



# Salesforce

**COMMUNITY-CLOUD-CONSULTANT Exam**

**Salesforce Community Cloud Consultant Exam**

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# Version: 17.0

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## Question: 1

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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 Workspaces
- C. From the Community site
- D. From the Community Builder

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**Answer: B**

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## Question: 2

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The security model for Universal Containers is Private for the Case object. When a support case is raised by a user with the Customer Community license, 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?

Select one or more of the following:

- A. Use the role hierarchy
- B. Use a Public Group
- C. Use a Sharing Set
- D. Use a Share Group

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**Answer: C**

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## Question: 3

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Universal Containers needs to match the color scheme of their Customer Service Template-based Community with Universal Containers' branding colors.

What is the most efficient way to accomplish this task?

- A. Download HTML/CSS from the company's website and upload it inside the Experience Builder.
- B. Get HEX codes for branding colors from the company's website and manually add them inside the Branding Editor.
- C. Select an available color scheme inside the Branding Editor that most closely matches the company's branding colors.
- D. Upload the company logo to generate a color palette that matches the company's branding color.

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**Answer: D**

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**Question: 4**

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Universal Containers (UC) is implementing a Self Service Community. UC has a high volume of customers with complex hierarchies. The majority of UC customers have multiple Accounts and frequently add new Accounts. Universal Containers wants customers to be able to create new Accounts and Contacts on their own. Which two license types should UC's Salesforce administrator recommend? Choose 2 answers

Select one or more of the following:

- A. Customer Community Login
- B. Customer Community
- C. Customer Community Plus Login
- D. Customer Community Plus

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**Answer: C,D**

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**Question: 5**

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Universal Containers (UC) is migrating from a legacy portal to a new Community. UC needs to stand up the new Community immediately where users can ask questions and provide answers. Which Community template should the Community Cloud consultant recommend? Select one or more of the following:

- A. Partner Central
- B. Salesforce Tabs + Visualforce
- C. Customer Service
- D. Customer Account Portal

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**Answer: C**

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**Question: 6**

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Universal Containers (UC) wants to collaborate with key members of their strategic Partners on deals and marketing initiatives. Sensitive information needs to be shared with confidence, and major opportunities must be tracked. No other Partners can have visibility to this collaboration. Different UC employees have access to different collaboration efforts.

How should the Administrator meet these requirements?

Select one or more of the following:

- A. Set up Unlisted Chatter groups and make the UC account manager the owner
- B. Set up Private Chatter groups and make the UC account manager the owner
- C. Build a custom Lightning Component and enable the sharing attribute
- D. Configure a Collaboration object with manual sharing

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**Answer: A**

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**Question: 7**

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Universal Containers (UC) builds a Community to support customers who purchased its products. UC has the following security requirements:

- Support encryption at rest
- Show decrypted data in the UX (user experience) to users with permissions
- Encrypt all Community data

How should the Salesforce Administrator fulfil this requirement?

Select one or more of the following:

- A. Install a third-party app from AppExchange to encrypt the data at rest
- B. Leverage Salesforce Shield to encrypt and decrypt all data at rest
- C. Encrypt data in portals, but not in Communities
- D. Create encrypted fields for Community data

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**Answer: B**

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**Question: 8**

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Universal Containers (UC) has built a Community in a sandbox where it is in Active status. UC is getting ready to deploy the Community in production where it is currently Inactive. UC wants to ensure the welcome email is only sent to users after the Community is changed to Active status. Which three options should be validated to ensure the welcome email is not sent out ahead of schedule?

Choose 3 answers

Select one or more of the following:

- A. Turn the sandbox Community to Inactive status before deploying the metadata to production
- B. Add the Community user profile(s) as members of the Community before activating production
- C. Uncheck "Send Welcome Email" in production Workspaces before deployment
- D. Deploy the changes to production using change sets to disable the welcome email
- E. Change the Community membership of sandbox Community users from Profiles to Permission Sets

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**Answer: A, C, D**

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**Question: 9**

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Universal Containers wants its Community users to have the ability to log in using Facebook and Google.

Which set of features should the Administrator use to achieve this goal?

Select one or more of the following:

- A. Custom Lightning Component and Apex Class

- B. Single Sign-on and AppExchange
- C. Auth Provider and Flow
- D. Auth Provider and Registration Handler

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**Answer: D**

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**Question: 10**

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As part of its recent efforts to improve brand recognition, Universal Containers had upgraded all of its Communities to use Lightning templates. The next step will be to unify the branding across all of these Communities. What is an efficient way to accomplish this?

Select one or more of the following:

- A. Use a shared Bootstrap CSS file in all of the Communities
- B. Ensure that all Communities are only using standard Lightning Components
- C. Create a standard theme that is used in all of the Communities
- D. Ensure that all Community managers use the same CSS standards in all pages

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**Answer: C**

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