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**Salesforce Certified Community Cloud
Consultant (SP24)**

Salesforce Certified-Community-Cloud-Consultant

Version Demo

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QUESTION NO: 1

A company recently launched its first Lightning Community using the Partner Central Template. Due to the success of the Community, other business units are now interested in replicating the Community and making a few changes. How can the Community Cloud consultant meet these requirements?

Select one or more of the following:

- A. Create a change set to include the changes from the first Lightning Community and create new Communities using that change set
- B. Use the Partner Central Template and repeat all of the setup steps for each cloned Community
- C. Export the new Lightning Community as a template and create new Communities using the exported template
- D. Create new Communities using the Build Your Own template and repeat all set up steps that each cloned Community

ANSWER: C

QUESTION NO: 2

Universal Containers need to launch a Community within 2 weeks. Everything must be driven by configuration with no custom code or AppExchange components. The following are the requirements for their Community:- Branding is limited to the logo and company colour palette.- Chatter Groups will be used for private product collaboration.- Users should be able to submit a support case- Users should be able to view invoice information (external object using Salesforce Connect)- Users should be able to view order information (saved in the Standard Order object in Salesforce) Which three requirements can be accomplished with the Customer Service (Napili) Template? Choose 3 answers.

- A. Branding is limited to the logo and company colour palette.
- B. Chatter Groups will be used for private product collaboration.
- C. Users should be able to submit a support case
- D. Users should be able to view invoice information (external object using Salesforce Connect)
- E. Users should be able to view order information (saved in the Standard Order object in Salesforce)

ANSWER: A C D

QUESTION NO: 3

A Salesforce ISV partner is creating a Lightning Bolt Solution for a healthcare use case. What should the Community Cloud consultant use to distribute the Lightning Bolt solution?

- A. Managed Package

- B. Metadata API
- C. Change Set
- D. Unmanaged Package

ANSWER: A

QUESTION NO: 4

Universal Containers (UC) is using Service Cloud to handle Cases coming from chat, phone, and emails. UC created a public self-service Community to offload some customer support questions by enabling Knowledge and Articles. UC wants users to be able to create a Case without logging in to the Community.

Which two features should the Administrator enable to meet this requirement? (Choose two.)

- A. Web-to-Case
- B. Email templates
- C. Question-to-Case
- D. Guest Access to the Support API

ANSWER: A D

QUESTION NO: 5

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.

ANSWER: A B

QUESTION NO: 6

Your company has asked you to leverage Salesforce for their new customer community and wish to ensure that it is mobile ready which template(s) can you leverage to support this requirement? FOUR ANSWERS

- A. Kokua
- B. Napili
- C. Aloha
- D. Visualforce + Tabs
- E. Koa

ANSWER: A B C E

QUESTION NO: 7

Universal Containers wants to create a Customer Community venue product line with the following requirements:

- Use the customer service template
- Track Community members' login countries
- Display SharePoint documents for the customer
- Display product documentation from Adobe Experience Manager

Which three integrations what do Community Cloud consultant need to configure to meet these requirements?

Choose 3 answers

Select one or more of the following:

- A. SharePoint Web Services
- B. Files Connect
- C. CMS Connect
- D. Google Analytics
- E. Salesforce Knowledge

ANSWER: B C D

QUESTION NO: 8

Universal Containers (UC) is building a Community to drive channel sales. UC has 2,000 partner accounts. The high-level capabilities for UC Partners are:

Partner users should only see Accounts and Cases that they have access to.

A Partner user must be able to create Cases for all Accounts in their account hierarchy, regardless of whether they are

a parent or child Account. Partner users must be able to collaborate within the private Groups of which they are members.

What are two ways the Salesforce Admin should fulfill these requirements? (Choose two.)

- A. Set External User Organization-wide Defaults to Private on the Account and Case Object.
- B. Create a Criteria-based Sharing Rule with read/write access on the Account and Case Object.
- C. Configure an Owner-based Sharing Rule on the Account and Case Object.
- D. Use Partner Account Relationship Data Sharing Rules.

