

<p>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?</p> <ul style="list-style-type: none"> <li>• Create a Community tailored to each region</li> <li>• Create two Communities, one Customer Community and one Partner Community</li> <li>• Create one Community and build a lightning component that displays different content based on the users profile logging in.</li> <li>• Create one Community and use page variations to control what members see.</li> <li>• Create one Community using Sharing Sets to control what members see.</li> </ul>	<p>D. Create one Community and use page variations to control what members see.</p>
<p>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]</p> <ul style="list-style-type: none"> <li>• Salesforce</li> <li>• Customer Community Plus</li> <li>• Customer Community</li> <li>• Salesforce Community Content</li> <li>• Partner Community</li> </ul>	<p>B. Customer Community Plus E. Partner Community</p>
<p>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?</p> <ul style="list-style-type: none"> <li>• Enable the Language Picker in the Community Builder. Salesforce will automatically present a list of supported languages</li> <li>• Enable Community Language Picker in the setup menu and select the supported languages in the Community Builder</li> <li>• Select the available languages in the Setup Menu and drag the Language Picker onto the Community Template</li> <li>• Multiple community languages are not supported5. Enable the Language Picker in the Community Builder and select the supported languages in Community Settings</li> </ul>	<p>C. Select the available languages in the Setup Menu and drag the Language Picker onto the Community Template</p>
<p>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?</p> <ul style="list-style-type: none"> <li>• iOS users should download the Salesforce1 app and access the community through the Salesforce1 switcher.</li> <li>• Navigate to the community URL in the browser and a mobile experience will be automatically rendered</li> <li>• iOS users should download the OneCommunity app where they can use their regular community login credentials to access the Community.</li> <li>• All users should access a Koa Community via a Desktop browser only.</li> </ul>	<p>B. Navigate to the community URL in the browser and a mobile experience will be automatically rendered</p>

<p>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?</p> <ul style="list-style-type: none"> <li>• AAAA Record</li> <li>• CName Record</li> <li>• TXT Record</li> <li>• MX Record</li> <li>• NS Record</li> </ul>	<p>B. CName Record</p>
<p>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?</p> <ul style="list-style-type: none"> <li>• Sales Team, Marketing Team, Service Team and Executives</li> <li>• #AskForce on Twitter and the Success Community</li> <li>• Partner Relationship Manager and Sales Managers</li> <li>• Executives and the Partner Relationship Manager</li> <li>• Partner Relationship Manager and Marketing Managers</li> </ul>	<p>A. Sales Team, Marketing Team, Service Team and Executives</p>
<p>7.You wish to edit the Community Head Markup, where do you go to do this?</p> <ul style="list-style-type: none"> <li>• Developer Console</li> <li>• Community Builder &gt;&gt; Settings &gt;&gt; Advanced</li> <li>• Community Manager &gt;&gt; Administration &gt;&gt; Settings</li> <li>• Modify the hidden Community Lightning Component which is displayed when editing the community</li> <li>• Upload a HTML static resource named "Head Markup"</li> </ul>	<p>B. Community Builder &gt;&gt; Settings &gt;&gt; Advanced</p>
<p>8.You have heard that one way to maximise 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?</p> <ul style="list-style-type: none"> <li>• Setup &gt;&gt; All Communities &gt; Builder &gt; Administration &gt; Preferences &gt; Enable Setup and Display of Reputation Levels</li> <li>• Setup &gt;&gt; All Communities &gt; Manage &gt; Administration &gt; Preferences &gt; Enable Setup and Display of Reputation Levels</li> <li>• Setup &gt;&gt; All Communities &gt; Builder &gt; Reputation &gt; Enable Setup and Display of Reputation Levels</li> <li>• Setup &gt;&gt; Community Settings &gt; Enable Setup and Display of Reputation Levels</li> </ul>	<p>B. Setup &gt;&gt; All Communities &gt; Manage &gt; Administration &gt; Preferences &gt; Enable Setup and Display of Reputation Levels</p>
