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# C OM MUNITY-CLOUD-CONSULTANT<sup>Q&As</sup>

Salesforce Community Cloud Consultant

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### QUESTION 1

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

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

Correct Answer: B

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### QUESTION 2

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 personalise content based on the Community member persona?

Select one or more of the following:

- A. Visualforce Pages
- B. Content Management
- C. Custom Lightning Components
- D. Audience Targeting

Correct Answer: B

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### QUESTION 3

Universal containers has the following requirements for its partner Community

-

Three levels of role hierarchy for its partner users: Account executive, Account manager, and Account sales rep

-

The partner account executive is able to see all of the lead records visible to their team

-



The partner account sales rep is unable to see the lead records by other account sales reps, account managers, or account executives

-

Partners want to give some Account sales reps access to Lead records owned by other Account sales reps for the same partner account.

Which two steps should the Salesforce administrator text to fulfil these requirements?

- A. Enable super user access to contacts for users assigned to the Account sales rep role
- B. Enable super user access in Community Management
- C. Enable super user access in Community Settings
- D. Enable super user access to contacts for assigned users to the Account manager role

Correct Answer: AC

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#### QUESTION 4

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

Correct Answer: D

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#### QUESTION 5

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. Create a customer survey using custom Lightning components and add it to the homepage.
- C. Build a custom Community page that shows the Knowledge Article and have custom fields to capture customer comments.
- D. Enable the article voting property on the Article Content component in the article detail page in the Community



Builder.

Correct Answer: D

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