

### C OM MUNITY-CLOUD-CONSULTANT<sup>Q&As</sup>

Salesforce Community Cloud Consultant

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#### **QUESTION 1**

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?

- A. Create 1 Community for both customers and partners
- B. Create two Communities and give Partners access to both and only have Opportunities available in the Partner Community
- C. Create 1 Community for both Customers and Partners and enable Super User Access for Partners
- D. Create 2 Communities 1 Partner Community and 1 Customer Community

Correct Answer: A

#### **QUESTION 2**

Universal Containers needs to create a Community that meets the following requirements:

Self-Service Support Community in which customer and partner users are community members.

Partner Users help Universal Containers by adding of resolving cases for their customers within the Community.

Partner Users do NOT need access to Leads, Campaigns, and Opportunity objects.

Partners use Case Comment and Case Feed to communicate with the Universal Containers team and customers.

Which license type should a Salesforce Admin use for these Partner Users?

- A. Employee Community License
- B. Customer Community Plus License
- C. Partner Community License
- D. Customer Community License

Correct Answer: C

#### **QUESTION 3**



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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?

A. Sharing Rules
B. Permission Sets
C. Public Groups
D. Profiles
E. Chatter Groups
Correct Answer: B
QUESTION 4
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?
A. MX Record
B. TXT Record
C. NS Record
D. CName Record
E. AAAA Record
Correct Answer: D
QUESTION 5
Universal Containers (UC) builds a Community to support customers who purchased its products. UC has the following

g security requirements:

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

How should the Salesforce Administrator fulfil this requirement?

Select one or more of the following:

A. Install a third-party app from AppExchange to encrypt the data at rest



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- B. Leverage Salesforce Shield to encrypt and decrypt all data at rest
- C. Encrypt data in portals, but not in Communities
- D. Create encrypted fields for Community data

Correct Answer: B

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