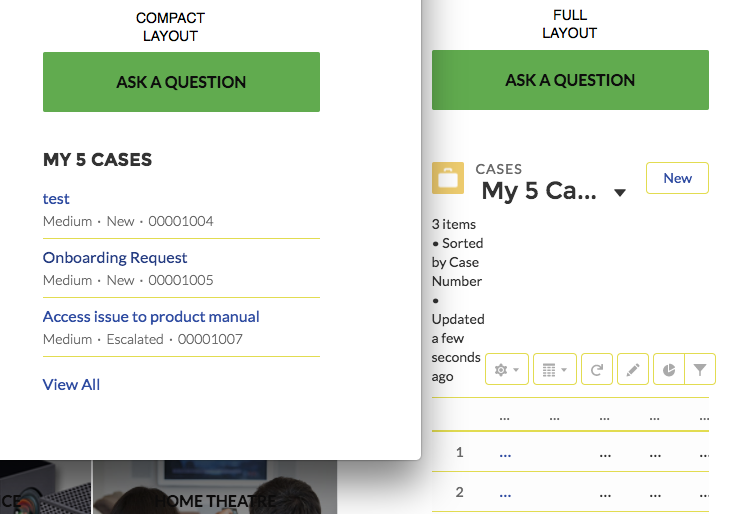
<https://www.proprofs.com/quiz-school/story.php?title=mtkzodywnqotxc>

1. The Capricorn Coffee Community contains a section focused on Coffee Bean Types. That section contains areas focused on Java, Arusha, and Pacamara. A Salesforce Admin needs to make sure that end users can easily discover the Java, Arusha, and Pacamara sections. When setting up the Community, which two steps should a Salesforce Admin take to meet the requirement? Choose 2 answers
   1. Assign relevant articles to a group
   2. Add the More Topics link to the navigation menu.
   3. Make sure subtopics are enabled in the page headline.
   4. Enable Feed Tracking for these topics.
2. Universal Containers plans to build a large-scale Community and expose Leads and Opportunities to their resellers. Universal Containers has the following requirements for their partner account: • 120,000 partner accounts• Minimize the number of partner account roles• Partner account is made up of sales employees and sales managers• Sales employees only have access to their data• Sales managers have access to all sales employees data. What are the two most efficient ways for the Salesforce Admin to fulfil these requirements? Choose 2 answers
   1. Set up partner accounts with two roles.
   2. Set up partner accounts with one role.
   3. Use sharing rules to grant sales managers access to sales employees' data.
   4. Make the sales manager the Super User on the partner account.
3. Universal containers has knowledge articles visible in their customer community for all users. The salesforce Admin creates and publishes a new article, but the article is NOT visible. What should the Salesforce Admin do to make this article visible in the Community?
   1. Create the article in the Community Management console.
   2. Publish the Community so the changes take effect.
   3. Add a Featured Topic in the Community Management console
   4. Select the Customer Channel in article setup.
4. Universal Containers needs to roll out mobile access in their Community. Their Community environment is as follows:• Five active Communities• Four of the active Communities are built on the Napili template; one is built in a Visualforce/Tab container• Mobile device: Apple iPhone (i0S)What is the recommended method to ensure access of active Communities on a mobile device?
   1. Access four template -based Communities via Salesforce1 'OS app and Visualforce/Tab Community via mobile browser.
   2. Access all Communities via Salesforce1 iOS app.
   3. Access four template -based Communities via mobile browser and Visualforce/Tab community via Salesforce1 mobile browser app.
   4. Access all Communities via mobile browser using the Community URL.
5. Universal Containers builds a Customer Community on the Napili template. They add a record list component to the right column of the home page. This component needs to show customers their five most recent cases. They already created a "My Cases" list view. How should a Salesforce Admin set the record list component properties?
   1. Use the Case object with compact layout, return five records, and use the "My Cases" list view.
   2. Use the Case object with full layout, return five records, and use the "My Cases" list view.
   3. Use the "My Cases" list view with compact layout, return five records, and disable public access.
   4. Use the Case object, return five records, use the "My Cases" list view, and disable public access.

Revised Answer A: Component is set to “right column” – Compact layout show’s up better.



1. Universal Containers is launching a support Community with the following requirements:• The Community will be launched on the existing Salesforce org leveraged by the internal support team. The Napili template must be used.• The following support channels need to be provided on the Community: Live Chat, Click to Call, and Case Creation Form.• They have 50 Salesforce Live Agent Licenses provisioned in their org. Which two actions should the Salesforce Admin take to meet these requirements? Choose 2 answers
   1. Enable Live Agent in Community Settings.
   2. Add a custom Live Agent Lightning component.
   3. Set up Live Agent in Community Management.
   4. Configure Live Agent in the Salesforce org.
2. Universal Containers launched their Community built on the Napili template. They would like to update the Community with Live Agent support and additional menu option for Assets. What is the most efficient way for a Salesforce Admin to roll out the new features?
   1. Deactivate the Community to make changes to the Community and reactivate with changes after testing in a Sandbox.
   2. Build a new Community with required features after testing in a Sandbox and deactivate the existing Community.
   3. Make changes to the existing Community after testing in a Sandbox and publish the Community when the changes are ready for customers.
   4. Create new Community profiles with the modified features and assign them to customers when the Community is ready for customers.
3. 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?
   1. Create unlisted groups and add project records to the group.
   2. Add private groups and add project records to the group.
   3. Build a custom Visualforce project space and control access through sharing.
   4. Use custom objects, record feeds, and control access through sharing.
4. Which three Lightning Components are available in Builder when customizing a home page? Choose 3 answers
   1. Related Topics List
   2. Feed Publisher
   3. Headline
   4. Search Results
   5. Home Page Tabs
5. Universal Containers needs to enhance the customer experience by providing a capability to support French and Italian languages to their Community guest users. Their Community is built using the Napili template. What two things should a Salesforce Admin do to accomplish this requirement? Choose 2 answers
   1. Add French and Italian languages to the Community using the Community Builder Page Editor.
   2. Add French and Italian languages to the Community using Site.com configuration.
   3. Add the Language Picker Component to make French and Italian available on the Community Pages.
   4. Add French and Italian to Language Settings under Admin Setup.
6. What are three advantages of adjusting the mark-up code on the page <head> in Community Builder? Choose 3 answers
   1. Ability to define iframe settings
   2. Optimizing the load times of certain typefaces
   3. Optimizing SE by adjusting the SE meta tags for search engines
   4. Custom JavaScript blocks
   5. Custom, analytics code, such as Google Analytics
7. Salesforce releases an enhanced feed publisher component in the latest release of the Napili template. Universal Containers org is now on the latest version, but the collaboration component is NOT available in the Napili template. What should the Salesforce Admin do to resolve this issue?
