

Salesforce.Community-Cloud-Consultant.v2024-01-19.q104

Exam Code:	Community-Cloud-Consultant
Exam Name:	Salesforce Certified Community Cloud Consultant
Certification Provider:	Salesforce
Free Question Number:	104
Version:	v2024-01-19
# of views:	1406
# of Questions views:	1040
https://www.freeqas.com/qa/Salesforce/Community-Cloud-Consultant/Salesforce.Community-Cloud-Consultant.v2024-01-19.q104.html	

NEW QUESTION: 1

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 2

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 custom Community Lightning Components for surveys and electronic signatures

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 3

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

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

- A.** Auth Provider and Flow
- B.** Auth Provider and Registration Handler
- C.** Single Sign-on and AppExchange
- D.** Custom Lightning Component and Apex Class

Answer: (SHOW ANSWER)

NEW QUESTION: 4

The Community administrator at Universal Containers has received reports from users about being unable 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?

- A.** External users can only view each other if they are in the same Account.
- B.** Users rejected each others' Friend Requests within the Community.
- C.** The Administrator has deselected Community User Visibility.
- D.** External users are unable to view each other within Partner Communities.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 5

You wish to edit the Community Head Markup, where do you go to do this?

- A.** Community Builder >> Settings >> Advanced
- B.** Modify the hidden Community Lightning Component which is displayed when editing the community
- C.** Developer Console
- D.** Upload a HTML static resource named 'Head Markup'
- E.** Community Manager >> Administration >> Settings

Answer: A (LEAVE A REPLY)

NEW QUESTION: 6

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

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. Global Header.
- C. Mobile Administration.
- D. Community URL.

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

NEW QUESTION: 8

A Salesforce administrator adding a recommendations carousel component in Community Builder. The page displays correctly in Community Builder; however, recommendations are missing for Community members.

What is the likely cause of this issue?

Select one or more of the following:

- A. The recommendation carousel component needs published to be enabled for the Community
- B. Members need to have read access to the recommendations object
- C. Recommendations need to be created for each member
- D. Page changes with the recommendations carousel need to be published

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

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. Set Chatter group email setting for selected collaboration Partners to Limited

- B. Manually share records with selected collaboration Partners
- C. mention only selected collaboration Partners
- D. Create an Unlisted Chatter Group for selected collaboration Partners

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

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. Articles
- B. Files
- C. Topics

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

Universal Containers has knowledge articles visible in their customer community for all users. The Salesforce Admin creates and publishes a new article, but the article is NOT visible. What should the Salesforce Admin do to make this article visible in the Community?

- A. Publish the Community so the changes take effect
- B. Create the article in the Community Management console
- C. Select the Customer Channel in article setup
- D. Add a Featured Topic in the Community Management console

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

NEW QUESTION: 12

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

ION NO: 145

Northern Trail Outfitters launches a Partner Community using Salesforce tabs and Visualforce. Opportunities needs to be the selected tab for the Community user. What should Salesforce Admin do to fulfill this request?

- A. Set the Opportunity tab as the first tab in the selected tabs in Community Management.

- B. Enable the Opportunity page as the landing page on the Community user guide.
- C. Set the Opportunity object page as the landing page in the Community Builder.
- D. Configure Opportunity as the default landing page in Community Settings in Setup.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 14

Northern Trail Outfitters uses Knowledge Articles to address customer questions in their Napili 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. Build a custom Community page that shows the Knowledge Article and have custom fields to capture customer comments.
- B. Enable the article voting property on the Article Content component in the article detail page in the Community Builder
- C. Create a customer survey using custom Lightning components and add it to the home page.
- D. Redirect customers to a survey form in an external website that captures their comments on the Knowledge Article

Answer: C (LEAVE A REPLY)

NEW QUESTION: 15

Universal Containers launched a Lightning Customer Community that lists store locations through a custom object, Store Locations. Users searching for locations are unable to see any Store Locations records. Which three actions should the Community Cloud consultant take to solve this issue?