<p>9.How is visibility to Articles Types controlled for Community Members?</p> <ul style="list-style-type: none"> <li>• Profile</li> <li>• User Record</li> <li>• Community Manager</li> <li>• All Articles Types within the shared data categories and visible to Community Members.</li> <li>• Community Settings</li> </ul>	<p>A. Profile</p>

<p>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?</p> <ul style="list-style-type: none"> <li>Using a Content Rule in the Community Builder</li> <li>Using a Rate Rule in the Community Manager</li> <li>Using a Rate Rule in the Community Builder</li> <li>It is not possible to moderate files in a Community</li> <li>Using a Content Rule in the Community Manager</li> </ul>	<p>B. Using a Rate Rule in the Community Manager</p>
<p>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?</p> <ul style="list-style-type: none"> <li>Level 1 = 25, Level 2 = 10, Level 3 = 10</li> <li>Level 1 = 10, Level 2 = 15, Level 3 = 20</li> <li>Level 1 = 25, Level 2 = 15, Level 3 = 10</li> <li>Level 1 = 35, Level 2 = 10, Level 3 = 15</li> <li>Level 1 = 20, Level 2 = 20, Level 3 = 20</li> </ul>	<p>A. Level 1 = 25, Level 2 = 10, Level 3 = 10</p>
<p>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?</p> <ul style="list-style-type: none"> <li>Install the Community Page Manager from the AppExchange</li> <li>Create a new page from in the Community Manager</li> <li>Ask your developer to create a new Visualforce Page</li> <li>Create a new page in the Community Builder</li> <li>Clone an existing page in the Community Builder</li> </ul>	<p>D. Create a new page in the Community Builder</p>
<p>13.Universal Pastries wish to survey their customers in the community after they close a case. How would they achieve this?</p> <ul style="list-style-type: none"> <li>Build a Surveys Lightning Component</li> <li>Use an AppExchange Survey Lightning Component *</li> <li>Use the Standard Surveys Lightning Component</li> <li>Build a Surveys Visualforce Page</li> </ul>	<p>B. Use an AppExchange Survey Lightning Component *</p>
<p>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?</p> <ul style="list-style-type: none"> <li>Place the Language Picker Component on the Community home page</li> <li>Multi-Language support is not available for Napili Template communities</li> <li>Language will be determined by the language set on their User Profile</li> <li>Develop a custom lightning component which will allow seamless transition between languages</li> <li>Install the Google Translation component which allows Authenticated users to swap between languages</li> </ul>	<p>C. Language will be determined by the language set on their User Profile</p>

<p>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 ?</p> <ul style="list-style-type: none"> <li>• Create 1 Community for both customers and partners</li> <li>• Create 1 Community for both Customers and Partners and enable "Super User Access" for Partners</li> <li>• Create 2 Communities 1 Partner Community and 1 Customer Community</li> <li>• Create two Communities and give Partners access to both and only have Opportunities available in the Partner Community</li> </ul>	<p>A. Create 1 Community for both customers and partners</p>
<p>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? A. Kookaburra</p> <ul style="list-style-type: none"> <li>• Koa</li> <li>• Aloha</li> <li>• Visual Force + Tabs</li> <li>• Napili</li> </ul>	<p>D. Visual Force + Tabs</p>
<p>16. What is the maximum number of keyword list criteria in Moderation Settings your Salesforce Org (not Community) can have? A. 50</p> <ul style="list-style-type: none"> <li>• 40</li> <li>• 20</li> <li>• 30</li> <li>• 10</li> </ul>	<p>D. 30</p>
<p>17. 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?</p> <ul style="list-style-type: none"> <li>• Moderation Rules</li> <li>• Content Criteria &amp; Content Rules</li> <li>• Member Rules</li> <li>• Enable Automatic Sensitive Word Filtering</li> <li>• Member Criteria &amp; Rules</li> </ul> <p>6. Content Criteria &amp; Rate Rules</p>	<p>B. Content Criteria &amp; Content Rules</p>
