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Salesforce Community Cloud Consultant

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QUESTION 1

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 2

Which three actions should the Salesforce Admin take before the Community launches? 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.

- A. Prepare for cases logged by Community members and automation around auto response, case assignment, and escalation rules.
- B. Make sure customers are not members of other Salesforce Communities.
- 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. Performance test the Community with a large number of members with increased activity.

Correct Answer: AB

QUESTION 3

- Encourage collaboration among architects and builders
- Ensure that members have access to technical expertise about the structural capabilities and limitations of containers
-

Facilitate the exchange and discussion of design ideas Which three actions should the Admin take prior to launch?

- A.
Set up reputation levels that help users to identify people with greater expertise and incentivise participation

B.

Establish moderation rules and processes for addressing flagged content

C.

Make sure customers are members of only the Architect and Builder Community

D.

Test the member profile permissions to make sure they are able to find and post relevant information

E.

Load test Chatter groups to make sure file and member counts won't be exceeded

Correct Answer: BC

QUESTION 4

Universal Containers sets up and publishes a Community. What three things should a Salesforce Admin do to log into the Community and validate the Community features? Choose 3 answers

A. Select a Customer user record and select the Login option.

B. Choose Login to the Community as a user from the contact record in Salesforce.

C. Select the Community from the App Launcher as an internal user.

D. Log in as a customer to the Community with a Test customer login.

E. Preview the Community as a specific Community user in the preview mode of the Community builder.

Correct Answer: BCD

QUESTION 5

Universal Containers needs to enhance the customer experience by providing a capability to support French and Italian languages to their Community guest users. Their Community is built using the Napili template. What two things should a Salesforce Admin do to accomplish this requirement? Choose 2 answers

A. Add French and Italian languages to the Community using the Community Builder Page Editor

B. Add French and Italian languages to the Community using Site.com configuration

C. Add the Language Picker Component to make French and Italian available on the Community Pages

D. Add French and Italian to Language Settings under Admin Setup

Correct Answer: AB

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