ANSWER: A D

QUESTION NO: 9

A Community Admin is planning to add users and wants to send a welcome email for the community. Which three checks must the Community Admin perform? Choose 3 answers

- A. Make sure the users have their profiles established in the community
- B. Make sure the community is in Published status
- C. Make sure the community is in Active status
- D. Set the community in preview status to review before changing it to Active status
- E. Set the email check box option at the community level

ANSWER: C D E

QUESTION NO: 10

Universal Containers creates a Napili template -based Community for their customers. Due to the company's large knowledge base, the VP of Support is concerned about showing a long list of articles to members when they select a Topic. The list must only contain ten articles. Which standard functionality should a Community Manager use to accomplish this task?

- A. Set the Number of Articles property inside the Page Editor.
- B. Add the Top Articles component inside the Community Builder.
- C. Update Knowledge Settings inside Setup.

D. Make sure Top Articles for Topics is enabled in Community Management.

ANSWER: A

QUESTION NO: 11

Universal Containers needs to create a Community that meets the following requirements:- Self-Service Support Community in which customer and partner users are community members.- Partner Users help Universal Containers by adding of resolving cases for their customers within the Community.- Partner Users do NOT need access to Leads, Campaigns, and Opportunity objects.- Partners use Case Comment and Case Feed to communicate with the Universal Containers team and customers.Which license type should a Salesforce Admin use for these Partner Users?

- A. Employee Community License
- B. Customer Community Plus License
- C. Partner Community License
- D. Customer Community License

ANSWER: C

QUESTION NO: 12

You have spent the last two weeks getting your community ready for the prime time and have recently deployed your configuration to production and now wish to make it publicly available. What steps do you take to do this?

- A. Deploying to production automatically enables the community
- B. Go into the Community Builder >> Settings and Activate the community
- C. Go into the Community Manager >> Administration and Activate the community
- D. Go into the Community Manager >> Administration >> Settings and Activate the Community
- E. The community will automatically activate when you add users to it

ANSWER: D

QUESTION NO: 13

Universal Containers builds a Partner Community for their dealers. They set up the partner account with two roles to represent sales employees and their managers.

After going live, the dealerships inform Universal Containers that they need a CEO type of access for specific users who need to access all of the data on the partner account.

How should the Salesforce Admin fulfill this requirement?

- A. Add a third role to the partner account hierarchy for the CEO partner user.
- B. Promote the CEO partner user to delegated admin on the partner account.
- C. Assign Super User access to the CEO partner user on the Contact page.
- D. Make the CEO partner user the owner of the partner account.

ANSWER: A

QUESTION NO: 14

Universal Containers plans to use person accounts for the external consultants. They need to allow their consultants to register using the Community. How can a Salesforce admin enable this capability in the Community using configuration?

Select one or more of the following:

- A. Allowing users to self register and create a workflow to update contacts to Person Account
- B. Add a Person Account option to the user registration page and have the option selected by default
- C. Provide a link to a custom web page that allows external consultants to register and use Salesforce API to create Person Accounts
- D. Enable Allow External Users to self-register in a Community Management and leave the account field blank

ANSWER: D

QUESTION NO: 15

Universal Containers needs to build a partner community that supports multiple business units by providing the following abilities:

- Each business unit can only collaborate with its partner network.
- Partners only see Knowledge articles and content specific to their business unit.
- Some business units allow partners to raise support cases.
- Some partners work with multiple business units.

How should a Salesforce Admin meet these requirements?

- A. Build a Community for each business unit and assign partners to the relevant Communities
- B. Build one Community and allow the partner profiles to be assigned based on the business unit
- C. Build one Community and segment partner visibility by turning off Community User Visibility
- D. Build a Community for each business unit and allow partners to have separate login credentials

ANSWER: A