Choose 3 answers

Select one or more of the following:

- A. Enable read access on the user profile to the Store Locations object
- B. Associate a tab to the Store Locations object
- C. Define the Store Locations object in the Global Search Results component
- D. Add the Store Locations object pages to the Community navigation

Answer: B (LEAVE A REPLY)

NEW QUESTION: 16

Northern Trail Outfitters needs to provide support to all customers in their Customer Community, including customers who have NOT logged in. Currently, customers can only view Knowledge articles if they are logged in.

What should the Salesforce Admin do to make sure that Knowledge articles are visible to unauthenticated users?

- A. Update the channel for all Knowledge articles to include Public as a channel to help customers view articles without login.
- B. Make the article detail page available for unauthenticated access to help customers view articles without login.
- C. Modify the customer profile to include all Knowledge articles types and fields to help customers view articles without login.
- D. Create custom Community pages with components for Knowledge articles and make them available for guest user profiles.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 17

The Salesforce Administrator at Universal Containers has set up Topics. Universal Containers is going through a rebranding phase and wants to simplify Topics, but keep Articles that have been assigned to the Topics.

How should the Salesforce Administrator accomplish this?

Select one or more of the following:

- A. Merge similar Topics in Content Management Workspace
- B. Keep existing Topics and reassign Articles to newly created Topics
- B. Mark old Topics as Inactive and assign Articles to the new Active Topics
- C. Delete existing Topics and assign Articles to newly created Topics

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

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: (SHOW ANSWER)

NEW QUESTION: 19

Universal Container's Community Manager wants to better measure the Community adoption and engagement.

Which approach should the manager use?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 20

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

- A. Use the Standard Surveys Lightning Component
- B. Build a Surveys Lightning Component
- C. Use an AppExchange Survey Lightning Component
- D. Build a Surveys Visualforce Page

Answer: C (LEAVE A REPLY)

NEW QUESTION: 21

Your company has provided you with 6,321 'Bad Words' they wish to prevent being used in the Customer Community. How many Content Criteria are required to support this requirement?

- A. 2
- B. 3
- C. 4
- D. 6
- E. 1

Answer: C (LEAVE A REPLY)

NEW QUESTION: 22

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

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

NEW QUESTION: 23

The security model for Universal Containers in Private for the Case object. When a support case is raised by a user with the Customer Community license, internal users are not able to see those Cases. Internal users in the support role need to work on these Cases. How should internal users see these Cases?

Select one or more of the following:

- A.** Use a Share Group
- B.** Use a Public Group
- C.** Use a Sharing Set
- D.** Use the role hierarchy

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

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

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

NEW QUESTION: 25

Universal Containers (UC) has built a Community in a sandbox where it is in Active status. UC is getting ready to deploy the Community in production where it is currently Inactive. UC wants to ensure the welcome email is only sent to users after the Community is changed to Active status. Which three options should be validated to ensure the welcome email is not sent out ahead of schedule?

Choose 3 answers

Select one or more of the following:

- A.** Turn the sandbox Community to Inactive status before deploying the metadata to production
- B.** Deploy the changes to production using change sets to disable the welcome email
- C.** Change the Community membership of sandbox Community users from Profiles to Permission Sets
- D.** Uncheck "Send Welcome Email" in production Workspaces before deployment
- E.** Add the Community user profile(s) as members of the Community before activating production

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 26

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 27

The security model for Universal Containers is Private for the Case object. When a support case is raised by a user with the Customer Community licence, internal users are not able to see those Cases. Internal users in the support role need to work on these Cases. How should internal users see these Cases?

Select one or more of the following:

- A.** Use a Public Group
- B.** Use a Sharing Set
- C.** Use a Share Group
- D.** Use the role hierarchy

Answer: B (LEAVE A REPLY)

NEW QUESTION: 28

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 utilize to build the Community?

Select one or more of the following:

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

You want to make sure that you drive adoption, monitor engagement, and build a vibrant community. What should an Administrator do to achieve this?

- A. Ensure that you have community promotions built into your Journey Builder on Marketing Cloud
- B. Develop a lightning component that runs frequent promotions
- C. Install the Communities Reports and Dashboards package from the AppExchange
- D. Develop Reports and Dashboards built of the Network Object to understand insights from your community
- E. Build up a network of brand ambassadors and make them moderators in your community

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

NEW QUESTION: 30

Universal Containers built a Customer Community on the Customer Service (Napili) Template. They want the global search box to return 10 results instead of 5.

