

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

Salesforce Community Cloud Consultant

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QUESTION 1

Universal Containers uses discussions to engage with its customers and wants to pin posts to the top of the thread when a solution to question is provided.

Which three options will allow Universal Containers to meet its requirements?

Choose 3 answers

- A. Any community member can pin a post to the top of the feed
- B. The person who posted the question can select the best answer
- C. The person who answered the question can select the best answer
- D. An authorised user can pin a post to the top of the feed
- E. The community moderator can select the best answer

Correct Answer: ACE

QUESTION 2

The Universal Containers marketing department has approved a digital experience concept. The CTO has

specified that all pages must always load within two seconds and be supported by older browsers.

What underlying Community infrastructure should the Community Cloud consultant utilise to build the

Community?

Select one or more of the following:

- A. Tabs + Visualforce Community
- **B. Salesforce Sites**
- C. Koa or Kokua Community template
- D. Lightning Community

Correct Answer: A

QUESTION 3

The Universal Containers research lab is publishing its latest research into knowledge articles assigned to the data category "Container Best Practices." The community manager wants to make sure that all these articles show up for Community users in the topic area of "Tips and Techniques."

How should the administrator ensure this happens?

Select one or more of the following:

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A. Create a "Tips and Techniques" knowledge category and ask the lab to reassign their articles

B. Create a workflow rule that assigns the "Tips and Techniques" topic to all knowledge of articles in that category

C. Ask the lab to assign this topic to all articles as part of their quality control process before publishing

D. Set up automatic topic assignment and map the "Container Best Practices" category to the "Tips and Techniques" topic

Correct Answer: D

QUESTION 4

You have recently deployed a Partner Community leveraging the Napili Template however you are getting requests to share all cases within an Account with the CEO of each organization. You are aware of the limitations of the number of roles you can have within a Salesforce Org and want to avoid adding new community roles. What steps would you take to achieve this requirement?

- A. Create a Custom Sharing Rule
- B. Enable Super User Access
- C. Increase the number of roles within the Community Settings
- D. Create an APEX Custom Permission
- E. Create a Custom Sharing Set

Correct Answer: B

QUESTION 5

What permission(s) would you assign a community manager?

- A. Communities Administrator
- B. Setup and Create Portals
- C. Manage Community Settings
- D. Create and Setup Communities
- E. Manage Portals

Correct Answer: C

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