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### QUESTION 1

Universal Containers (UC) has a great user interface for their Customer Community Knowledge Base. UC has multiple Communities and wants to use the same user interface for each Knowledge Base in all of these Communities. Which step should the Community Cloud consultant take to meet this requirement?

Select one or more of the following:

- A. Recreate the Knowledge Base page in all Communities
- B. Create a link to the Knowledge Base in all Communities
- C. Merge the Communities unto the Community that has the Knowledge Base
- D. Export the page and select it when creating a new page in all Communities

Correct Answer: D

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### QUESTION 2

Northern Trail Outfitters is launching a Community using the Customer Service (Napili) Template. They need to add gamification to their website. The following requirements must be met:

- Use the Standard Component on the home page.
- Logged-in users should be able to see their rank.
- Show the top five Community users in the leaderboard.

Which three steps should a Salesforce Admin take to fulfill these requirements?

Choose 3 answers.

- A. Select the Show User Rank checkbox for the component in the property editor.
- B. Enable setup and display of the Reputation Levels option and configure Reputation in Community Management.
- C. Set the number of users to 5 in the property editor for the component.
- D. Drag the Reputation Leaderboard Component to the Community page in Community Management.
- E. Drag the Reputation Leaderboard Component to the Community page in Site.com.

Correct Answer: ABC

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### QUESTION 3

Northern Trail Outfitters needs to provide support to all customers in their Customer Community, including customers who have NOT logged in. Currently, customers can only view Knowledge articles if they are logged in.

What should the Salesforce Admin do to make sure that Knowledge articles are visible to unauthenticated users?



- A. Modify the customer profile to include all Knowledge articles types and fields to help customers view articles without login.
- B. Make the article detail page available for unauthenticated access to help customers view articles without login.
- C. Update the channel for all Knowledge articles to include Public as a channel to help customers view articles without login.
- D. Create custom Community pages with components for Knowledge articles and make them available for guest user profiles.

Correct Answer: C

#### QUESTION 4

Your company wish to use their own URL for their community to maximize the brand impact to customers. How would you achieve this?

- A. My Salesforce1
- B. My Domain
- C. Salesforce1
- D. Custom URLs
- E. Community Domains

Correct Answer: D

#### QUESTION 5

Universal Containers built a Customer Community on the Customer Service (Napili) Template. They want the global search box to return 10 results instead of 5.

Where should the Salesforce Admin set the number of search results to 10?

- A. In the Community Management search page.
- B. In the Community Builder site global settings page.
- C. In the Community Management preferences page.
- D. In the Community Builder global search component properties.

Correct Answer: D

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