# Question 1

Universal Containers needs their channel partners to collaborate on Opportunities within their new partner Community based on the Customer Service Template. What is the recommended way to accomplish this task?

## Options:

**A-** Create a page layout for leads and assign it to those profiles that have access to the Community.

**B-** Create a Detail page for invoices and add the page as a Navigation Menu item.

**C-** Create a Visualforce page for Opportunities and add the page as a Navigation Menu item.

**D-** Add Opportunities as a Salesforce Object in the Navigation Menu.

## Answer:

D

# Question 2

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

## Options:

**A-** Design and develop an API-level integration with the Survey and electronic signature partners and make it available for Community users.

**B-** Install and configure the non-Lightning Components for surveys and electronic signatures available from the Partners

**C-** Install and configure the Community Lightning Components for surveys and electronic signatures available from the two Partners.

**D-** Design and develop custom Community Lightning Components for surveys and electronic signatures.

## Answer:

C

# Question 3

**Question Type: MultipleChoice**

Northern Trail Outfitters launches a Community using the Customer Service Template. Community members report that they do NOT have a menu option to navigate to see their work orders. The Salesforce Admin has validated the following on the Community user profile: * users Profile has Read Access on the Work Orders Object * Users Profile has a tab visible for Work Orders Object should the Salesforce Admin do to troubleshoot this issue?

## Options:

**A-** Verify that the Work Order tab is under the Selected tab in Community Settings Setup.

**B-** Verify that the Navigation Menu in Community Builder has 'Type: Salesforce Object' and 'Object Type: Work Order'

**C-** Verify that the Navigation Menu in Community Management has 'Type: Salesforce Object' and 'Object Type: Work'

**D-** Verify that the Work Order tab is under the Selected tab in Community Management.

## Answer:

B

# Question 4

**Question Type:** **MultipleChoice**

Universal Containers uses Community to grant customers secure access to their accounts, orders, and invoices. All customers are on a Customer Community License. Universal Containers needs to grant a subset of their customers, known as affiliates, access to other customer Accounts. How should a Salesforce Admin fulfill these requirements?

## Options:

**A-** Leverage the Account team to grant affiliates access to the Account.

**B-** Use Apex without sharing to control affiliates' access to the Account.

**C-** Create a public group for affiliates and grant Account access using sharing rules.

**D-** Add a Sharing Set on the Account associated to the Affiliate profile.

## Answer:

C

# Question 5

Question Type: MultipleChoice

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

requirernents: * 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 fulfill these requirements?

## Options:

**A-** Use custom objects, record feeds, and control access through sharing.

**B-** Create unlisted groups and add project records to the group.

**C-** Build a custom Visualforce project space and control access through sharing.

**D-** Add private groups and add project records to the group.

## Answer:

A

# Question 6

Universal Containers allows Guest users to create cases in the Customer Service Community. The Salesforce Admin is getting feedback that the current case page has unnecessary fields for guest users. How should the Salesforce Admin address this issue?

## Options:

**A-** Create a new Case page in Community Builder and include required fields.

**B-** Create a Global Action and update the layout to include required fields.

**C-** Create a record type for Guest users and associate to the Case page layout.

**D-** Create a custom case page for Guest users and add required fields.

## Answer:

C

# Question 7

**Question Type: MultipleChoice**

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?

# Question 8

**Question Type:** **MultipleChoice**

Universal Containers built a Community on the Customer Service Template. The Salesforce Admin customized a few pages by adding custom-built Lightning components. The Salesforce Admin upgraded the template to the latest version. What is the status of the custom Lightning components on the page after the upgrade?

**Options:**

**A-** The Lightning components are on the page and load as expected.

**B-** The Lightning components are NOT on the page, but are available in Community Builder.

**C-** The Lightning components are on the page, but will NOT load until the Community is published.

**D-** The Lightning components are neither on the page nor in Community Builder.

## Answer:

D

# Question 9

**Question Type: MultipleChoice**

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?

## Options:

**A-** Update the Admin profile so that the Knowledge tab is visible.

**B-** Add the Global Header permission set to all Community users.

**C-** Edit the Partner Community profile so that the Knowledge tab is visible.

**D-** Create a Knowledge article and make it visible to the appropriate channel.

## Answer:

D

# Question 10

**Question Type: MultipleChoice**

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

## Options:

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

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

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

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

# Question 11

**Question Type: MultipleChoice**

A Salesforce ISV partner is creating a Lightning Bolt Solution for a healthcare use case. What should the Community Cloud consultant use to distribute the Lightning Bolt solution?

**Options:**

**A-** Managed Package

**B-** Metadata API

**C-** Change Set

**D-** Unmanaged Package

**Answer:**

A