

C OM MUNITY-CLOUD-CONSULTANT^{Q&As}

Salesforce Community Cloud Consultant

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QUESTION 1

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

QUESTION 2

What do you recommend? Universal Containers have launched their Customer Community on the Koa template. Community members have asked your advice for accessing the community on iOS devices.

- A. IOS users should download the Salesforce1 app and access the community through the Salesforce1 switcher.
- B. Navigate to the community URL in the browser and a mobile experience will be automatically rendered.
- C. IOS users should download the OneCommunity app where they can use their regular community login credentials to access the Community.
- D. All users should access a Koa Community via a Desktop browser only.

Correct Answer: B

QUESTION 3

Universal Containers creates a Community for their partners. Members of the Community should not be able to participate in discussions with other members. However, users from the same partner should be able to hold discussions amongst themselves. How should the Salesforce Admin meet this requirement?

- A. Deselect Community User Visibility under Sharing Settings
- B. Update the Internal User record to Private under Sharing Settings
- C. Create a sharing group for partner accounts under Sharing Settings
- D. Turn off Portal User Visibility under Sharing Settings

Correct Answer: A

QUESTION 4

Universal Containers built a Community to expose Leads and Opportunities to their resellers. They set up partner accounts with two roles and granted Super User access to the Sales Executive users who are created at the top level of the account role hierarchy. Universal Containers has the following requirements to expose dashboards to their partners:

-

Partners can NOT modify the dashboard

-

Partners only see data within their account

-

Partners see all the data on the partner account

How should the Salesforce Admin fulfil these requirements?

- A. Select the Channel Manager as the running user for the dashboards
- B. Select the \Run as logged in user option for the dashboards
- C. Select the Sales Executive as the running user for the dashboards
- D. Select the owner of the partner account as the running user for the dashboards

Correct Answer: B

QUESTION 5

Universal Containers wants to create a Customer Community venue product line with the following requirements:

-Use the customer service template

-Track Community members\ login countries

-

Display SharePoint documents for the customer

-

Display product documentation from Adobe Experience Manager

Which three integrations what do Community Cloud consultant need to configure to meet these requirements?

- A. SharePoint Web Services
- B. Files Connect
- C. CMS Connect
- D. Google Analytics
- E. Salesforce Knowledge

Correct Answer: BCD

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