Channel Manager as the running user for the dashboards.
- B.** Select the \Run as logged in user option for the dashboards.
- C.** Select the owner of the partner account as the running user for the dashboards.
- D.** Select the Sales Executive as the running user for the dashboards.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 148

O: 147

Universal Containers needs to announce their upcoming Annual Conference to all members of their Customer Community.

In which two ways should this be set up? Choose 2 answers.

- A.** In Community Builder, add the Recommendations Component to the page.
- B.** In the Community Workspaces, create the Recommendation.

- C. In the Community Workspaces, target all Recommendations to a new Audience Type.
- D. In the Community Workspaces, add a new Custom Recommendations Channel.
- E. In Community Builder, add the Featured Recommendations Component to the page.

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 149

You have spent the last two weeks getting your community ready for the prime time and have recently deployed your configuration to production and now wish to make it publicly available. What steps do you take to do this?

- A. Go into the Community Manager >> Administration and Activate the community
- B. Go into the Community Builder >> Settings and Activate the community
- C. The community will automatically activate when you add users to it
- D. Go into the Community Manager >> Administration >> Settings and Activate the Community
- E. Deploying to production automatically enables the community

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 150

A salesforce admin at Universal Containers notices that a large number of unauthenticated users are accessing Community pages built using Force.com sites. Their org is on the Salesforce Enterprise Edition. What is the maximum number of monthly page views allowed?

- A. 100,000
- B. 1,000,000
- C. 300,000
- D. 500,000

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 151

Universal Containers needs to have their branding represented accurately in their Partner Community. What three things should the Salesforce Admin do to use Community Builder to brand the Community?

- A. Apply a colour scheme that is appropriate for the Universal Containers template with the colour palette
- B. Adjust the pixel width of the masthead
- C. Adjust kerning values in a variety of typefaces
- D. Specify font family, style, and weight
- E. Use custom CSS to apply Universal Containers styles

Answer: A,C,E ([LEAVE A REPLY](#))

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NEW QUESTION: 152

Your company wish to use their own URL for their community to maximize the brand impact to customers.

How would you achieve this?

- A. Salesforce1
- B. My Domain
- C. My Salesforce1
- D. Community Domains
- E. Custom URLs

Answer: E (LEAVE A REPLY)

NEW QUESTION: 153

- Encourage collaboration among architects and builders
- Ensure that members have access to technical expertise about the structural capabilities and limitations of containers
- Facilitate the exchange and discussion of design ideas

Which three actions should the Admin take prior to launch?

Choose 3 answers

Select one or more of the following:

- A. Set up reputation levels that help users to identify people with greater expertise and incentivise participation
- B. Establish moderation rules and processes for addressing flagged content
- C. Test the member profile permissions to make sure they are able to find and post relevant information
- D. Make sure customers are members of only the Architect and Builder Community
- E. Load test Chatter groups to make sure file and member counts won't be exceeded

Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 154

What are the two ways to integrate Google Analytics with a template based Community?

- A. Community Builder >> Settings >> Analytics Setup
- B. Community Builder >> Settings >> Advanced >> Edit Head Markup

- C. Community Builder >> Settings >> Advanced >> Google Analytics Tracking
- D. Community Manager >> Settings >> Advanced >> Google Analytics Tracking
- E. Setup Menu >> Google Analytics >> Communities

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 155

Universal Containers is launching a Community to provide a self-help Channel to their customers and partners. Customers and partners will search for articles, participate in discussions, and raise cases. Partners will be able to raise cases for their customers, but will NOT need channel sales capabilities. Which license should a Salesforce Admin use for the partner users?

- A. Customer Community Plus License
- B. Service Cloud License
- C. Support Community License
- D. Partner Community Plus License

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 156

Universal Containers is leveraging Salesforce Content and needs to make it available to their Community users (Customers, Partners, and Employees). Which users will be able to view Salesforce Content based on their license?

- A. Users with the High Volume Customer Portal license.
- B. Users with the Lightning External App license.
- C. Users with the Customer Community Plus license.
- D. Users with the Customer Community license.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 157

A coffee company sells products for coffee shops and consumers. The company is planning to launch a Community and has the following goals:

- * Go to market quickly.
- * Generate online revenue rapidly.
- * Work with a mobile-ready storefront.

How should the Community Cloud consultant meet these goals?

- A. Use B2B Commerce for Community Cloud.
- B. Use a Visualforce Page Lightning Component.
- C. Use custom Lightning Components.
- D. Use Build Your Own Lightning Template.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 158

Universal Containers (UC) has a great user interface for their Customer Community Knowledge Base. UC has multiple Communities and wants to use the same user interface for each Knowledge Base in all of these Communities. Which step should the Community Cloud consultant take to meet this requirement?

Select one or more of the following:

- A. Export the page and select it when creating a new page in all Communities
- B. Merge the Communities unto the Community that has the Knowledge Base
- C. Recreate the Knowledge Base page in all Communities
- D. Create a link to the Knowledge Base in all Communities

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 159

A Salesforce Admin enables "Allow Members to Flag" in Community Management. Which two content types can member flag as inappropriate?

Choose 2 answers

- A. Articles
- B. Files
- C. Posts and Comments
- D. Topics

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 160

Universal Containers builds a Community with public access to Knowledge Articles and Q&A. The developer builds a Visualforce page that shows Known Issues on their products. The developer uses a custom object to store Known Issues with an org-wide default sharing setting to Public Read/Write. Unauthenticated users receive an error message when they try to load the page. What should the Salesforce Admin do to troubleshoot this issue?

- A. Select 'Allow access without login' from Community Management
- B. Go to the Guest User profile and give access to the Visualforce page
- C. Change the org-wide default sharing to Public Full Access
- D. Add the Guest User profile to the members in Community Management

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 161

You have recently deployed a Partner Community leveraging the Napili Template however you are getting requests to share all cases within an Account with the CEO of each organization. You are aware of the limitations of the number of roles you can have within a Salesforce Org and want to avoid adding new community roles. What steps would you take to achieve this requirement?

- A. Create a Custom Sharing Rule

- B. Increase the number of roles within the Community Settings
- C. Enable Super User Access
- D. Create a Custom Sharing Set
- E. Create an APEX Custom Permission

Answer: C (LEAVE A REPLY)

NEW QUESTION: 162

What do you recommend? Wendy, the Community Manager at Regional Containers has come to you for advice on managing the Community (Community Manager & Community Builder) from a Mobile Device.

- A. Wendy should access Community Manager and Community Builder via a Desktop browser only.
- B. Wendy should download the OneCommunity Manager app where she will be able to make limited administrative changes to the Community.
- C. Wendy should download the Salesforce1 app and access the Community Manager through the Salesforce1 switcher.
- D. Navigate to the community URL and append /manage/one. app and you will be able to login to the mobile community management site

Answer: A (LEAVE A REPLY)

NEW QUESTION: 163

Universal containers want to make sure their customers can get access to their (authenticated) customer community on demand. What are the steps required to set up Community Self Registration?

- A. Enable Self Registration in the Community Builder and modify the Communities Self Registration APEX controller with the Community ID
- B. Enable Self Registration in Settings and modify the profile lookup to associate the profile to the new user on creation
- C. Enable Self Registration in Community Settings and modify the Communities Self Registration APEX controller with the Community ID
- D. Enable Self Registration in Community Settings and modify the Communities Self Registration APEX controller with the Account ID
- E. Enable Self Registration in the Community Manager and modify the Communities Self Registration APEX controller with the Account ID

Answer: E (LEAVE A REPLY)

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