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COMMUNITY-CLOUD-CONSULTANT Exam

Salesforce Certified Community Cloud Consultant (WI20) Exam

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Version: 15.0

Question: 1

The Capricorn Coffee Community contains a section focused on Coffee Bean Types. That section contains areas focused on Java, Arusha, and Pacamara. A Salesforce Admin needs to make sure that end users can easily discover the Java, Arusha, and Pacamara sections. When setting up the Community, which two steps should a Salesforce Admin take to meet the requirement? Choose 2 answers

- A. Assign relevant articles to a group
- B. Add the More Topics link to the navigation menu
- C. Make sure subtopics are enabled in the page headline
- D. Enable Feed Tracking for these topics

Answer: A, C

Question: 2

Universal Containers plans to build a large-scale Community and expose Leads and Opportunities to their resellers. Universal Containers has the following requirements for their partner account: • 120,000 partner accounts • Minimize the number of partner account roles • Partner account is made up of sales employees and sales managers • Sales employees only have access to their data • Sales managers have access to all sales employees data

- a. What are the two most efficient ways for the Salesforce Admin to fulfil these requirements? Choose 2 answers
- A. Set up partner accounts with two roles
 - B. Set up partner accounts with one role
 - C. Use sharing rules to grant sales managers access to sales employees' data
 - D. Make the sales manager the Super User on the partner account

Answer: A, B

Question: 3

Universal containers has knowledge articles visible in their customer community for all users. The salesforce Admin creates and publishes a new article, but the article is NOT visible. What should the Salesforce Admin do to make this article visible in the Community?

- A. Create the article in the Community Management console

- B. Publish the Community so the changes take effect
- C. Add a Featured Topic in the Community Management console
- D. Select the Customer Channel in article setup

Answer: B

Question: 4

Universal Containers needs to roll out mobile access in their Community. Their Community environment is as follows:

- Five active Communities
- Four of the active Communities are built on the Napili template; one is built in a Visualforce/Tab container
- Mobile device: Apple iPhone (iOS)

What is the recommended method to ensure access of active Communities on a mobile device?

- A. Access four template -based Communities via Salesforce1 'OS app and Visualforce/Tab Community via mobile browser
- B. Access all Communities via Salesforce1 iOS app
- C. Access four template -based Communities via mobile browser and Visualforce/Tab community via Salesforce1 mobile browser app
- D. Access all Communities via mobile browser using the Community URL

Answer: C

Question: 5

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

Answer: D

Question: 6

Universal Containers is launching a support Community with the following requirements:

- The Community will be launched on the existing Salesforce org leveraged by the internal support team. The Napili template must be used.
- The following support channels need to be provided on the Community: Live Chat, Click to Call, and Case Creation Form.
- They have 50 Salesforce Live Agent Licenses provisioned in their org. Which two actions should the Salesforce Admin take to meet these requirements?

Choose 2 answers

- A. Enable Live Agent in Community Settings
- B. Add a custom Live Agent Lightning component
- C. Set up Live Agent in Community Management
- D. Configure Live Agent in the Salesforce org

Answer: A, D

Question: 7

Universal Containers launched their Community built on the Napili template. They would like to update the Community with Live Agent support and additional menu option for Assets. What is the most efficient way for a Salesforce Admin to roll out the new features?

- A. Deactivate the Community to make changes to the Community and reactivate with changes after testing in a Sandbox
- B. Build a new Community with required features after testing in a Sandbox and deactivate the existing Community
- C. Make changes to the existing Community after testing in a Sandbox and publish the Community when the changes are ready for customers.
- D. Create new Community profiles with the modified features and assign them to customers when the Community is ready for customers.

Answer: A

Question: 8

Universal Containers uses Community to grant business customers secure access to accounts, orders, and invoices. All customers are on a Customer Community License. Universal Containers plans to launch a project management module with the following requirements:

- Leverage Chatter for collaboration.
- Private project collaboration between the customer and Universal Containers.
- Leverage documents, tasks, and events in the project space.
- Customers can only see and access their projects.

What is the most efficient way for the Salesforce Admin to fulfil these requirements?

- A. Create unlisted groups and add project records to the group
- B. Add private groups and add project records to the group
- C. Build a custom Visualforce project space and control access through sharing
- D. Use custom objects, record feeds, and control access through sharing

Answer: B

Question: 9

Which three Lightning Components are available in Builder when customizing a home page? Choose 3 answers

- A. Related Topics List

- B. Feed Publisher
- C. Headline
- D. Search Results
- E. Home Page Tabs

Answer: A, B, D

Question: 10

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

Answer: A, B

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