

DUMPS ARENA

Salesforce Certified Community Cloud Consultant

Salesforce Certified-Community-Cloud-Consultant

Version Demo

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QUESTION NO: 1

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

ANSWER: A C E**QUESTION NO: 2**

Select two ways you are able to integrate Google Analytics with a template based Community. 2Answers

- A. Community Builder >> Settings >> Analytics Setup
- B. Community Builder >> Settings >> Advanced >> Google Analytics Tracking
- C. Community Builder >> Settings >> Advanced >> Edit Head Markup
- D. Setup Menu >> Google Analytics >> Communities
- E. Community Manager >> Settings >> Advanced >> Google Analytics Tracking

ANSWER: B C**QUESTION NO: 3**

As a part of your Partner Community Roll-out strategy you plan to engage with stakeholder(s) within the business to understand what they are hoping to get out of the community being implemented. Who do you meet with?

- A. Partner Relationship Manager and Sales Managers
- B. Executives and the Partner Relationship Manager
- C. Partner Relationship Manager and Marketing Managers

D. Sales Team, Marketing Team, Service Team and Executives

E. #AskForce on Twitter and the Success Community

ANSWER: D

QUESTION NO: 4

Northern Trail Outfitters uses Salesforce internally and needs to launch a Community for their customers. • Northern Trail Outfitters works with a survey partner and needs to extend that capability to the Community users. • Northern Trail Outfitters works with an electronic signature partner and needs to extend that capability to the Community users. • This Community needs to be built with the Customer Service Template. All integrations must be mobile— first. • Both partners have Community Lightning Components available. What should a Salesforce Admin do to accomplish this task?

- A. Design and develop an API-level integration with the Survey and electronic signature partners and make it available for Community users.
- B. Install and configure the non-Lightning Components for surveys and electronic signatures available from the Partners
- C. Install and configure the Community Lightning Components for surveys and electronic signatures available from the two Partners.
- D. Design and develop custom Community Lightning Components for surveys and electronic signatures.

ANSWER: C

QUESTION NO: 5

Universal Containers (UC) is finalizing its Chatter group rollout within the Community. To help promote the release, UC wants to direct all users to the collaboration page when users log in.

Which method should the Administrator use to accomplish this?

- A. Use JavaScript in the head markup to direct users to the collaboration page.
- B. Create a login flow that directs users to the collaboration page in the Community.
- C. Configure the login form start URL to point to the collaboration page.
- D. Override the standard login page with a custom visualforce page.

ANSWER: B

QUESTION NO: 6

Universal Containers wants its Community users to have the ability to log in using Facebook and Google.

Which set of features should the Administrator use to achieve this goal?

- A. Custom Lightning Component and Apex Class
- B. Single Sign-on and AppExchange
- C. Auth Provider and Flow
- D. Auth Provider and Registration Handler

ANSWER: D

QUESTION NO: 7

A Salesforce Admin needs to build a self-service Community. Which three steps should the Salesforce Admin take before building the Community in Salesforce? Choose 3 answers.

- A. Configure a search for articles and discussions in the Community.
- B. Gather branding assets, including images and logo for the Community.
- C. Create email templates to be used in the community.
- D. Add discussions on topics that can be published in the Community.
- E. Enable the Service Cloud features to be used in the Community, including Knowledge and Case.

Answer: BCE

- A. Gather branding assets, including images and logo for the Community.
- B. Create email templates to be used in the community.
- C. Add discussions on topics that can be published in the Community.
- D. Enable the Service Cloud features to be used in the Community, including Knowledge and Case.

ANSWER: A B D

QUESTION NO: 8

Universal Containers Community Manager needs to set up Reputation. Which two tasks should the Community Manager perform to meet this requirement? Choose 2 answers

- A. Create a custom Lightning component for Reputation and add it to the home page
- B. Configure Reputation points and levels in the Community Management console
- C. Enable Reputation in the Community
- D. Add the Reputation Leaderboard component to a page in the Community
- E. Add a Visualforce Reputation Leaderboard component

ANSWER: B C

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

ANSWER: A D E

QUESTION NO: 10

Universal Container's Community Manager wants to better measure the Community adoption and engagement.

Which approach should the manager use?

- A. Use Google Analytics to generate the adoption report.
- B. Use Data Loader to download the user data to generate a pivot table in Excel.
- C. Install the Salesforce Community Management AppExchange package.
- D. Install the Wave dashboards for Communities.

ANSWER: C

QUESTION NO: 11

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: 12

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

- A. Navigate to the community URL and append /manage/one. app and you will be able to 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 Salesforce1 app and access the Community Manager through the Salesforce1 switcher.
- D. Wendy should download the OneCommunity Manager app where she will be able to make limited administrative changes to the Community.

ANSWER: B

QUESTION NO: 13

Universal Containers (UC) recently went live with its new custom Community. UC has received the cases stating that no customers have access to the Community. The customer users have the custom "UC Customer Community" profile assigned to them. What is the final step the administrator should take to ensure user membership to the Community?

Select one or more of the following:

- A. Publish the Community using the Community Builder
- B. Assign the "UC Customer Community" profile in administration
- C. Use a permission set to give users access to the Community
- D. Ensure the "send welcome email" checkbox is selected

ANSWER: C

QUESTION NO: 14

Universal Containers wants to create a Customer Community for their new 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 would the Community Cloud consultant need to configure to meet these requirements? (Choose three.)

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

ANSWER: A D E

QUESTION NO: 15

What are the two most efficient ways for a Salesforce Admin to accomplish this task? Universal Containers is launching a Community to drive their channel sales. The requirements are as follows:

- Integration with a Back-Office Legacy System that supports API-Level Integration and Salesforce Connect. This integration does not exist today.
- Integration with a pricing and quoting tool. This integration exists today for internal users in the Salesforce org.
- External partner users must be able to configure the quote using the pricing and quoting tool from the Community.
- The pricing and quoting tool must support Community users.
- Universal Containers owns licenses for Salesforce Connect.

- A. Integrate the Back-Office Legacy System using custom code development.
- B. Integrate the Back-Office Legacy System using Salesforce Connect.
- C. Integrate the pricing and quoting tool by configuring external users to make it available in the Community.
- D. Integrate the pricing and quoting tool by creating custom code to make it available in the Community.

ANSWER: B C