   1. Refresh the Salesforce component list In Community Builder.
   2. Upgrade the template to like latest version.
   3. Enable Chatter for the one
   4. Un publish and republish the Napili template.
8. 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?
   1. Create a rate rule and apply it to posts with newly registered members as the criteria.
   2. Activate a content rule to flag member -generated content with a Review Moderation action
   3. Grant the "Community Moderator" permission to allow access to view engagement reports.
   4. Grant the "Moderate Communities Feed" permission to Community members so they can flag content.

Revised answer A: Rate rules check for frequency, content rules check for words

1. Universal Containers is leveraging Salesforce Content and needs to make it available to their Community users (Customers, Partners, and Employees). Which users will be able to view Salesforce Content based on their license?
   1. Users with the High -Volume Customer Portal license.
   2. Users with the Customer Community license.
   3. Users with the Customer Community Login license.
   4. Users with the Customer Community Plus license.
2. Universal Containers builds a Community with public access to Knowledge Articles and Q&A. The developer builds a Visualforce page that shows Known Issues on their products. The developer uses a custom object to store Known Issues with an org-wide default sharing setting to Public Read/Write. Unauthenticated users receive an error message when they try to load the page. What should the Salesforce Admin do to troubleshoot this issue?
   1. Select "Allow access without login" from Community Management.
   2. Go to the Guest User profile and give access to the Visualforce page.
   3. Change the org-wide default sharing to Public Full Access.
   4. Add the Guest User profile to the members in Community Management.
3. Universal Containers has a multi -layered distribution structure. The Main Distributors in each geography work with Regional Distributors to sell and service customers in the region. Universal Containers plans to roll out a Community with the following capabilities:• Main Distributors and Regional Distributors are considered Partner accounts in Salesforce.• Main Distributors can communicate with other Main Distributors.• Regional Distributors can communicate with other Regional Distributors who are managed by the same Main Distributor, but NOT with other Regional Distributors. How should the Salesforce Admin build a Community to meet the requirements?
   1. Allow Main Distributors to be members of two Communities: one for Main Distributors and one for the Regional Distributors that they manage.
   2. Build one Community using the Napili template for Main Distributors and Regional Distributors. Disable Community user visibility and allow portal user visibility.
   3. Create a Community for each Main Distributor. Allow Regional Distributors to log in to the Community.
   4. Build one Community for each Regional Distributor and one for Main Distributors.
4. Universal Containers needs to have their branding represented accurately in their Partner Community. What three things should the Salesforce Admin do to use Community Builder to brand the Community?
   1. Specify font family, style, and weight.
   2. Apply a colour scheme that is appropriate for the Universal Containers template with the colour palette.
   3. Adjust kerning values in a variety of typefaces.
   4. Use custom CSS to apply Universal Containers styles.
   5. Adjust the pixel width of the masthead.
5. Universal Containers needs their channel partners to collaborate on opportunities within their new partner Community based on the Napili template. What is the recommended way to accomplish this task?
   1. Create a page layout for leads and assign it to those profiles that have access to the Community.
   2. Create a Detail page for invoices and add the page as a Navigation Menu item.
   3. Add Opportunities as a Salesforce Object in the Navigation Menu.
   4. Create a Visualforce page for Opportunities and add the page as a Navigation Menu item.
6. Universal Container's Community Manager wants to better measure the Community adoption and engagement. What is the recommended approach?
   1. Use Google Analytics to generate the adoption report.
   2. Install the Salesforce Community Management AppExchange package.
   3. Install the Wave dashboards for Communities.
   4. Use Data Loader to download the user data to generate a pivot table in Excel.
7. Universal Containers needs a Community for distributors who manage their sales with the following requirements:• Each distributor has multiple users.• Users within the same distributor should be able to talk with each other.• Users should NOT be able to talk with users from other distributors.• The Knowledge articles and other Community features should be the same for all distributors. Flow should the Salesforce Admin meet these requirements?
   1. Create Sharing groups to share users within a distributor. Allow discussions, keeping the OWD for Users as private.
   2. Create a separate Community for each distributor. Allow members to talk within the Community and enable the Community user visibility.
   3. Enable the Portal user visibility and disable the Community user visibility under Sharing settings. Keep OWD for Users as private for external users.
   4. Create a Sharing set to share the users within a distributor in the Community. Allow discussions, keeping the OWD for Users as private
8. Universal Containers has a customer Community in Europe and plans to roll out a separate Community for their US customers. They have separate profiles for their US, Europe, and Asia customers. How could the Salesforce Admin limit the membership of this new community to US customers?
   1. Add each US customer as a Community member from their contact record.
   2. Add only US customer profiles as Community members.
   3. Add US users to the Community sharing set.
   4. Add the US customer public group to the Community as members of the Community.
9. A salesforce admin at Universal Containers notices that a large number of unauthenticated users are accessing Community pages built using Force.com sites. Their org is on the Salesforce Enterprise Edition. What is the maximum number of monthly page views allowed?
   1. 500,000
   2. 300,000
   3. 1,000,000
   4. 100,000
10. Universal Containers recently built a Community for their customers. They would like to allow access of files maintained in their SharePoint server with customers. Which Salesforce feature should the Salesforce Admin recommend?
    1. Chatter and Files
    2. Files Connect
    3. Files Sync
    4. Content Library
11. What are two advantages of setting up a custom domain for a Community? Choose 2 answers
    1. Better compatibility with DNS servers around the globe.
    2. Better security at domain name registrars.
    3. Better Search Engine Optimization.
    4. Better company branding.
12. Northern Trail Outfitters uses Knowledge Articles to address customer questions in their Napili Community. They need to know if these Articles are helpful to customers when they search for help in the Community. What is the most efficient way for a Salesforce Admin to get this information from customers?
    1. Build a custom Community page that shows the Knowledge Article and have custom fields to capture customer comments.
    2. Create a customer survey using custom Lightning components and add it to the home page.
    3. Redirect customers to a survey form in an external website that captures their comments on the Knowledge Article.
    4. Enable the article voting property on the Article Content component in the article detail page in the Community Builder.