<p>18. You have just enabled Portal User Visibility in Setup &gt; Sharing Settings. What is the benefit of doing this?</p> <ul style="list-style-type: none"> <li>• All users with Write access to Cases on their profile are able to see all Cases owned by Community Members</li> <li>• Community users in the same community can see each other, regardless of the organisation-wide defaults.</li> <li>• Portal users in the same customer or partner portal account can see each other, regardless of the organisation-wide defaults.</li> <li>• Community Managers are able to view all Community Users regardless of the organisation-wide defaults</li> <li>• Limited information on Community user profiles are publicly accessible e.g. Name, Photo, Reputation Level, Description</li> </ul>	<p>C. Portal users in the same customer or partner portal account can see each other, regardless of the organisation-wide defaults.</p>

<p>19.It's been a long and exciting week of developing your new Customer Community, so exciting i n fact you just removed the Administrator profile from the Selected Community Profiles and ca n no longer access the Community. What should you do next?</p> <ul style="list-style-type: none"> <li>• Perform Community Membership updates using the API</li> <li>• Create a case with Salesforce support</li> <li>• Go into Setup &gt;&gt; Community Settings and Select &gt;&gt; "Apply default access settings"</li> <li>• Disable the community and reactivate it as this automatically adds the Administrator Profile</li> </ul>	<p>A. Perform Community Membership updates using the API</p>
<p>20.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?</p> <ul style="list-style-type: none"> <li>• Go into the Community Manager &gt;&gt; Administration and Activate the community</li> <li>• Deploying to production automatically enables the community.</li> <li>• Go into the Community Manager &gt;&gt; Administration &gt;&gt; Settings and Activate the Community</li> <li>• The community will automatically activate when you add users to it.</li> <li>• Go into the Community Builder &gt;&gt; Settings and Activate the community</li> </ul>	<p>C. Go into the Community Manager &gt;&gt; Administration &gt;&gt; Settings and Activate the Community</p>
<p>21.Your company wish to use their own URL for their community to maximise the brand impact to customers. How would you achieve this?</p> <ul style="list-style-type: none"> <li>• My Domain</li> <li>• Custom URLs</li> <li>• Salesforce1</li> <li>• My Salesforce1</li> <li>• Community Domains</li> </ul>	<p>B. Custom URLs</p>
<p>22.Which is currently not a valid pre-built Social Sign-on Authentication provider?</p> <ul style="list-style-type: none"> <li>• Twitter</li> <li>• Facebook</li> <li>• LinkedIn</li> <li>• Google</li> <li>• GitHub</li> <li>• Janrain</li> </ul>	<p>F. Box</p>
<p>23.Your organisation wishes to create a Partner Community which has the potential very quickly g row in user count, how many users should you plan to limit your community to avoid performance degradation?</p> <ul style="list-style-type: none"> <li>• 2,000,000</li> <li>• 1,000,000</li> <li>• 5,000,000</li> <li>• 50,000,000</li> <li>• 10,000,000</li> </ul>	<p>B. 1,000,000</p>

<p>24.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? A. All users should access a Visualforce + Tabs community via a Desktop browser only.</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> <li>• Navigate to the community URL in the browser and a mobile experience will be automatically rendered</li> <li>• Android &amp; iOS users should download the Salesforce1 app and access the community through the Salesforce1 switcher.</li> </ul>	<p>E. Android &amp; iOS users should download the Salesforce1 app and access the community through the Salesforce1 switcher.</p>
<p>25.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?</p> <ul style="list-style-type: none"> <li>• During Development when the contacts were created as Community Users</li> <li>• During development when the profile was added to the Community Configuration</li> <li>• Users are not notified until the "Invite Members" checkbox is selected within the Community Manager</li> <li>• After development when the community was activated</li> </ul>	<p>D. After development when the community was activated</p>
<p>26.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?</p> <ul style="list-style-type: none"> <li>• Download a 3rd party photo upload component from the AppExchange</li> <li>• Write an apex trigger on the Feed Object</li> <li>• Define the file types in the Community Builder but it's not possible to restrict the file size</li> <li>• Define the file types and size limit in the Community Manager under Administration</li> <li>• Define the file size limit in the Community Manager but it's not possible to limit the file type.</li> </ul>	<p>D. Define the file types and size limit in the Community Manager under Administration</p>