Where should the Salesforce Admin set the number of search results to 10?

- A. In the Community Management preferences page.
- B. In the Community Builder global search component properties.
- C. In the Community Management search page.
- D. In the Community Builder site global settings page.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

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

Answer: B,D (LEAVE A REPLY)

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NEW QUESTION: 32

Universal Containers has a customer Community in Europe and plans to roll out as separate Community for their US customers. They have separate profiles for the US, Europe, and Asia customers.

How can the Salesforce Admin limit the membership of this new community to US customers?

Select one or more of the following:

- A. Add only U.S. customer profiles as Community members
- B. Add U.S. users to the community sharing set
- C. Add each U.S. customer as a Community member from the contact record
- D. Add the U.S. customer public group to the Community as members of the Community

Answer: (SHOW ANSWER)

NEW QUESTION: 33

orthern 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. Create an Unlisted Chatter Group for selected collaboration Partners
- C. Set Chatter group email setting for selected collaboration Partners to Limited
- D. mention only selected collaboration Partners

Answer: B (LEAVE A REPLY)

NEW QUESTION: 34

Universal Containers recently rolled out a Community to its partners.

The internal sales team has the following requirements:

- * Ability to support the addition of 50 new partners every month.
- * Ability to pass leads to the partners.
- * Continue to have access to the leads after transfer to a partner.
- * Access to the Opportunity when the partner converts the lead.
- * Leads should be visible to only the partner who is working on the lead.

Which sharing option should the Salesforce Administrator choose to meet the requirement for internal users?

- A.** Set OWD (Organization-Wide Default) to Private, create a sharing rule for Leads and Opportunities, and implement the Lead Inbox component.
- B.** Create Lead and Opportunity Sharing Rules that share those records to a public group of partner users.
- C.** Use Sharing Sets to share Leads and Opportunities so internal users can automatically access those records.
- D.** Allow partner users to manually share the Leads and Opportunities with internal users.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 35

Which aspect of Reputation can an Administrator configure?

Select one or more of the following:

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 36

What should the Consultant consider to meet the business requirements?

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 37

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

NEW QUESTION: 38

Northern Trail Outfitters (NTO) is planning to acquire one of its competitors. NTO has identified a group of Partners to collaborate with during the entire acquisition process. These Partners are members of NTO's Partner community.

Which option should NTO use to ensure that only the selected group of Partners have visibility to the acquisition?

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

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

NEW QUESTION: 39

Universal Containers is leveraging Salesforce Files and needs to make it available to customer Community users.

Which users will be able to edit and delete Salesforce Files based on their licence?

Select one or more of the following:

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

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

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

NEW QUESTION: 41

A Salesforce Admin needs to enable public access, such that Community collaboration features are accessible to guest users.

How should the Salesforce Admin perform this task?

- A. Enable "Public can access the community" checkbox under General Settings in Community Builder.
- B. Create Force.com sites and update guest user login access.
- C. Create public-free web pages and use Community only for authenticated users.
- D. Allow users to access the Community with guest user login credentials.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

During a recent review of their Partner Community, the Director of Marketing has concerns about the look and feel of the Community template they are using.

Which two individual actions should the Community Cloud consultant recommend to address this issue?

- A. Build custom HTML pages according to Marketing specifications.
- B. Install a Lightning Bolt template from the AppExchange.
- C. Implement a custom theme for the Community.
- D. Build Visualforce pages and apply custom CSS.

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

NEW QUESTION: 43

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

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

NEW QUESTION: 44

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 45

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

- A. Enable the Enhanced Sharing Model
- B. Ensure that Create and Edit reports is checked on the Community Profile
- C. 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
- D. Enable Read and Write to Reports on the Community Profile
- E. Share each Report and Dashboard Folder required with the respective community profiles?

Answer: A (LEAVE A REPLY)

NEW QUESTION: 46

O: 150

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

Answer: A,D (LEAVE A REPLY)

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NEW QUESTION: 47

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

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

NEW QUESTION: 48

Universal Containers uses 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. What is the most efficient way for the Salesforce Admin to fulfill these requirements?

