



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

Salesforce Community Cloud Consultant

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### QUESTION 1

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

Correct Answer: BDE

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### QUESTION 2

Universal Containers allows Guest users to create cases in the Customer Service Community. The Salesforce Admin is getting feedback that the current case page has unnecessary fields for guest users. How should the Salesforce Admin address this issue?

- A. Create a new Case page in Community Builder and include required fields.
- B. Create a Global Action and update the layout to include required fields.
- C. Create a record type for Guest users and associate to the Case page layout.
- D. Create a custom case page for Guest users and add required fields.

Correct Answer: C

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### QUESTION 3

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



Correct Answer: B

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#### QUESTION 4

Universal Containers needs to enhance the customer experience by providing a capability to support French and Italian languages to their Community guest users. Their Community is built using the Napili template. What two things should a Salesforce Admin do to accomplish this requirement? Choose 2 answers

- A. Add French and Italian languages to the Community using the Community Builder Page Editor
- B. Add French and Italian languages to the Community using Site.com configuration
- C. Add the Language Picker Component to make French and Italian available on the Community Pages
- D. Add French and Italian to Language Settings under Admin Setup

Correct Answer: AB

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#### QUESTION 5

When testing the Community, the Salesforce Admin notices that the Knowledge tab is NOT Visible to all partner Community users. What should the Salesforce Admin do to fix this problem?

- A. Update the Admin profile so that the Knowledge tab is visible.
- B. Add the Global Header permission set to all Community users.
- C. Edit the Partner Community profile so that the Knowledge tab is visible.
- D. Create a Knowledge article and make it visible to the appropriate channel.

Correct Answer: D

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