<p>27.What are the four stages of the Community Roll-out framework?</p> <ul style="list-style-type: none"> <li>• Create &gt; Communicate &gt; Design &gt; Implement</li> <li>• Design &gt; Implement &gt; Grow &gt; Review</li> <li>• Plan &gt; Develop &gt; Test &gt; Review</li> <li>• Analyse &gt; Design &gt; Implement &gt; Maintain</li> <li>• Establish &gt; Manage &gt; Measure &gt; Engage</li> </ul>	<p>E. Establish &gt; Manage &gt; Measure &gt; Engage</p>

<p>28.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?</p> <ul style="list-style-type: none"> <li>• Knowledge Groups</li> <li>• Article Groups</li> <li>• Topics</li> <li>• Chatter Groups</li> <li>• Data Categories</li> </ul>	C. Topics
<p>29.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?</p> <ul style="list-style-type: none"> <li>• Neither, only Customer and Partner Portals currently support error pages</li> <li>• It doesn't matter, both will work</li> <li>• Force.com Sites</li> <li>• Community Builder</li> <li>• Community Builder but only with the Napili or Koa template</li> </ul>	B. It doesn't matter, both will work
<p>30.Select two ways you are able to integrate Google Analytics with a template based Community.</p> <ul style="list-style-type: none"> <li>• Setup Menu &gt;&gt; Google Analytics &gt;&gt; Communities</li> <li>• Community Builder &gt;&gt; Settings &gt;&gt; Analytics Setup</li> <li>• Community Builder &gt;&gt; Settings &gt;&gt; Advanced &gt;&gt; Edit Head Markup</li> <li>• Community Builder &gt;&gt; Settings &gt;&gt; Advanced &gt;&gt; Google Analytics Tracking</li> <li>• Community Manager &gt;&gt; Settings &gt;&gt; Advanced &gt;&gt; Google Analytics Tracking</li> </ul>	<ul style="list-style-type: none"> <li>• Community Builder &gt;&gt; Settings &gt;&gt; Advanced &gt;&gt; Edit Head Markup</li> <li>• Community Builder &gt;&gt; Settings &gt;&gt; Advanced &gt;&gt; Google Analytics Tracking</li> </ul>
<p>31.What features are you able to take advantage of in the Topic Management section of the CommunityManager?</p> <ul style="list-style-type: none"> <li>• Assign Navigational Topics Only</li> <li>• Assign Featured Topics Only</li> <li>• Assign Featured and Navigational Topics</li> <li>• Create, Merge, Rename and Delete Topics</li> <li>• Define Knowledge Articles that will be displayed against each topic</li> </ul>	D. Create, Merge, Rename and Delete Topics
<p>32.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?</p> <ul style="list-style-type: none"> <li>• 3</li> <li>• 2</li> <li>• 1</li> <li>• 4</li> <li>• 6,321</li> </ul>	D. 4
<p>33.What are the two types of Sharing Models available once you have established a Community?</p> <ul style="list-style-type: none"> <li>• Partner Sharing Model &amp; Customer Sharing Model</li> <li>• Community Sharing Model &amp; Portal Sharing Model</li> <li>• Internal Sharing Model &amp; External Sharing Model</li> <li>• Company Sharing Model &amp; Community Sharing Model</li> <li>• Internal Sharing Model &amp; Portal Sharing Model</li> </ul>	C. Internal Sharing Model & External Sharing Model

<p>34.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? A. Custom Permission</p> <ul style="list-style-type: none"> <li>• Custom Sharing Rule</li> <li>• Custom Sharing Group</li> <li>• Custom Sharing Set</li> <li>• Records owned by community members are automatically shared with all internal users</li> </ul>	<p>C. Custom Sharing Group</p>
<p>35.Your organisation wishes to create a Customer 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?</p> <ul style="list-style-type: none"> <li>• 2,000,000</li> <li>• 1,000,000</li> <li>• 5,000,000</li> <li>• 10,000,000</li> <li>• 50,000,000</li> </ul>	<p>D. 10,000,000</p>
<p>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?</p> <ul style="list-style-type: none"> <li>• There is a heavy load on Salesforce's SMTP servers and there is a delay in the Welcome Email being sent out</li> <li>• The Guest Profile does not have "Send Email Messages" enabled</li> <li>• The Community Manager forgot to enable "Welcome Emails"</li> <li>• The assigned community user profile does not have "Send Email Messages" enabled</li> </ul>	<p>C. The Community Manager forgot to enable "Welcome Emails"</p>
