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Salesforce Community Cloud Consultant

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QUESTION 1

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. Prepare for cases logged by Community members and automation around auto response, case assignment, and escalation rules
- B. Performance test the Community with a large number of members with increased activity
- C. Test the Community for member activity, including cases and articles
- D. Formalize the member registration process, including automating the account assignment or person account creation
- E. Make sure customers are NOT members of other Salesforce Communities

Correct Answer: ACD

QUESTION 2

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

Correct Answer: BC

QUESTION 3

Universal Containers (UC) recently built a community for its customers. UC stores customer invoices outside of Salesforce. UC wants to allow customers to be able to search for and view the invoices immediately after creation. Which Salesforce feature should the Community Cloud consultant recommend?

Select one or more of the following:

- A. Files connect
- B. External services
- C. File sync
- D. Chatter and files

Correct Answer: A



QUESTION 4

Universal Containers builds a Customer Community on the Napili template. They add a record list component to the right column of the home page. This component needs to show customers their five most recent cases. They already created a 'My Cases' list view. How should a Salesforce Admin set the record list component properties?

- A. Use the Case object with compact layout, return five records, and use the 'My Cases' list view
- B. Use the Case object with full layout, return five records, and use the 'My Cases' list view
- C. Use the 'My Cases' list view with compact layout, return five records, and disable public access
- D. Use the Case object, return five records, use the 'My Cases' list view, and disable public access

Correct Answer: D

QUESTION 5

Universal Containers needs to build a Community for their customers. The following security requirements must be met:

1.

Customers can access their accounts, invoices, and orders.

2.

An account is associated to only one individual.

3.

A few customers who act as partners need access to individual accounts.

4.

Customers can NOT see each Other's data unless is explicitly granted.

Which option fulfills the requirements?

- A. User Customers Account, Customer Community Plus License, and sharing rules.
- B. Customers Account, Customer Community License, and sharing rules.
- C. User Person Account, Customers Community License, and Sharing Set.
- D. User Person Account, Customers Community Plus License, and Super User access

Correct Answer: C

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