13. Universal Containers wants to build a Community for all their employees. Currently, some of their employees are NOT Salesforce users. How should the Salesforce Admin enable access to the Community for the users who are currently NOT Salesforce users?
    1. Allow the users to self -register to the Community.
    2. Create the users as contacts and enable them as Community users.
    3. Create the users in Salesforce and add their profile to the Community.
    4. Add the users to the Community as members.
14. Universal Containers launches a Partner Community for their resellers who have access to Leads, Opportunities, and Dashboards. Universal Containers has the following requirements to support their partners during the sales cycle:• Universal Containers can engage with partners during the Sales cycle.• Universal Containers can have internal discussions NOT visible to partners.• The Channel Manager can bring any Universal Containers employee to the discussion.• Universal Containers employees may or may NOT have access to the Partner Community. How should a Salesforce Admin fulfil those requirements?
    1. Leverage Opportunity feed and manual shares for access control.
    2. Leverage unlisted groups and record sharing for access control.
    3. Leverage private groups and record sharing for access control.
    4. Leverage Opportunity feed and group record layout for access control.
15. Northern Trail Outfitters launches a Community using the Napili template. Community members report that they do NOT have a menu option to navigate to see their invoices. The Salesforce Admin has validated the following on the Community user profile:• Users Profile has Read Access on the Invoice Object• Users Profile has a tab visible for Invoice Object. What should the Salesforce Admin do to troubleshoot this issue?
    1. Verify that the Navigation Menu in Community Builder has "Type: Salesforce Object" and "Object Type: Invoices."
    2. Verify that the Navigation Menu in Community Management has "Type: Salesforce Object" and "Object Type: Invoices."
    3. Verify that the Invoices tab is under the Selected tab in Community Management.
    4. Verify that the Invoices tab is under the Selected tab in Community Settings Setup

Revised Answer A: option C applies to Salesforce Tabs + Visualforce Template. Option A applies to the Napili template.

1. Universal Containers built a Community to expose Leads and Opportunities to their resellers. They set up partner accounts with two roles and granted Super User access to the Sales Executives users who are created at the top level of the account role hierarchy. Universal Containers has the following requirements to expose dashboards to their partners:• Partners can NOT modify the dashboard.• Partners only see data within their account.• Partners see all the data on the partner account. How should the Salesforce Admin fulfil these requirements?
   1. Select the Channel Manager as the running user for the dashboards.
   2. Select the "Run as logged in user option for the dashboards.
   3. Select the Sales Executive as the running user for the dashboards.
   4. Select the owner of the partner account as the running user for the dashboards.
2. 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 fulfil this requirement?
   1. Promote the CEO partner user to delegated admin on the partner account.
   2. Assign Super User access to the CEO partner user on the Contact page.
   3. Add a third role to the partner account hierarchy for the CEO partner user.
   4. Make the CEO partner user the owner of the partner account.
3. Universal Containers needs to provide Super User Access to a few end users. Their end users are assigned several license types for these Communities:• Customer Community• Customer Community Plus• Employee Community• Partner Community. Which two license types allow a Salesforce Admin to provide Super User Access to the end users in this Community? Choose 2 answers
   1. Customer Community Plus License
   2. Employee Community License
   3. Partner Community License
   4. LI Customer Community License
4. Universal Containers is building a community to drive channel sales. They have 2000 partner accounts. The high level capabilities for their partners are as follows:• Partner users should NOT be able to access accounts and cases that they do NOT have access to.• A Partner User must be able to create cases for all accounts in their account hierarchy irrespective if they are parent or child account.• Partner users must be able to collaborate within the private groups they are members of. What are two ways the Salesforce Admin should fulfil these requirements? Choose 2 answers
   1. Develop an Apex Managed Sharing Rule on the Account and Case Object
   2. Configure an Owner -based Sharing Rule on the Account and Case Object
   3. Set External User Organization Wide Defaults to Private on the Account and Case Object
   4. Create a Criteria -based Sharing Rule with read/write access on the Account and Case Object
5. Universal Containers needs to use their corporate portal to authenticate Community users, allowing users access to the Community after they have successfully logged into the Portal. What should the Salesforce Admin do in the Communities to support this login requirement?
   1. Enable Guest User access in Communities to support seamless access to Communities from the Portal.
   2. Configure Single Sign -on in Salesforce and reuse the federated authentication providers in the Community.
   3. Add Social -Sign -on to allow users to log in from the Portal without signing into the Community.
   4. Enable Community login support for employees in the Portal configuration.
6. Universal Containers has the following requirements:• Enable VIP community access once a customer has reached $1 million in revenue.• Maintain customer revenue in Salesforce.• All customers must have access to the general customer community.• VIP customers must have access to VIP information in the community.• The number of profiles in Salesforce must be limited. How should the Salesforce Admin provide VIP users access to the VIP information?
   1. Create a profile that has permissions to the VIP information and assign it to the VIP community users.
   2. Create a permission set that has permissions to the VIP information and add it to VIP customers.
   3. Create a sharing set that allows VIP customers to access VIP information.
   4. Create a sharing rule that allows VIP customers to access VIP information.
7. Universal Containers needs to add their own logo to the Community login page. What is the most efficient way for the Salesforce Admin to accomplish this?
   1. Upload the logo as an externally available Document and include it in the login page.
   2. Add the logo to the Login & Registration setup page in Community Management.
   3. Override the default Community login page to a custom login page with the logo.
   4. Use URL redirect to redirect users to a custom login page with the logo.
8. Universal Containers has a Community for partners and another Community for their customers. They want to give their partners access to their Community for customers as well. How should the Salesforce Admin do this?
   1. Include the partner profile as a member of the Community for customers.
   2. Create Partner users as members in the Customer Community and send login details to the users.
   3. Add the Customer community to the Partner Community user profile.
   4. Select the Enable Customer Community user option in the Partner contact in Salesforce.
9. Universal Containers builds their customer Community on Napili templates. They create several recommendations that are visible on the home page, including one for their annual conference event. After the event, the Salesforce Admin needs to remove the event recommendation. Where should the Salesforce Admin delete the recommendation?
   1. From the All Communities setup page
   2. From the Community Management console
   3. From the Community site
   4. From the Community Builder
10. Universal Containers adds e -commerce capability to its Community built on the Napili template. They track customer shipments in a Salesforce custom object. How should the Salesforce Admin expose customer shipment data in Community Builder?