<p>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?</p> <ul style="list-style-type: none"> <li>• Visualforce + Tabs</li> <li>• Napili</li> <li>• Kokua</li> <li>• Koa</li> <li>• Aloha</li> </ul>	<ul style="list-style-type: none"> <li>• Napili</li> <li>• Kokua</li> <li>• Koa</li> <li>• Aloha</li> </ul>
<p>38.What declarative Community Branding features are available in the Community Builder? [Pick 3]</p> <ul style="list-style-type: none"> <li>• Header Fonts</li> <li>• Accessibility Colours Selection</li> <li>• Company Logo</li> <li>• Custom Fonts</li> <li>• Overlay Colour</li> </ul>	<p>A. Header Fonts C. Company Logo E. Overlay Colour</p>



<p>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?</p> <ul style="list-style-type: none"> <li>• Enable Self Registration in Community Settings and modify the Communities Self Registration APEX controller with the Account ID</li> <li>• Enable Self Registration in the Community Builder and modify the Communities Self Registration APEX controller with the Community ID</li> <li>• Enable Self Registration in the Community Manager and modify the Communities Self Registration APEX controller with the Account ID</li> <li>• Enable Self Registration in Settings and modify the profile lookup to associate the profile to the new user on creation.</li> <li>• Enable Self Registration in Community Settings and modify the Communities Self Registration APEX controller with the Community ID</li> </ul>	<p>C. Enable Self Registration in the Community Manager and modify the Communities Self Registration APEX controller with the Account ID</p>
<p>40.Dartboard Manufacturing International are ready to add their distribution partners to their existing Community. What steps would an Administration take to do this?</p> <ul style="list-style-type: none"> <li>• Navigate to the Contact Record and Enable the Contact as a Community User</li> <li>• Add the Member Profile to the Community</li> <li>• Enable the relevant Account as a Partner Account and enable the contacts as Partner Community Users</li> <li>• Add the Member Profile to the Community then Enable the relevant Account as a Partner Account and enable the contacts as Partner Community Users</li> </ul>	<p>C. Enable the relevant Account as a Partner Account and enable the contacts as Partner Community Users</p>
<p>42.What permission(s) would you assign a community manager?</p> <ul style="list-style-type: none"> <li>• Communities Administrator</li> <li>• Manage Portals</li> <li>• Create and Setup Communities</li> <li>• Manage Community Settings</li> <li>• Setup and Create Portals</li> </ul>	<p>C. Create and Setup Communities</p>
<p>41.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 able to edit the public access settings? [Select Two]</p> <ul style="list-style-type: none"> <li>• Go into the Setup Menu &gt;&gt; Profiles &gt;&gt; edit the object settings on the guest community profile</li> <li>• Add the sample code provided on help.salesforce.com to the head markup and add the object name you want to expose publicly</li> <li>• Install the Community Object Permissions Manager from the AppExchange for advanced data sharing options.</li> <li>• Go into the Community Manager and select the objects that are available publicly</li> <li>• Go into the Community Page Manager and update the Page Access control to Public</li> <li>• Go into the Community Builder and navigate to settings and click on the hyperlink to the Guest User Profile</li> </ul>	<p>A. Go into the Setup Menu &gt;&gt; Profiles &gt;&gt; edit the object settings on the guest community profile F. Go into the Community Builder and navigate to settings and click on the hyperlink to the Guest User Profile</p>

<p>42.Regional Containers want to ensure any Community members without Community contribution s are moderated by the Community Manager, how would this requirement be implemented?</p> <ul style="list-style-type: none"> <li>Download the Advanced Community Moderation lightning component and configure it in the Community Builder.</li> <li>Use a Community Moderation Rule</li> <li>Leverage the Community Cloud Moderation API with APEX</li> <li>Define Community Member Criteria</li> </ul>	<p>D. Define Community Member Criteria</p>