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 49

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 discussion NOT visible to partners. - The Channel Manager can bring any Universal Containers Employee to the discussion - Universal Containers employees may or may NOT have access to the Partner Community How should a Salesforce Admin fulfill those requirements?

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 50

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

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

NEW QUESTION: 51

What is the most efficient way for the Salesforce Admin to fulfil this requirement? Northern Trail Outfitters is planning to launch a Community for their partners. Partner Sales Managers need to view Partner Sales Rep records.

- A. Provide Super User Access to Partner Sales Reps.
- B. Create a criteria-based Sharing Rule.
- C. Set the number of partner roles to two.
- D. Enable the Partner Sales Manager as Super Admin.

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

NEW QUESTION: 52

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 color scheme that is appropriate for the template all at once with the color palette.
- B. Adjust the color palette from the Salesforce1 mobile app.
- C. Choose colors for the text and border elements.
- D. Submit a URL reference of a site where the color palette will be matched automatically.
- E. Upload the Universal Containers logo image to create a custom color palette.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 53

Universal Containers needs to match the color scheme of their Customer Service Template-based Community with Universal Containers' branding colors.

What is the most efficient way to accomplish this task?

- A. Get HEX codes for branding colors from the company's website and manually add them inside the Branding Editor.
- B. Download HTML/CSS from the company's website and upload it inside the Experience Builder.

C. Select an available color scheme inside the Branding Editor that most closely matches the company's branding colors.

D. Upload the company logo to generate a color palette that matches the company's branding color.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 54

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: 55

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. AppExchange applications

B. Standard lightning community templates

C. Custom applications

D. Flows and flow categories

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 56

Which aspect of Reputation can an Administrator configure?

A. Add new reputation levels automatically when specified point thresholds are reached.

B. Exclude contributions to records when counting points toward reputation levels.

C. Select badges for each reputation level from a provided icon library.

D. Disable reputation for specific members in the community by user profile.

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

NEW QUESTION: 57

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

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 58

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 59

Universal Containers (UC) is implementing a self-service Community. UC has a high volume of customers with complex hierarchies. The majority of UC customers have multiple Accounts and frequently add new Accounts.

Universal Containers wants customers to be able to create new Accounts and Contacts on their own.

Which two license types should UC's Salesforce Administrator recommend? (Choose two.)

- A. Customer Community Plus Login
- B. Customer Community
- C. Customer Community Login
- D. Customer Community Plus

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 60

What are the two most efficient ways for the Salesforce Admin to fulfill the following requirements?

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:

- * 120,00 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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 61

It's been a long and exciting week of developing your new Customer Community, so exciting in fact you just removed the Administrator profile from the Selected Community Profiles and can no longer access the Community. What should you do next?

- A. Perform Community Membership updates using the API
- B. Create a case with Salesforce support
- C. Go into Setup >> Community Settings and Select >> Apply default access settings
- D. Disable the community and reactivate it as this automatically adds the Administrator Profile

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 62

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. Which three actions should the Salesforce Admin take before the Community launches? Choose 3 answers

- A. Test the Community for member activity, including cases and articles
- 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. Make sure customers are NOT members of other Salesforce Communities
- E. Prepare for cases logged by Community members and automation around auto response, case assignment, and escalation rules

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

NEW QUESTION: 63

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: C (LEAVE A REPLY)

NEW QUESTION: 64

Universal Containers is building a Community to drive channel sales. They have 2,000 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 of 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 fulfill these requirements? Choose 2 answers.

- A. Develop an Apex Managed Sharing Rule on the Account and Case Object.
- B. Configure an Owner-based Sharing Rule on the Account and Case Object.
- C. Set External User Organisation Wide Defaults to Private 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: 65

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

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

NEW QUESTION: 66

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

- A. The Work Order component is marked publicly viewable
- B. Work Order is adding to the Navigation Menu in Community Builder
- C. The Work Order tile is added to Community workspaces
- D. Work Order is added to the navigation menu in administration

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

NEW QUESTION: 67

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

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

NEW QUESTION: 68

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. Configure an Owner -based Sharing Rule on the Account and Case Object
- C. Develop an Apex Managed Sharing Rule 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: 69

Regional Containers want to ensure any Community members without Community contributions are moderated by the Community Manager, how would this requirement be implemented?

