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## QUESTION 1

A company uses CMS (Content Management System) to store and manage public content. The VP of Advertising wants to run marketing and advertising campaigns in the Community using that content. How should the Administrator render advertising content in the Community?

Select one or more of the following:

- A. Build a custom integration point between the CMS and the Community
- B. Use Process Builder to import content from the CMS on a periodic basis
- C. Download and install the Community Content package from the AppExchange
- D. Configure CMS Connect to pull content from the CMS

Correct Answer: D

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## QUESTION 2

Universal Containers recently launched a Lightning Community. Members can access articles and answer each other's questions. The company wants to make sure that the Community is providing a highly engaging experience for its members. How can the Administrator help measure of the engagement and adoption in the Community on an ongoing basis?

Select one or more of the following:

- A. Create custom reports and dashboards, and share them with Community managers
- B. Configure Google Analytics for the Community
- C. Download and install a Community Management package from AppExchange
- D. Set periodic email delivery for standard reports and dashboards

Correct Answer: C

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## QUESTION 3

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

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#### QUESTION 4

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.

Correct Answer: D

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#### QUESTION 5

Northern Trail Outfitters launches a Community using the Customer Service Template. Community members report that they do NOT have a menu option to navigate to see their work orders.

The Salesforce Admin has validated the following on the Community user profile:

users Profile has Read Access on the Work Orders Object

Users Profile has a tab visible for Work Orders Object should the Salesforce Admin do to troubleshoot this issue?

- A. Verify that the Work Order tab is under the Selected tab in Community Settings Setup.
- B. Verify that the Navigation Menu in Community Builder has "Type: Salesforce Object" and "Object Type: Work Order"
- C. Verify that the Navigation Menu in Community Management has "Type: Salesforce Object" and "Object Type: Work"
- D. Verify that the Work Order tab is under the Selected tab in Community Management.

Correct Answer: B

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## QUESTION 6

Your organisation wishes to create a Partner Community which has the potential very quickly grow in user count, how many users should you plan to limit your community to avoid performance degradation?

- A. 5,000,000
- B. 10,000,000
- C. 2,000,000
- D. 1,000,000
- E. 50,000,000

Correct Answer: D

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## QUESTION 7

Wendy, the Community Manager at Regional Containers has come to you for advice on managing the Community (Community Manager and Community Builder) from a Mobile Device, what do you recommend?

- A. Navigate to the community URL and append /manage/one.app and you will be able login to the mobile community management site
- B. Wendy should access Community Manager and Community Builder via a Desktop browser only
- C. Wendy should download the OneCommunity Manager app where she will be able to make limited administrative changes to the Community
- D. Wendy should download the Salesforce1 app and access the Community Manager through the Salesforce1 switcher

Correct Answer: B

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## QUESTION 8

How is visibility to Articles Types controlled for Community Members?

- A. Community Settings
- B. User Record

C. Community Manager

D. Profile

E. All Articles Types within the shared data categories and visible to Community Members.

Correct Answer: D

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## QUESTION 9

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

Correct Answer: D

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## QUESTION 10

Universal Containers needs to use capabilities, using the Customer Service Template, in Salesforce Communities to enable Social Sign-on for their customers. What should the Salesforce Admin do to enable users to use their Social Sign-on?

A. Setup the authentication provider for Social sites and add the Social Sign-on component to the login page.

B. Configure Community Sign-on at the social web site to make sure the user is authenticated and provided access.

C. Enable Social Sign-on in the Community management preferences menu.

D. Create a custom login page with Social Sign-on capabilities, including authentication providers.

Correct Answer: A

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## QUESTION 11

Universal Containers is experiencing an increase in spam in their Community. The Community Manager needs to put in some pre-moderation rules to be alerted when multiple posts occur from the same user over a short period of time.

What should the Community Manager do to meet this requirement?

A. Grant the "Moderate Communities Feed" permission to Community members so they can flag content.

B. Grant the "Community Moderator" permission to allow access to view engagement reports.

- C. Create a rate rule and apply it to posts with newly registered members as the criteria.
- D. Activate a content rule to flag member-generated content with a Review Moderation action.

Correct Answer: D

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## QUESTION 12

What are three advantages of adjusting the mark-up code on the page in Community Builder? Choose 3 answers

- A. Ability to define iframe settings
- B. Optimizing the load times of certain typefaces
- C. Optimizing SE by adjusting the SE meta tags for search engines
- D. Custom JavaScript blocks
- E. Custom, analytics code, such as Google Analytics

Correct Answer: ABE

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## QUESTION 13

Universal Containers (UC) builds a Community to support customers who purchased its products. UC has the following security requirements:

- Support encryption at rest
- Show decrypted data in the UX (user experience) to users with permissions
- Encrypt all Community data

How should the Salesforce Administrator fulfil this requirement?

Select one or more of the following:

- A. Install a third-party app from AppExchange to encrypt the data at rest
- B. Leverage Salesforce Shield to encrypt and decrypt all data at rest
- C. Encrypt data in portals, but not in Communities
- D. Create encrypted fields for Community data

Correct Answer: B

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## QUESTION 14

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

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## QUESTION 15

You are setting up an Authenticated Community for your Customers many of them speak both English and French how will you ensure the most appropriate language(s) are available to them in your Napili Template Community?

- A. Develop a custom lightning component which will allow seamless transition between languages
- B. Install the Google Translation component which allows Authenticated users to swap between languages
- C. Language will be determined by the language set on their User Profile
- D. Place the Language Picker Component on the Community home page
- E. Multi-Language support is not available for Napili Template communities

Correct Answer: C

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