<p>43.What are three ways you can maximise engagement within your Salesforce Community?</p> <ul style="list-style-type: none"> <li>Reputation Points &amp; Levels</li> <li>Company Branding and a Custom Domain</li> <li>Establish Etiquette Rules</li> <li>Frequent Promotions</li> <li>Measure Community Success</li> </ul>	<p>A. Reputation Points &amp; Levels C. Establish Etiquette Rules E. Measure Community Success</p>
<p>44.When architecting a community strategy, it is important to consider portal role count limitations.</p> <p>What is the maximum number of portal roles that can existing in an organisation?</p> <ul style="list-style-type: none"> <li>1,000</li> <li>4,000</li> <li>2,500</li> <li>5,000</li> <li>10,000</li> </ul>	<p>D. 5,000</p>
<p>45.Wendy, the Community Manager at Regional Containers has come to you for advice on managing the Community (Community Manager &amp; Community Builder) from a Mobile Device, what do you recommend?</p> <ul style="list-style-type: none"> <li>Navigate to the community URL and append /manage/ one.app and you will be able login to the mobile community management site</li> <li>Wendy should access Community Manager and Community Builder via a Desktop browser only.</li> <li>Wendy should download the Salesforce1 app and access the Community Manager through the Salesforce1 switcher.</li> <li>Wendy should download the OneCommunity Manager app where she will be able to make limited administrative changes to the Community.</li> </ul>	<p>B. Wendy should access Community Manager and Community Builder via a Desktop browser only.</p>
<p>46.What must your enable at the User level to ensure External Users are able to view Knowledge ?</p> <ul style="list-style-type: none"> <li>Check "Knowledge User"</li> <li>Assign the "Knowledge User" Permission Set</li> <li>Check "KnowledgeOne" User</li> <li>Assign the "Knowledge One" Permission Set</li> <li>Check the Data Categories you want to be Visible</li> </ul>	<p>D. Assign the "Knowledge One" Permission Set</p>

<p>47.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?</p> <ul style="list-style-type: none"> <li>• Go into the Community Manager &gt;&gt; Settings &gt;&gt; Login and select which social networks you wish to allow for authentication.</li> <li>• Select OpenID Connect from the Auth Provider Options in the Setup Menu and then go into Community Builder to enable them</li> <li>• 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</li> <li>• Download the Social Signon Lightning Component for each social network and then configure them in the Community Builder</li> <li>• 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</li> </ul>	<p>C. 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</p>
<p>48.You want to make sure that you drive adoption, monitor engagement, and build a vibrant community. What should an Administrator do to achieve this?</p> <ul style="list-style-type: none"> <li>• Develop a lightning component that runs frequent promotions</li> <li>• Develop Reports and Dashboards built of the Network Object to understand insights from your community</li> <li>• Build up a network of brand ambassadors and make them moderators in your community D. Ensure that you have community promotions built into your Journey Builder on Marketing Cloud</li> </ul> <p>E. Install the Communities Reports and Dashboards package from the AppExchange</p>	<p>E. Install the Communities Reports and Dashboards package from the AppExchange</p>
<p>49.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? A. Update your Template to the Latest Version in Community Settings</p> <ul style="list-style-type: none"> <li>• Update your Template to the latest Version in Community Manager</li> <li>• Deactivate and Reactive your Community</li> <li>• Log a case with Salesforce Support</li> <li>• Update your Template to the latest version in Community Builder</li> </ul>	<p>E. Update your Template to the latest version in Community Builder</p>
<p>50.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?</p> <ul style="list-style-type: none"> <li>• Kokua</li> <li>• Aloha</li> <li>• Koa</li> <li>• None of the above</li> <li>• Napili</li> </ul>	<p>B. Aloha</p>