- A. Leverage the Community Cloud Moderation API with APEX
- B. Download the Advanced Community Moderation lightning component and configure it in the Community Builder
- C. Define Community Member Criteria
- D. Use a Community Moderation Rule

Answer: C (LEAVE A REPLY)

NEW QUESTION: 70

Universal Containers is leveraging Salesforce Files and needs to make it available to customer Community users.

Which users will be able to edit and delete Salesforce Files based on their license?

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 71

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

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

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 72

Universal Containers needs employees who already have access to Salesforce to get access to a Customer Community they have just launched. The employee Salesforce profiles have been added to the Community.

What should the Salesforce Admin do to give employees access to the Customer Community?

- A. Request that employees with Salesforce access register as Community users.
- B. Assign the Customers Community app to the Salesforce user profile.
- C. Enable the "View Global Header" permission for Salesforce users.
- D. Add public access to Chatter to the profile.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

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 do Salesforce Admin do to meet these requirements? Choose 2 answers

- A. Creating a new integration with the legacy system for customer users
- B. Set the external users' organisation wide defaults to private for external order objects
- C. Update the customer user profile and given the "view all" permission on the integration object
- D. Leveraging existing integration with the legacy system

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

Universal Containers needs to match the colour scheme of their Customer Service (Napili) Template-based Community with Universal Containers' branding colours.

What is the most efficient way to accomplish this task?

- A. Select an available colour scheme inside the Branding Editor that most closely matched the company's branding colours.
- B. Get HEX codes for branding colours from the company's website and manually add them inside the Branding Editor.
- C. Download HTML/CSS from the company's website and upload it inside the Community Builder.
- D. Upload the company logo to generate a colour palette that matched the company's branding colour.

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

NEW QUESTION: 75

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

Answer: (SHOW ANSWER)

NEW QUESTION: 76

During a recent review of their partner Community, the Director of Marketing has concerns about the look and feel of the Community template they are using.

Which two individual actions should a Community Cloud consultant recommend to address this issue?

- A. Build Visualforce pages and apply custom CSS
- B. Install a lightning Bolt template the AppExchange
- C. Build custom HTML pages according to marketing specifications
- D. Implement a custom theme for the Community

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 77

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 fulfil these requirements?

Select one or more of the following:

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 78

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. Change the org-wide default sharing to Public Full Access.
- B. Go to the Guest User profile and give to the Visualforce page.
- C. Add the Guest User profile to the members in Community Management.
- D. Enable "Public can access the community" checkbox under General Settings in Community Builder.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 79

Universal Containers launched a Lightning Customer Community that lists store locations through a custom object, Store Locations. Users searching for locations are unable to see any Store Locations records. Which three actions should the Community Cloud consultant takes to solve this issue?

Choose 3 answers

Select one or more of the following:

- A. Associate a tab to the Store Locations object
- B. Add the Store Locations object pages to the Community navigation
- C. Enable read access on the user profile to the Store Locations object
- D. Add an HTML component with the the link to the Store Locations Community page
- E. Define the Store Locations object in the Global Search Results component

Answer: (SHOW ANSWER)

NEW QUESTION: 80

A Salesforce Admin at universal Containers notices that a large number of unauthenticated users are accessing Community pages. Their org is on the Salesforce Enterprise Edition. What is the average number of monthly page views allowed?

- A. 100,000

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

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

NEW QUESTION: 81

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

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

NEW QUESTION: 82

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

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

NEW QUESTION: 83

A Community Cloud consultant distributes a specialized real estate management Community using a Lightning Bolt solution.

Which two items can be included in the Lightning Bolt solution? (Choose two.)

- A. Flows and Flow Categories
- B. Custom applications
- C. Standard Lightning Community templates
- D. AppExchange applications

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

NEW QUESTION: 84

Northern Trail Outfitters launched a Lightning Community. Community members report being unable to view the menu option to see their work orders. The Salesforce Administrator has validated the following:

- * The user profile has Read access to the Work Order object.
- * The user profile has membership to the Community.

What should the Salesforce Administrator verify to troubleshoot this issue?