    1. Create an object page associated to the Shipment object.
    2. Create a standard page associated to the Shipment object.
    3. Clone an object page and associate it to the Shipment object.
    4. Clone a standard page and associate it he Shipment object.
11. 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
    1. Make sure the users have their profiles established in the community.
    2. Make sure the community is in Published status.
    3. Make sure the community is in Active status.
    4. Set the community in preview status to review before changing it to Active status.
    5. Set the email check box option at the community level.
12. Northern Trail Outfitters wants to launch their Community with the following requirements:• Enable discussions• Use Reputation for gamification• View the Trending Articles• Optimized for mobile. Which two requirements will the Salesforce Admin be able to accomplish with the Koa template? Choose 2 answers
    1. Use Reputation for gamification
    2. View the Trending Articles
    3. Enable discussions
    4. Optimized for mobile
13. Universal Containers needs to use capabilities 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?
    1. Create a custom login page with Social Sign -on capabilities, including authentication providers.
    2. Configure Community Sign -on at the social web site to make sure the user is authenticated and provided access.
    3. Enable Social Sign -on in the Community management preferences menu
    4. Set up the authentication provider for Social sites and add the Social Sign -on component to the login page.
14. 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 Napili template. All integrations must be mobile- first.• Both partners have Community Lightning Components available. What should a Salesforce Admin do to accomplish this task?
    1. Install and configure the Community Lightning Components for surveys and electronic signatures available from the two partners.
    2. Install and configure the non-Lightning Components for surveys and electronic signatures available from the partners.
    3. Design and develop an API -level integration with the survey and electronic signature partners and make it available for Community users.
    4. Design and develop custom Community Lightning Components for surveys and electronic signatures.
15. Universal Rideshares uses a Custom Object to capture vanpool driver information. The VP of Support wants to give members of the Napili template -based Community access to this information for their vanpools. What is the most efficient way to accomplish this task?
    1. Create a Detail page for the Custom Object and add it as a tab in Community Management.
    2. Create a Detail page for the Custom Object and add the Custom Object as a Navigation Menu item.
    3. Create a Visualforce page for the Custom Object and add it as a tab in Community Management.
    4. Create a Visualforce page for the Custom Object and add the Custom Object as a Navigation Menu item.
16. Northern Trail Outfitters is launching a Community with the following requirements:• Branding requirement is limited to the company logo.• Community should be available on desktop. Mobile responsive is not needed.• Community users should have access to reports and dashboards.• Community users should be able to view their invoices, which are saved as external objects in Salesforce. Which template should the Salesforce Admin use to build this Community?
    1. Salesforce Tabs + Visualforce Template
    2. Napili Template
    3. Aloha Template
    4. Kokua Template
17. When testing the Community, the Salesforce Admin notices that the Knowledge tab is NOT visible to all partner Community users. What should the Salesforce Admin do to fix this problem?
    1. Update the Admin profile so that the Knowledge tab is visible.
    2. Create a Knowledge article and make it visible to the appropriate channel.
    3. Edit the Partner Community profile so that the Knowledge tab is visible.
    4. Add the Global Header permission set to all Community users.
18. What moderation capabilities does Salesforce communities provide to automate the process of identifying and replacing words that are offensive or inappropriate for the Community?
    1. Use moderation rules in the Community to block offensive or inappropriate content.
    2. Enable Moderation for the Community to block offensive or inappropriate content.
    3. Create Process flows to identify posts with the offensive or inappropriate words and replace with other content.
    4. Write a trigger to identify posts with the offensive or inappropriate words and replace with other content.
19. Universal Containers is launching a Community to provide a self-help channel to their customers and partners. Customers and partners will search for articles, participate in discussions, and raise cases. Partners will be able to raise cases for their customers, but will NOT need channel sales capabilities. Which license should a Salesforce Admin use for the partner users?
    1. Support Community License
    2. Customer Community Plus License
    3. Service Cloud License
    4. Partner Community Plus License
20. 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?
    1. Add the Top Articles component inside the Community Builder.
    2. Update Knowledge Settings inside Setup.
    3. Set the Number of Articles property inside the Page Editor.
    4. Make sure Top Articles for Topics is enabled in Community Management.
21. Universal Containers creates a Community for their partners. Members of the Community should not be able to participate in discussions with other members. However, users from the same partner should be able to hold discussions amongst themselves. How should the Salesforce Admin meet this requirement?
    1. Create a sharing group for partner accounts under Sharing Settings.
    2. Deselect Community User Visibility under Sharing Settings.
    3. Update the Internal User record to Private under Sharing Settings.
    4. Turn off Portal User Visibility under Sharing Settings.
22. Universal Containers has a community for their partners. They would like to add a new partner company and grant their users access to the Community. What is the first step the Salesforce Admin must complete to set up the partner users?
    1. Add partner contacts to the Community as members.
    2. Create the account and enable it as a partner account.
    3. Create a partner profile for the company.
    4. Allow partner users to self-register and gain access.
23. 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. Which three actions should the Salesforce Admin take before the Community launches? Choose 3 answers
    1. Make sure customers are NOT members of other Salesforce Communities.
    2. Prepare for cases logged by Community members and automation around auto response, case assignment, and escalation rules.
    3. Test the Community for member activity, including cases and articles.
    4. Performance test the Community with a large number of members with increased activity.
    5. Formalize the member registration process, including automating the account assignment or person account creation.
24. Universal Containers needs to enable public access to Community content. How should a Salesforce Admin fulfil this requirement?
    1. Update the setting to allow access without login in Community Settings.
    2. Update preferences to allow access without login in Community Management.
    3. Update all pages to allow Public Visibility in Site.com Studio.
    4. Update the setting to Public Visibility to all Community pages in Setup.
25. Universal Containers is setting up their moderation settings on their Community. They have developed 7585 keywords to monitor. What is the minimum number of keyword lists needed to accommodate all 7585 keywords?
    1. 05
    2. 04
    3. 03
    4. 02
26. Universal Containers Community Manager needs to set up Reputation. Which two tasks should the Community Manager perform to meet this requirement? Choose 2 answers
    1. Enable Reputation in the Community.
    2. Create a custom Lightning component for Reputation and add it to the home page.
    3. Configure Reputation points and levels in the Community Management console.
    4. Add the Reputation Leaderboard component to a page in the Community.
    5. Add a Visualforce Reputation Leaderboard component.
27. 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?
