

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

Salesforce Community Cloud Consultant

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### QUESTION 1

Universal Containers wants to build a Community for all their employees. Currently, some of their employees are NOT Salesforce users. How should the Salesforce Admin enable access to the Community for the users who are currently NOT Salesforce users?

- A. Create the users as contacts and enable them as Community users.
- B. Allow the users to self-register to the Community.
- C. Create the users in Salesforce and add their profile to the Community.
- D. Add the users to the Community as members.

Correct Answer: A

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### QUESTION 2

Universal Containers builds a Customer Community on the Customer Service 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 full layout, return five records, and use the "My Cases" list view.
- B. Use the Case object, return five records, use the "My Cases" list view, and disable public access.
- C. Use the "My Cases" list view with compact layout, return five records, and disable public access.
- D. Use the Case object with compact layout, return five records, and use the "My Cases" list view.

Correct Answer: A

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### QUESTION 3

Northern Trail Outfitters needs to provide support to all customers in their Customer Community, including customers who have NOT logged in. Currently, customers can only view Knowledge articles if they are logged in.

What should the Salesforce Admin do to make sure that Knowledge articles are visible to unauthenticated users?

- A. Modify the customer profile to include all Knowledge articles types and fields to help customers view articles without login.
- B. Make the article detail page available for unauthenticated access to help customers view articles without login.
- C. Update the channel for all Knowledge articles to include Public as a channel to help customers view articles without login.
- D. Create custom Community pages with components for Knowledge articles and make them available for guest user profiles.

Correct Answer: C

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#### QUESTION 4

Universal Containers needs to have their branding represented accurately in their Partner Community. What three things should the Salesforce Admin do to use Community Builder to brand the Community?

- A. Specify font family, style, and weight
- B. Apply a colour scheme that is appropriate for the Universal Containers template with the colour palette
- C. Adjust kerning values in a variety of typefaces
- D. Use custom CSS to apply Universal Containers styles
- E. Adjust the pixel width of the masthead

Correct Answer: BCD

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#### QUESTION 5

A Salesforce ISV partner is creating a Lightning Bolt Solution for a healthcare use case.

What should the Community Cloud consultant use to distribute the Lightning Bolt solution?

- A. Managed Package
- B. Metadata API
- C. Change Set
- D. Unmanaged Package

Correct Answer: A

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