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QUESTION 1

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

QUESTION 2

Universal Containers is building a community to drive channel sales. They have 2000 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 or child account.

Partner users must be able to collaborate within the private groups they are members of.

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

A. Develop an Apex Managed Sharing Rule on the Account and Case Object

B. Configure an Owner -based Sharing Rule on the Account and Case Object

C. Set External User Organization Wide Defaults to Private on the Account and Case Object D. Create a Criteria -based Sharing Rule with read/write access on the Account and Case Object

Correct Answer: AC

QUESTION 3

Northern Trail Outfitters is planning to launch a Community for their partners. Partner Sales Managers need to view Partner Sales Rep records. What is the most efficient way for the Salesforce Admin to fulfil this requirement?

A. Provide Super User Access to Partner Sales Reps

B. Set the number of partner roles to two

C. Create a criteria-based Sharing Rule

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D. Enable the Partner Sales Manager as Super Admin

Correct Answer: B

QUESTION 4

The Capricorn Coffee Community contains a section focused on Coffee Bean Types. That section contains areas focused on Java, Arusha, and Pacamara. A Salesforce Admin needs to make sure that end users can easily discover the Java, Arusha, and Pacamara sections.

When setting up the Community, which two steps should a Salesforce Admin take to meet the requirement? Choose 2 answers

A. Assign relevant articles to a group

B. Add the More Topics link to the navigation menu

C. Make sure subtopics are enabled in the page headline

D. Enable Feed Tracking for these topics

Correct Answer: AC

QUESTION 5

Universal Containers builds a Community on the Customer Service (Napili) Template. The Community Manager needs to add rich content and collaboration capabilities (e.g. feed and publisher) to an existing object page.

What is the fastest way for the Salesforce Admin to do this in Community Builder?

A. Edit the object page, add the components, and publish.

B. Create an object page, add the components, and publish.

C. Install the collaboration Lightning app, add the app components to the page, and publish.

D. Add a page variation, add the components, set the page as active, and publish.

Correct Answer: A

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