    1. Provide Super User Access to Partner Sales Reps.
    2. Create a criteria-based Sharing Rule.
    3. Set the number of partner roles to two.
    4. Enable the Partner Sales Manager as Super Admin.
28. Universal Containers builds a Community on the Napili template. They need to use a survey tool to collect feedback from members. What two things should the Salesforce Admin do to achieve this? Choose 2 answers
    1. Create a new page, add the standard survey components, and publish.
    2. Find and install a Visualforce survey app from the AppExchange.
    3. Find and install a Lightning survey app from the AppExchange.
    4. Build custom Lightning survey components for the template.
29. Universal Containers creates a Community for their end users to access invoices. The invoice pages are mobile of responsive and utilize rich text styling for the amount totals in each column. Mobile access to these invoices is important. The "API Enabled" profile permission has been turned on to allow Salesforce mobile access to external users with Communities licenses. Which characteristic of this Community will cause display problems when accessed from an Android mobile device?
    1. Mobile responsiveness
    2. "API enabled" profile permission
    3. Rich text styling
    4. Community URL access
30. 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?
    1. Build one Community and allow the partner profiles to be assigned based on the business unit.
    2. Build a Community for each business unit and assign partners to the relevant Communities.
    3. Build one Community and segment partner visibility by turning off Community User Visibility.
    4. Build a Community for each business unit and allow partners to have separate login credentials.
31. Universal Containers needs to add a page to their Napili Community. Authors will manually add the content to the page. What should be the first step to add this page to the site?
    1. Create a standard page.
    2. Clone a standard page.
    3. Create an object page.
    4. Clone an object page.
32. 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
    1. Create a Sharing Set on the Case object.
    2. Enable Super User access for customer users.
    3. Select the Community User Visibility checkbox.
    4. Set up Delegated Admin access for customer users.

<https://www.proprofs.com/quiz-school/story.php?title=community-cloud-consultant>

1. Your company requires to set up community access for both customers and partners but wish to tailor the content that is shown for each member type and region, how do you architect this solution?
   1. Create a Community tailored to each region
   2. Create two Communities, one Customer Community and one Partner Community
   3. Create one Community and build a lightning component that displays different content based on the users profile logging in
   4. Create one Community and use page variations to control what members see
   5. Create one Community using Sharing Sets to control what members see.
2. Universal Containers have asked you to help them set up their Salesforce Community and one of their requirements is to make Reports and Content available to members. What Community licence type(s) would you recommend? [Select 2]
   1. Salesforce
   2. Customer Community Plus
   3. Customer Community
   4. Salesforce Community Content
   5. Partner Community
3. Your company is using the Napili template and is expanding internationally and now requires your Community to support multiple languages what steps should you take to support this in your community?
   1. Enable the Language Picker in the Community Builder. Salesforce will automatically present a list of supported languages
   2. Enable Community Language Picker in the setup menu and select the supported languages in the Community Builder
   3. Select the available languages in the Setup Menu and drag the Language Picker onto the Community Template
   4. Multiple community languages are not supported5. Enable the Language Picker in the Community Builder and select the supported languages in Community Settings
4. Universal Containers have launched their Customer Community on the Koa template. Community members have asked your advice for accessing the community on iOS devices, what do you recommend?
   1. IOS users should download the Salesforce1 app and access the community through the Salesforce1 switcher
   2. Navigate to the community URL in the browser and a mobile experience will be automatically rendered
   3. IOS users should download the OneCommunity app where they can use their regular community login credentials to access the Community
   4. All users should access a Koa Community via a Desktop browser only
5. Regional Containers have asked you for help in setting up their Custom Domain for their Customer Community so that the community URL looks like it is hosted on the company website. Why type of record will you need to add to the DNS in order to achieve this?
   1. AAAA Record
   2. CName Record
   3. TXT Record
   4. MX Record
   5. NS Record
6. 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?
   1. Sales Team, Marketing Team, Service Team and Executives
   2. #AskForce on Twitter and the Success Community
   3. Partner Relationship Manager and Sales Managers
   4. Executives and the Partner Relationship Manager
   5. Partner Relationship Manager and Marketing Managers
7. You wish to edit the Community Head Markup, where do you go to do this?
   1. Developer Console
   2. Community Builder >> Settings >> Advanced
   3. Community Manager >> Administration >> Settings
   4. Modify the hidden Community Lightning Component which is displayed when editing the community
   5. Upload a HTML static resource named "Head Markup"
8. You have heard that one way to maximize your Community Engagement level is to leverage Community Reputation. After having a coffee and a biscuit you think this is a brilliant idea for your community and want to enable it right away, where do you navigate to ?
   1. Setup >> All Communities > Builder > Administration > Preferences > Enable Setup and Display of Reputation Levels
   2. Setup >> All Communities > Manage > Administration > Preferences > Enable Setup and Display of Reputation Levels
   3. Setup >> All Communities > Builder > Reputation > Enable Setup and Display of Reputation Levels
   4. Setup >> Community Settings > Enable Setup and Display of Reputation Levels
9. How is visibility to Articles Types controlled for Community Members?
   1. Profile
   2. User Record
   3. Community Manager
   4. All Articles Types within the shared data categories and visible to Community Members.
   5. Community Settings
10. Universal Shipping want to notify their Community Moderators when a member post more than one file to the community within a 15 minute window and if more than 5 files are posted to the community within 15 minutes then their account will be frozen. How would this requirement be implemented?
    1. Using a Content Rule in the Community Builder
    2. Using a Rate Rule in the Community Manager
    3. Using a Rate Rule in the Community Builder
    4. It is not possible to moderate files in a Community
    5. Using a Content Rule in the Community Manager
11. One of the features of Salesforce Communities is being able to nest Topics (i.e. Level 1 (parent), Level 2, Level 3) what is the maximum number of topics you are able to create for each level?
    1. Level 1 = 25, Level 2 = 10, Level 3 = 10
    2. Level 1 = 10, Level 2 = 15, Level 3 = 20
    3. Level 1 = 25, Level 2 = 15, Level 3 = 10
    4. Level 1 = 35, Level 2 = 10, Level 3 = 15
    5. Level 1 = 20, Level 2 = 20, Level 3 = 20
12. Your company is using the Koa Community Template and wishes to add a new custom page what steps should you take to complete this?
    1. Install the Community Page Manager from the AppExchange
    2. Create a new page from in the Community Manager
    3. Ask your developer to create a new Visualforce Page
    4. Create a new page in the Community Builder
    5. Clone an existing page in the Community Builder
13. Universal Pastries wish to survey their customers in the community after they close a case. How would they achieve this?
