



Salesforce

**Exam Questions Community-Cloud-
Consultant**

**Salesforce Certified Community Cloud
Consultant**

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Question #:1

Universal Containers needs to add a page to their Customer Service Template-based Community. Authors will manually add the content to the page. What should be the first step to add this page to the site?

Select one or more of the following:

- A. Create an object page
- B. Clone a standard page
- C. Clone an object page
- D. Create a standard page

Answer: D

Question #:2

Universal Containers is leveraging Salesforce Files and needs to make it available to customer Community users.

Which users will be able to edit and delete Salesforce Files based on their licence?

Select one or more of the following:

- A. Users with the Lightning External App licence
- B. Users with the Customer Community Plus licence
- C. Users with the High Volume Customer Portal Licence
- D. Users with the Customer Community licence

Answer: B

Question #:3

You have just enabled Portal User Visibility in Setup > Sharing Settings. What is the benefit of doing this?

- A. Community Managers are able to view all Community Users regardless of the organisation-wide defaults
- B. Limited information on Community user profiles are publicly accessible e.g. Name, Photo, Reputation Level, Description
- C. Limited information on Community user profiles are publicly accessible e.g. Name, Photo, Reputation Level, Description
- D. All users with Write access to Cases on their profile are able to see all Cases owned by Community Members
- E. Community users in the same community can see each other, regardless of the organisation-wide defaults
- F. Portal users in the same customer or partner portal account can see each other, regardless of the organization-wide defaults

Answer: F

Question #:4

When architecting a community strategy it is important to consider portal role count limitations. What is the maximum number of portal roles that can exist in an organization?

- A. 10,000
- B. 2,500
- C. 1,000
- D. 4,000
- E. 5,000

Answer: E



Question #:5

Northern Trail Outfitters is planning to launch a Community for their partners. Partner Sales Managers need to view Partner Sales Rep records. What is the most efficient way for the Salesforce Admin to fulfil this requirement?

- A. Provide Super User Access to Partner Sales Reps
- B. Set the number of partner roles to two
- C. Create a criteria-based Sharing Rule
- D. Enable the Partner Sales Manager as Super Admin

Answer: B

Question #:6

A Salesforce Admin needs to add Reputation to the home page in the Customer Service Napili Community.

Reputation points and levels have been created. What should the Salesforce Admin do in Community Builder to accomplish this task? Choose one answer

- A. Add a generic component and name it Leaderboard
- B. Enable Chatter for the Customer Service Napili Community
- C. Drag and drop the Reputation Leaderboard component onto the home page
- D. Create a custom Lightning component and add it to the home page

Answer: C

Full Access

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