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QUESTION 1

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

Correct Answer: C

QUESTION 2

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:

1.

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

2.

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.

3.

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. Use Apex managed sharing on the Account and Case Object

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

Correct Answer: AB

QUESTION 3

Universal Containers (UC) is implementing a Customer Community which will have thousands of Accounts with tens of thousands of Community users (Contacts). UC wants to ensure that all Customer Community licensed users are able to access the assets tied to their Accounts. Which action should the Salesforce administrator take when setting up asset sharing to ensure that Community users can see their account assets?

Select one or more of the following:

- A. Create a sharing rule for each accounts
- B. Use Apex managed sharing to grant access to the Community users
- C. Implement the role hierarchy on the Customer Community
- D. Set up a sharing set that references the Account ID on the asset

Correct Answer: D

QUESTION 4

Universal Containers needs to create a Support Community with the following requirements:

Customer and partner users will be members of this community and use the Customer Community and Partner Community License, respectively.

A customer user should be able to see all cases opened for their account, including cases opened by their colleagues.

Customer users must be able to collaborate with all Community users.

What two things should a Salesforce Admin do to accomplish this? Choose 2 answers

- A. Set up delegated admin access for customer users
- B. Enable super user access for customer users
- C. Select the community user visibility checkbox
- D. Create a sharing set on the case object

Correct Answer: BC

QUESTION 5

Universal Containers want to drive engagement for its Community, and is encouraging users to watch videos and take training. Which three actions should a Community Cloud consultant take to create recommendations in the Community?

Choose 3 answers

Select one or more of the following:

- A. Enter a description of the recommendation
- B. Select a custom recommendation channel in the Marketing Cloud
- C. Click "upload image" to include an image with your recommendation
- D. Connect to the Einstein recommendation API
- E. Enter a label for the button in the recommendation

Correct Answer: ACE

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