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

Salesforce Community Cloud Consultant

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### QUESTION 1

Universal Containers builds a Community on the Napili template. They need to use a survey tool to collect feedback from members. What two things should the Salesforce Admin do to achieve this? Choose 2 answers

- 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

Correct Answer: AD

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### QUESTION 2

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

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

Correct Answer: C

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### QUESTION 3

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 Sales Executive as the running user for the dashboards
- D. Select the owner of the partner account as the running user for the dashboards

Correct Answer: B

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#### QUESTION 4

Universal Containers wish to set up an easy to configure and maintain App Launcher with Single Sign On Capabilities. Which Salesforce Community template would you recommended to best achieve this?

- A. Aloha
- B. Napili
- C. Kokua
- D. Koa
- E. None of the above

Correct Answer: A

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#### QUESTION 5

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?

Select one or more of the following:

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

Correct Answer: C

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