- A.** Work Order is added to the Navigation Menu in Community Builder.
- B.** Work Order is added to the Navigation Menu in Administration.
- C.** The Work Order component is marked publicly viewable.
- D.** The Work Order tile is added to Community Workspaces.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 85

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 Customer Community license.
- C.** Users with the Customer Community Plus license.
- D.** Users with the Customer Community Login license.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 86

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 two.)

- 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: B,D (LEAVE A REPLY)

NEW QUESTION: 87

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 a standard page and associate it to the Shipment object.
- B.** Clone an object 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: B (LEAVE A REPLY)

NEW QUESTION: 88

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 89

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

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

NEW QUESTION: 90

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

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

NEW QUESTION: 91

Universal Containers has created a Community for its Partners. Community users from the same Partner should be able to hold discussions with each other. Partners will be unable to participate in discussions with other partners.

How should the Salesforce Administrator meet this requirement?

Select one or more of the following:

Universal Containers has created a Community for its Partners. Community users from the same Partner should be able to hold discussions with each other. Partners will be unable to participate in discussions with other partners.

How should the Salesforce Administrator meet this requirement?

Select one or more of the following:

- A. Enable super user access for each partners community role
- B. Turn off Portal User Visibility under Sharing Settings
- C. Update the internal user record to private under sharing settings
- D. Uncheck community user visibility under sharing settings

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 92

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 93

Universal Containers needs to create a Navigation link to the company's website inside their Customer Service (Napili) Template-based Community.

Which standard functionality should be used to accomplish this task?

- A.** Upload an HTML header in Community Management with Javascript that contains a link to the external website.
- B.** Create a Navigation menu item inside Community Builder with External URL type.
- C.** Update the Default Website Link property inside Property Editor to the company's website.
- D.** Create a rich text field inside the Navigation object and include the website URL as an href link.

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

NEW QUESTION: 94

The product marketing team is revising its product data sheets and FAQ documentation to support major upgrades across the product line. Preliminary analysis shows the new articles have fewer views in the Partner and Customer Communities than expected.

What are three ways to increase the visibility of these Knowledge articles? Choose 3 answers Select one or more of the following:

- A.** Use the Recommendations component to promote specific articles to defined groups of users (Channels)
- B.** Make sure that the right fields in the Knowledge object are indexed to improve results in the Universal Search component
- C.** Use the Featured Topics component to promote the topics related to these new articles
- D.** Create a new navigational topic for "New Products" and make sure the new articles are assigned to that user
- E.** Place hotlink URLs to these topics in the header component

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 95

A coffee company plans to build a Community for franchisees, growers, and consumers. Growers want to keep updated on research and development initiatives and recommendations. Franchisees need to see MDF (marketing development funds) statistics when they first log in. The marketing department wants to show the latest trends and corresponding products to consumers.

What should the Community Cloud consultant use to personalize content based on the Community member persona?

Select one or more of the following:

- A.** Custom Lightning Components
- B.** Audience Targeting
- C.** Content Management

D. Visualforce Pages

Answer: C (LEAVE A REPLY)

NEW QUESTION: 96

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 fulfil this requirement?

Select one or more of the following:

- A. Assign Super User access to the CEO partner user on the Contact page
- 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. Make the CEO partner user the owner of the partner account

Answer: A (LEAVE A REPLY)

NEW QUESTION: 97

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

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

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 98

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

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

Answer: E (LEAVE A REPLY)

NEW QUESTION: 99

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. Community Builder.

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 100

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 101

What must you enable at the User level to ensure External Users are able to view Knowledge?

- A. Assign the Knowledge One Permission Set
- B. Check Knowledge Use
- C. Check the Data Categories you want to be Visible
- D. Assign the Knowledge User Permission Set
- E. Check KnowledgeOne User

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 102

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

D. Make the CEO partner user the owner of the partner account.

Answer: (SHOW ANSWER)

Explanation/Reference:

NEW QUESTION: 103

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. Use custom CSS to apply Universal Containers styles
- E. Specify font family, style, and weight

Answer: (SHOW ANSWER)

NEW QUESTION: 104

Universal Containers creates a Customer Service 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. Add the Top Articles component inside the Community Builder.
- C. Set the Number of Articles property inside the Page Editor.
- D. Update Knowledge Settings inside Setup.

Answer: C (LEAVE A REPLY)

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