    1. Build a Surveys Lighting Component
    2. Use an AppExchange Survey Lightning Component
    3. Use the Standard Surveys Lightning Component
    4. Build a Surveys Visualforce Page
14. 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?
    1. Place the Language Picker Component on the Community home page
    2. Multi-Language support is not available for Napili Template communities
    3. Language will be determined by the language set on their User Profile
    4. Develop a custom lightning component which will allow seamless transition between languages
    5. Install the Google Translation component which allows Authenticated users to swap between languages
15. Bagel World wish to engage with both their partners and customers alike and luckily have just purchased Salesforce. The only difference in the experience is that Partners will have access to their Bagel World Opportunities. What would you recommend to Bagel World ?
    1. Create 1 Community for both customers and partners
    2. Create 1 Community for both Customers and Partners and enable "Super User Access" for Partners
    3. Create 2 Communities 1 Partner Community and 1 Customer Community
    4. Create two Communities and give Partners access to both and only have Opportunities available in the Partner Community
16. Regional Containers wish to establish a Community for their Partner network. They have complex requirements and from sampling their Partner network there is no need to provide mobile capabilities. What type of community best suits Regional Containers needs?
    1. Kookaburra
    2. Koa
    3. Aloha
    4. Visual Force + Tabs
    5. Napili
17. What is the maximum number of keyword list criteria in Moderation Settings your Salesforce Org (not Community) can have?
    1. 50
    2. 40
    3. 20
    4. 30
    5. 10
18. Your company has provided you with a list of ‘Bad Words’ that they would like community users prevented from posting in the community. What do you use to achieve this?
    1. Moderation Rules
    2. Content Criteria & Content Rules
    3. Member Rules
    4. Enable Automatic Sensitive Word Filtering
    5. Member Criteria & Rules
    6. Content Criteria & Rate Rules
19. You have just enabled Portal User Visibility in Setup > Sharing Settings. What is the benefit of doing this?
    1. All users with Write access to Cases on their profile are able to see all Cases owned by Community Members
    2. Community users in the same community can see each other, regardless of the organisation-wide defaults.
    3. Portal users in the same customer or partner portal account can see each other, regardless of the organization-wide defaults.
    4. Community Managers are able to view all Community Users regardless of the organisation-wide defaults
    5. Limited information on Community user profiles are publicly accessible e.g. Name, Photo, Reputation Level, Description
20. It’s been a long and exciting week of developing your new Customer Community, so exciting in fact you just removed the Administrator profile from the Selected Community Profiles and can no longer access the Community. What should you do next?
    1. Perform Community Membership updates using the API
    2. Create a case with Salesforce support
    3. Go into Setup >> Community Settings and Select >> "Apply default access settings"
    4. Disable the community and reactivate it as this automatically adds the Administrator Profile
21. 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?
    1. Go into the Community Manager >> Administration and Activate the community
    2. Deploying to production automatically enables the community.
    3. Go into the Community Manager >> Administration >> Settings and Activate the Community
    4. The community will automatically activate when you add users to it.
    5. Go into the Community Builder >> Settings and Activate the community
22. Your company wish to use their own URL for their community to maximize the brand impact to customers. How would you achieve this?
    1. My Domain
    2. Custom URLs
    3. Salesforce1
    4. My Salesforce1
    5. Community Domains
23. Which is currently not a valid pre-built Social Sign-on Authentication provider?
    1. Twitter
    2. Facebook
    3. LinkedIn
    4. Google
    5. GitHub
    6. Janrain
    7. Box
24. 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?
    1. 2,000,000
    2. 1,000,000
    3. 5,000,000
    4. 50,000,000
    5. 10,000,000
25. Regional Containers have recently launched their Employee Community which is based off Tabs + Visualforce. As the administrator you have been asked in the team meeting about the best way to access the Community using iOS and Android devices, what do you recommend?
    1. All users should access a Visualforce + Tabs community via a Desktop browser only
    2. Android users should download the Salesforce1 app and access the community through the Salesforce1 switcher. iOS users should navigate to the Community URL via the browser as this feature is not support in the Android version of Salesforce1
    3. IOS users should download the Salesforce1 app and access the community through the Salesforce1 switcher. Android users should navigate to the Community URL via the browser as this feature is not support in the Android version of Salesforce1
    4. Navigate to the community URL in the browser and a mobile experience will be automatically rendered
    5. Android & iOS users should download the Salesforce1 app and access the community through the Salesforce1 switcher
26. Regional Containers have been developing their Partner Community, they have created all the required pages, content and have created all the Community users and relevant profiles they activated the Community 10 minutes ago, when were the Partner Users notified of their community login credentials?
    1. During Development when the contacts were created as Community Users
    2. During development when the profile was added to the Community Configuration
    3. Users are not notified until the "Invite Members" checkbox is selected within the Community Manager
    4. After development when the community was activated
27. You are creating a community whereby your customers will be able to upload photos of themselves with your products to a contest chatter group. You want to make sure only photo file extensions are allowed e.g. (.jpg, .png, .gif) and only up to 500mb. What steps would you take to enable this?
    1. Download a 3rd party photo upload component from the AppExchange
    2. Write an apex trigger on the Feed Object
    3. Define the file types in the Community Builder but it's not possible to restrict the file size
    4. Define the file types and size limit in the Community Manager under Administration
    5. Define the file size limit in the Community Manager but it's not possible to limit the file type.
28. What are the four stages of the Community Roll-out framework?
    1. Create > Communicate > Design > Implement
    2. Design > Implement > Grow > Review
    3. Plan > Develop > Test > Review
    4. Analyse > Design > Implement > Maintain
    5. Establish > Manage > Measure > Engage
29. The headphones alliance wish to engage with their customers in a whole new way and at Dreamforce they saw Communities in action. They have identified that they have a lot of great content but what to make sure that articles and discussions are grouped logically so that it is easy to find, post questions and navigate the site. What Communities feature would you recommend to use?
    1. Knowledge Groups
    2. Article Groups
    3. Topics
    4. Chatter Groups
    5. Data Categories
30. You have been asked to create a Community leveraging Out-of-the-box login, logout, self-registration, and error pages. Would you recommend the use of Community Builder or Force.com site?
