



C OM MUNITY-CLOUD-CONSULTANT^{Q&As}

Salesforce Community Cloud Consultant

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QUESTION 1

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.

A.

Create a Criteria-based Sharing Rule with read/write access on the Account and Case Object.

B.

Set External User Organisation Wide Defaults to Private 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.

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

Correct Answer: BD

QUESTION 2

Universal Containers built a Community on the Customer Service Template. The Salesforce Admin customized a few pages by adding custom-built Lightning components. The Salesforce Admin upgraded the template to the latest version.

What is the status of the custom Lightning components on the page after the upgrade?

A. The Lightning components are on the page and load as expected.

B. The Lightning components are NOT on the page, but are available in Community Builder.

C. The Lightning components are on the page, but will NOT load until the Community is published.



D. The Lightning components are neither on the page nor in Community Builder.

Correct Answer: D

QUESTION 3

A global non-profit organisation (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 customised to have regional branding and theme with new pages and components.

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

Select one or more of the following:

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

Correct Answer: B

QUESTION 4

A healthcare company wants to create a Community for its patients and providers. The Community needs to be optimized for healthcare use cases and follow industry best practices.

What should the Community Cloud consultant consider first to meet the requirements?

- A. Lightning community templates
- B. Business value map and ROI
- C. Custom solutions
- D. Lightning bolt solutions

Correct Answer: A

QUESTION 5

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

- A. Content Library
- B. Files Connect
- C. Files Sync



D. Chatter and Files

Correct Answer: B

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