<p>51.When allowing external users to Create and Edit reports, what important step must your complete first?</p> <ul style="list-style-type: none"> <li>• Share each Report and Dashboard Folder required with the respective community profiles?</li> <li>• Enable the Enhanced Sharing Model</li> <li>• 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</li> <li>• Enable Read and Write to Reports on the Community Profile</li> <li>• Ensure that "Create and Edit" reports in checked on the Community Profile</li> </ul>	<p>B. Enable the Enhanced Sharing Model</p>

<p>52.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 organisation. 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?</p> <ul style="list-style-type: none"> <li>• Create a Custom Sharing Rule</li> <li>• Create a Custom Sharing Set</li> <li>• Enable Super User Access</li> <li>• Increase the number of roles within the Community Settings.</li> <li>• Create an APEX Custom Permission</li> </ul>	<p>C. Enable Super User Access</p>
<p>53.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?</p> <ul style="list-style-type: none"> <li>• Profiles</li> <li>• Public Groups</li> <li>• Sharing Rules</li> <li>• Permission Sets</li> <li>• Chatter Groups</li> </ul>	<p>D. Permission Sets</p>
<p>54.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?</p> <ul style="list-style-type: none"> <li>• Knowledge Articles for Customers is not enabled</li> <li>• View Knowledge Articles has not been checked on the Community Profile</li> <li>• Knowledge Articles for Communities is not enabled</li> <li>• The Articles are being viewed on unsupported mobile devices</li> <li>• "Customer" sharing has not been checked on the Knowledge Article</li> </ul>	<p>E. "Customer" sharing has not been checked on the Knowledge Article</p>
<p>55.Universal Condiments want to recognise 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? A. Reputation Types</p> <ul style="list-style-type: none"> <li>• Reputation Categories</li> <li>• Reputation Groups</li> <li>• Reputation Ranks</li> <li>• Reputation Levels</li> </ul>	<p>E. Reputation Levels</p>
<p>56.Why would you modify the Head Markup of a Salesforce Community? [Choose 3]</p> <ul style="list-style-type: none"> <li>• To add SEO meta tags</li> <li>• To modify the community colour palate</li> <li>• To add References to external JavaScript files</li> <li>• To add Custom JavaScript blocks</li> <li>• To enable single sign on</li> <li>• B and C</li> </ul>	<ul style="list-style-type: none"> <li>• A. To add SEO meta tags</li> <li>• To add References to external JavaScript files</li> <li>• To add Custom JavaScript blocks</li> </ul>

<p>57.You have identified all the topics for your Community, as as great as they all are, you need to specific the featured topics, where do you navigate to do this?</p> <ul style="list-style-type: none"> <li>• Community Settings</li> <li>• Community Manager</li> <li>• Community Builder</li> <li>• Sites Settings</li> <li>• Force.com Site Settings</li> </ul>	<p>B. Community Manager</p>
<p>58.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?</p> <ul style="list-style-type: none"> <li>• Add the Member Profile to the Community then Navigate to the Contact Record and Enable the Contact as a Community User</li> <li>• Add the Member Profile to the Community then Navigate to the Account record and enable Contact access to the Community</li> <li>• Add the Member Profile to the Community</li> <li>• Navigate to the Contact Record and Enable the Contact as a Community User</li> </ul>	<p>A. Add the Member Profile to the Community then Navigate to the Contact Record and Enable the Contact as a Community User</p>
<p>59.Universal Containers rolled out a Community in the Customer Service Napili template fortheir employees. The CEO has the following requirements:</p> <ul style="list-style-type: none"> <li>• All employees can participate in discussions within the Community.</li> <li>• Create a Chatter group for corporate announcements where all employees canparticipate and comment.</li> <li>• The posts in this group should be visible in the feed of all employees.</li> </ul> <p>How should the Salesforce Admin accomplish this task?Choose one answer</p> <ul style="list-style-type: none"> <li>• Create a Chatter group in the internal org and create a trigger to make the postsvisible to everyone.</li> <li>• Create a post on a custom object, Announcements that all employees follow.</li> <li>• Create a Chatter group in the Community and include all employees.D. Create a Chatter group in the internal Salesforce org and include all employees</li> </ul>	<p>C. Create a Chatter group in the Community and include all employees.</p>