    1. Neither, only Customer and Partner Portals currently support error pages
    2. It doesn't matter, both will work
    3. Force.com Sites
    4. Community Builder
    5. Community Builder but only with the Napili or Koa template
31. Select two ways you are able to integrate Google Analytics with a template based Community. 2Ans
    1. Setup Menu >> Google Analytics >> Communities
    2. Community Builder >> Settings > > Analytics Setup
    3. Community Builder >> Settings >> Advanced >> Edit Head Markup
    4. Community Builder >> Settings >> Advanced >> Google Analytics Tracking
    5. Community Manager >> Settings >> Advanced >> Google Analytics Tracking
32. What features are you able to take advantage of in the Topic Management section of the Community Manager?
    1. Assign Navigational Topics Only
    2. Assign Featured Topics Only
    3. Assign Featured and Navigational Topics
    4. Create, Merge, Rename and Delete Topics
    5. Define Knowledge Articles that will be displayed against each topic
33. Your company has provided you with 6,321 ‘Bad Words’ they wish to prevent being used in the Customer Community. How many Content Criteria are required to support this requirement?
    1. 3
    2. 2
    3. 1
    4. 4
    5. 6
34. What are the two types of Sharing Models available once you have established a Community?
    1. Partner Sharing Model & Customer Sharing Model
    2. Community Sharing Model & Portal Sharing Model
    3. Internal Sharing Model & External Sharing Model
    4. Company Sharing Model & Community Sharing Model
    5. Internal Sharing Model & Portal Sharing Model
35. You wish to share cases created and owned by your community users (Customer Community Plus) with the internal product support team, what is the best way to achieve this?
    1. Custom Permission
    2. Custom Sharing Rule
    3. Custom Sharing Group
    4. Custom Sharing Set
    5. Records owned by community members are automatically shared with all internal users
36. Sushi Lovers Australia have recently launched their Customer Community and whilst their Community is active, the Profiles have been assigned and the Customers have been enabled for access, no one has received a Welcome email, why might this happen?
    1. There is a heavy load on Salesforce's SMTP servers and there is a delay in the Welcome Email being sent out
    2. The Guest Profile does not have "Send Email Messages" enabled
    3. The Community Manager forgot to enable "Welcome Emails"
    4. The assigned community user profile does not have "Send Email Messages" enabled
37. 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?
    1. Visualforce + Tabs
    2. Napili
    3. Kokua
    4. Koa
    5. Aloha
38. What declarative Community Branding features are available in the Community Builder? [Pick 3]
    1. Header Fonts
    2. Accessibility Colours Selection
    3. Company Logo
    4. Custom Fonts
    5. Overlay Colour
39. Universal containers want to make sure their customers can get access to their (authenticated) customer community on demand. What are the steps required to set up Community Self Registration?
    1. Enable Self Registration in Community Settings and modify the Communities Self Registration APEX controller with the Account ID
    2. Enable Self Registration in the Community Builder and modify the Communities Self Registration APEX controller with the Community ID
    3. Enable Self Registration in the Community Manager and modify the Communities Self Registration APEX controller with the Account ID
    4. Enable Self Registration in Settings and modify the profile lookup to associate the profile to the new user on creation.
    5. Enable Self Registration in Community Settings and modify the Communities Self Registration APEX controller with the Community ID
40. Dartboard Manufacturing International are ready to add their distribution partners to their existing Community. What steps would an Administration take to do this?
    1. Navigate to the Contact Record and Enable the Contact as a Community User
    2. Add the Member Profile to the Community
    3. Enable the relevant Account as a Partner Account and enable the contacts as Partner Community Users
    4. Add the Member Profile to the Community then Enable the relevant Account as a Partner Account and enable the contacts as Partner Community Users
41. What permission(s) would you assign a community manager?
    1. Communities Administrator
    2. Manage Portals
    3. Create and Setup Communities
    4. Manage Community Settings
    5. Setup and Create Portals
42. You have created a custom object to list all upcoming company events, including speaker bio’s and location and now wish to expose this publicly on your Customer Community. How are you are able to edit the public access settings? [Select Two]
    1. Go into the Setup Menu >> Profiles >> edit the object settings on the guest community profile
    2. Add the sample code provided on help.salesforce.com to the head markup and add the object name you want to expose publicly
    3. Install the Community Object Permissions Manager from the AppExchange for advanced data sharing options.
    4. Go into the Community Manager and select the objects that are available publicly
    5. Go into the Community Page Manager and update the Page Access control to Public
    6. Go into the Community Builder and navigate to settings and click on the hyperlink to the Guest User Profile
43. Regional Containers want to ensure any Community members without Community contributions are moderated by the Community Manager, how would this requirement be implemented?
    1. Download the Advanced Community Moderation lightning component and configure it in the Community Builder.
    2. Use a Community Moderation Rule
    3. Leverage the Community Cloud Moderation API with APEX
    4. Define Community Member Criteria
44. What are three ways you can maximize engagement within your Salesforce Community?
    1. Reputation Points & Levels
    2. Company Branding and a Custom Domain
    3. Establish Etiquette Rules
    4. Frequent Promotions
    5. Measure Community Success
45. When architecting a community strategy it is important to consider portal role count limitations. What is the maximum number of portal roles that can existing in an organization?
    1. 1,000
    2. 4,000
    3. 2,500
    4. 5,000
    5. 10,000
46. 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, what do you recommend?
    1. Navigate to the community URL and append /manage/one.app and you will be able login to the mobile community management site
    2. Wendy should access Community Manager and Community Builder via a Desktop browser only.
    3. Wendy should download the Salesforce1 app and access the Community Manager through the Salesforce1 switcher.
    4. Wendy should download the OneCommunity Manager app where she will be able to make limited administrative changes to the Community.
47. What must your enable at the User level to ensure External Users are able to view Knowledge?
    1. Check "Knowledge User"
    2. Assign the "Knowledge User" Permission Set
    3. Check "KnowledgeOne" User
    4. Assign the "Knowledge One" Permission Set
    5. Check the Data Categories you want to be Visible
48. You are planning to launch a Customer community and many of your customers are active on Facebook and Twitter. What are the steps to enable Social Sign on in Salesforce Communities?
    1. Go into the Community Manager >> Settings >> Login and select which social networks you wish to allow for authentication.
    2. Select OpenID Connect from the Auth Provider Options in the Setup Menu and then go into Community Builder to enable them
    3. Select Facebook and Twitter from the pre-built connectors under Auth Providers within the setup menu and then go into Community Manager to enable them
    4. Download the Social Signon Lightning Component for each social network and then configure them in the Community Builder
    5. Select Facebook and Twitter from the pre-built connectors under Auth Providers within the setup menu and then go into Community Builder to enable them
49. You want to make sure that you drive adoption, monitor engagement, and build a vibrant community. What should an Administrator do to achieve this?
