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QUESTION 1

Universal Containers builds their customer Community on Napili templates. They create several recommendations that are visible on the home page, including one for their annual conference event. After the event, the Salesforce Admin needs to remove the event recommendation. Where should the Salesforce Admin delete the recommendation?

A. From the All Communities setup page

B. From the Community Workspace

C. From the Community site

D. From the Community Builder

Correct Answer: A

QUESTION 2

Regional Containers have asked you for help in setting up their Custom Domain for their Customer Community so that the community URL looks like it is hosted on the company website.

Why type of record will you need to add to the DNS in order to achieve this?

A. MX Record

B. TXT Record

C. NS Record

D. CName Record

E. AAAA Record

Correct Answer: D

QUESTION 3

Universal Containers needs to add their own logo to the Community login page. What is the most efficient way for the Salesforce Admin to accomplish this?

A. Upload the logo as an externally available Document and include it in the login page

B. Add the logo to the Login and Registration setup page in Community Management

C. Override the default Community login page to a custom login page with the logo

D. Use URL redirect to redirect users to a custom login page with the logo

Correct Answer: B

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QUESTION 4

What is the benefit of doing this? You have just enabled Portal User Visibility in Setup > Sharing Settings.

A. All users with Write access to Cases on their profile are able to see all Cases owned by Community Members

B. Community users in the same community can see each other, regardless of the organization-wide defaults.

C. Portal users in the same customer or partner portal account can see each other, regardless of the organization-wide defaults.

D. Community Managers are able to view all Community Users regardless of the organization-wide defaults

E. Limited information on Community user profiles are publicly accessible e.g. Name, Photo, Reputation Level, Description

Correct Answer: C

QUESTION 5

Universal Containers built a Community using the Customer Service Template. They want the Salesforce Admin to enable multilingual support for their Community. Where can the Salesforce Admin configure the languages supported by this community?

A. Community Settings

B. Community Builder

C. Force.com Sites

D. Site.com Studio

Correct Answer: B

QUESTION 6

Universal Containers built a Customer Community on the Customer Service (Napili) Template. They want the global search box to return 10 results instead of 5.

Where should the Salesforce Admin set the number of search results to 10?

A. In the Community Management search page.

B. In the Community Builder site global settings page.

C. In the Community Management preferences page.

D. In the Community Builder global search component properties.

Correct Answer: D

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QUESTION 7

Universal Containers need to launch a Community within 2 weeks. Everything must be driven by configuration with no custom code or AppExchange components.

The following are the requirements for their Community:

-Branding is limited to the logo and company colour palette.

- Chatter Groups will be used for private product collaboration.

-Users should be able to submit a support case

-

 Users should be able to view invoice information (external object using Salesforce Connect)

-

 Users should be able to view order information (saved in the Standard Order object in Salesforce)

Which three requirements can be accomplished with the Customer Service (Napili) Template?

Choose 3 answers.

A. Branding is limited to the logo and company colour palette.

B. Chatter Groups will be used for private product collaboration.

C. Users should be able to submit a support case

D. Users should be able to view invoice information (external object using Salesforce Connect)

E. Users should be able to view order information (saved in the Standard Order object in Salesforce)

Correct Answer: ACD

QUESTION 8

The security model for Universal Containers in Private for the Case object. When a support case is raised by a user with the Customer Community licence, internal users are not able to see those Cases. Internal users in the support role need to work on these Cases.

How should internal users see these Cases?

A. Use the role hierarchy

B. Use a Public Group

C. Use a Sharing Set

D. Use a Share Group

Correct Answer: C

QUESTION 9

A salesforce admin at Universal Containers notices that a large number of unauthenticated users are accessing
Community pages built using Force.com sites. Their org is on the Salesforce Enterprise Edition. What is the maximum
number of monthly page views allowed?

A. 500,000

B. 300,000

C. 1,000,000

D. 100,000

Correct Answer: A

QUESTION 10

Universal Containers uses Community to grant customers secure access to their accounts, orders, and invoices. All
customers are on a Customer Community License. Universal Containers needs to grant a subset of their customers,
known as affiliates, access to other customer Accounts. How should a Salesforce Admin fulfill these requirements?

A. Leverage the Account team to grant affiliates access to the Account.

B. Use Apex without sharing to control affiliates\\' access to the Account.

C. Create a public group for affiliates and grant Account access using sharing rules.

D. Add a Sharing Set on the Account associated to the Affiliate profile.

Correct Answer: C

QUESTION 11

Sushi Lovers Australia have recently launched their Customer Community and whilst their Community is active, the
Profiles have been assigned and the Customers have been enabled for access, no one has received a Welcome email,
why might this happen?

A. The assigned community user profile does not have Send Email Messages enabled

B. There is a heavy load on Salesforce\\'s SMTP servers and there is a delay in the Welcome Email being sent out

C. The Community Manager forgot to enable \\'Welcome Emails\\'

D. The Guest Profile does not have Send Email Messages enabled

Correct Answer: C

QUESTION 12

Universal Containers needs their channel partners to collaborate on Opportunities within their new partner Community based on the Customer Service Template.

What is the recommended way to accomplish this task?

A. Create a page layout for leads and assign it to those profiles that have access to the Community.

B. Create a Detail page for invoices and add the page as a Navigation Menu item.

C. Create a Visualforce page for Opportunities and add the page as a Navigation Menu item.

D. Add Opportunities as a Salesforce Object in the Navigation Menu.

Correct Answer: D

QUESTION 13

Universal Containers creates a Napili template -based Community for their customers. Due to the company\\'s large knowledge base, the VP of Support is concerned about showing a long list of articles to members when they select a Topic. The list must only contain ten articles. Which standard functionality should a Community Manager use to accomplish this task?

A. Set the Number of Articles property inside the Page Editor

B. Update Knowledge Settings inside Setup

C. Make sure Top Articles for Topics is enabled in Community Management

D. Add the Top Articles component inside the Community Builder

Correct Answer: A

QUESTION 14

What are the two most efficient ways for a Salesforce Admin to accomplish this task?

Universal Containers is launching a Community to drive their channel sales. The requirements are as

follows:

Integration with a Back-Office Legacy System that supports API-Level Integration and Salesforce Connect.

This integration does not exist today.

Integration with a pricing and quoting tool. This integration exists today for internal users in the Salesforce

org.

External partner users must be able to configure the quote using the pricing and quoting tool from the

Community.

The pricing and quoting tool must support Community users. Universal Containers owns licenses for

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Salesforce Connect.

A. Integrate the Back-Office Legacy System using custom code development.

B. Integrate the Back-Office Legacy System using Salesforce Connect.

C. Integrate the pricing and quoting tool by configuring external users to make it available in the Community.

D. Integrate the pricing and quoting tool by creating custom code to make it available in the Community.

Correct Answer: BC

QUESTION 15

Universal Containers wants the Community login page to display its company logo. How can the Salesforce Administrator accomplish this in the Community Workspace?

Select one or more of the following:

A. Upload a logo image file in Login and Registration

B. Specify a new Community login page that uses the logo

C. Reference the logo design token in the CSS editor page

D. Use a login Flow component to display a logo splash screen

Correct Answer: A

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