<p>60.Universal Containers is launching a Community to drive their channel sales. The requirements are as follows:</p> <ul style="list-style-type: none"> <li>• Integration with a Back-Office Legacy System that supports API-Level Integrationand Salesforce Connect. This integration does not exist today. • Integration with a pricing and quoting tool. This integration exists today forinternal users in the Salesforce org.</li> <li>• External partner users must be able to configure the quote using the pricing andquoting tool from the Community.</li> <li>• The pricing and quoting tool must support Community users.</li> <li>• Universal Containers owns licenses for Salesforce Connect.</li> </ul> <p>What are the two most efficient ways for a Salesforce Admin to accomplish this task?Choose two answers A. Integrate the Back-Office Legacy System using custom code development.</p> <ul style="list-style-type: none"> <li>• Integrate the Back-Office Legacy System using Salesforce Connect.</li> <li>• Integrate the pricing and quoting tool by configuring external users to make itavailable in the Community.</li> <li>• Integrate the pricing and quoting tool by creating custom code to make itavailable in the Co</li> </ul>	<ul style="list-style-type: none"> <li>• Integrate the Back-Office Legacy System using Salesforce Connect.</li> <li>• Integrate the pricing and quoting tool by configuring external users to make it available in the Community.</li> </ul>

<p>61.A Salesforce Admin needs to add Reputation to the home page in the Customer ServiceNapili Community. Reputation points and levels have been created.What should the Salesforce Admin do in Community Builder to accomplish this task?Choose one answer</p> <ul style="list-style-type: none"> <li>• Create a custom Lightning component and add it to the home page.</li> <li>• Drag and drop the Reputation Leader board component onto the home page.</li> <li>• Add a generic component and name it Leaderboard.</li> <li>• Enable Chatter for the Customer Service Napili Community.</li> </ul>	<p>B. Drag and drop the Reputation Leaderboard component onto the home page.</p>
<p>62.Northern Trail Outfitters has a Customer Community for viewing discussions and Knowledge articles. The Customer Support team needs to add custom fields on articlesfor internal comments and additional references.What is the most efficient way for the Salesforce Admin to hide the custom fields fromcustomers?Choose one answer</p> <ul style="list-style-type: none"> <li>• Create separate articles without these custom fields for the Customer channeland include in the Community.</li> <li>• Update the customer profile by removing access to these custom fields on all article types.</li> <li>• Modify the article detail page with custom Lightning Components that hide thesecustom fields.</li> <li>• Override the article detail page with a custom Visualforce page and hide thesecustom fields for customers.</li> </ul>	<p>B. Update the customer profile by removing access to these custom fields on all article types.</p>
<p>63.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 t he Community?Choose one answer</p> <ul style="list-style-type: none"> <li>• Use the registration form in the company website and allow users to register.</li> <li>• Enable the option Allow External Users to Self-register in the CommunityManagement page.</li> <li>• Create a publically accessible custom page with the registration details and add alink to the Community login page.</li> <li>• Implement a Web-to-case form to capture user details and use case details tocreate a Community user.</li> </ul>	<p>B. Enable the option Allow External Users to Self-register in the Community Management page.</p>
<p>64.Company X has created a community and wishes to change the branding to match their website. Which 3 actions could they take.</p> <ul style="list-style-type: none"> <li>• Use custom CSS</li> <li>• Link to an external website and the CSS will be automatically generated</li> <li>• Import the company logo and a custom color palette will be generated</li> <li>• Use HEX values within the color swatch</li> </ul>	<p>a.) Use custom CSS</p> <ul style="list-style-type: none"> <li>• Import the company logo and a custom color palette will be generated</li> <li>• Use HEX values within the color swatch</li> </ul>