    1. Develop a lightning component that runs frequent promotions
    2. Develop Reports and Dashboards built of the Network Object to understand insights from your community
    3. Build up a network of brand ambassadors and make them moderators in your community
    4. Ensure that you have community promotions built into your Journey Builder on Marketing Cloud
    5. Install the Communities Reports and Dashboards package from the AppExchange
50. You were really excited to read about the community template features in the latest Salesforce Release Notes, but you have noticed that after the release you still don’t have the features available in your Community, what steps should you take to resolve this?
    1. Update your Template to the Latest Version in Community Settings
    2. Update your Template to the latest Version in Community Manager
    3. Deactivate and Reactive your Community
    4. Log a case with Salesforce Support
    5. Update your Template to the latest version in Community Builder
51. Universal Containers wish to set up an easy to configure and maintain App Launcher with Single Sign On Capabilities. Which Salesforce Community template would you recommended to best achieve this?
    1. Kokua
    2. Aloha
    3. Koa
    4. None of the above
    5. Napili
52. When allowing external users to Create and Edit reports, what important step must your complete first?
    1. Share each Report and Dashboard Folder required with the respective community profiles?
    2. Enable the Enhanced Sharing Model
    3. Create a Permission Set with "Create and Edit" reports checked so that you can manage which users within the Community are able to create Reports
    4. Enable Read and Write to Reports on the Community Profile
    5. Ensure that "Create and Edit" reports in checked on the Community Profile
53. You have recently deployed a Partner Community leveraging the Napili Template however you are getting requests to share all cases within an Account with the CEO of each organization. You are aware of the limitations of the number of roles you can have within a Salesforce Org and want to avoid adding new community roles. What steps would you take to achieve this requirement?
    1. Create a Custom Sharing Rule
    2. Create a Custom Sharing Set
    3. Enable Super User Access
    4. Increase the number of roles within the Community Settings.
    5. Create an APEX Custom Permission
54. ACME Enterprises wish to establish two Customer Communities one for their VIP Customers and another for all Customers. ACME enterprises do not require different functionality from each Community but rather wish to increase the level of personal interactions from staff in the VIP community. How should the Administrator at ACME Enterprises configure access to the Community?
    1. Profiles
    2. Public Groups
    3. Sharing Rules
    4. Permission Sets
    5. Chatter Groups
55. Your team has drafted and published Knowledge Articles for the Customer Community but they are not visible to external users. What is one reason why this may be the case?
    1. Knowledge Articles for Customers is not enabled
    2. View Knowledge Articles has not been checked on the Community Profile
    3. Knowledge Articles for Communities is not enabled
    4. The Articles are being viewed on unsupported mobile devices
    5. "Customer" sharing has not been checked on the Knowledge Article
56. Universal Condiments want to recognize active and respected Community Members with special Community types post on the reputation points that they are acquiring through their interactions within the Community. What feature is a good fit for Universal Condiments requirement?
    1. Reputation Types
    2. Reputation Categories
    3. Reputation Groups
    4. Reputation Ranks
    5. Reputation Levels
57. Why would you modify the Head Markup of a Salesforce Community? [Choose 3]
    1. To add SEO meta tags
    2. To modify the community colour palate
    3. To add References to external JavaScript files
    4. To add Custom JavaScript blocks
    5. To enable single sign on
    6. B and C
58. You have identified all the topics for your Community, as great as they all are, you need to specific the featured topics, where do you navigate to do this?
    1. Community Settings
    2. Community Manager
    3. Community Builder
    4. Sites Settings
    5. Force.com Site Settings
59. Universal Ketchup Containers are ready to start adding Members to their brand new Customer Plus Community. What steps would an administrator take to do this?
    1. Add the Member Profile to the Community then Navigate to the Contact Record and Enable the Contact as a Community User
    2. Add the Member Profile to the Community then Navigate to the Account record and enable Contact access to the Community
    3. Add the Member Profile to the Community
    4. Navigate to the Contact Record and Enable the Contact as a Community User
60. Universal Containers rolled out a Community in the Customer Service Napili template for their employees. The CEO has the following requirements: • All employees can participate in discussions within the Community. • Create a Chatter group for corporate announcements where all employees can participate and comment. • The posts in this group should be visible in the feed of all employees. How should the Salesforce Admin accomplish this task? Choose one answer
    1. Create a Chatter group in the internal org and create a trigger to make the posts visible to everyone.
    2. Create a post on a custom object, Announcements that all employees follow.
    3. Create a Chatter group in the Community and include all employees
    4. Create a Chatter group in the internal Salesforce org and include all employees
61. 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. What are the two most efficient ways for a Salesforce Admin to accomplish this task? Choose two answers
    1. Integrate the Back-Office Legacy System using custom code development.
    2. Integrate the Back-Office Legacy System using Salesforce Connect.
    3. Integrate the pricing and quoting tool by configuring external users to make it available in the Community.
    4. Integrate the pricing and quoting tool by creating custom code to make it available in the Community.
62. 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
    1. Create a custom Lightning component and add it to the home page.
    2. Drag and drop the Reputation Leaderboard component onto the home page.
    3. Add a generic component and name it Leaderboard.
    4. Enable Chatter for the Customer Service Napili Community.
63. Northern Trail Outfitters has a Customer Community for viewing discussions and Knowledge articles. The Customer Support team needs to add custom fields on articles for internal comments and additional references. What is the most efficient way for the Salesforce Admin to hide the custom fields from customers? Choose one answer
    1. Create separate articles without these custom fields for the Customer channel and include in the Community.
    2. Update the customer profile by removing access to these custom fields on all article types.
    3. Modify the article detail page with custom Lightning Components that hide these custom fields.
    4. Override the article detail page with a custom Visualforce page and hide these custom fields for customers.
64. Universal Containers wants to launch a Community where customers can complete a registration form to gain access to the Community. How should a Salesforce Admin add this capability to the Community? Choose one answer
    1. Use the registration form in the company website and allow users to register.
    2. Enable the option Allow External Users to Self-register in the Community Management page.
    3. Create a publically accessible custom page with the registration details and add a link to the Community login page.
    4. Implement a Web-to-case form to capture user details and use case details to create a Community user.
65. Company X has created a community and wishes to change the branding to match their website. Which 3 actions could they take.
    1. Use custom CSS
    2. Link to an external website and the CSS will be automatically generated
    3. Import the company logo and a custom color palette will be generated
    4. Use HEX values within the color swatch