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QUESTION 1

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?

A. From the All Communities setup page

B. From the Community Workspace

C. From the Community site

D. From the Community Builder

Correct Answer: A

QUESTION 2

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)

A. Select the Community User Visibility checkbox

B. Enable Super User access for customer users

C. Set up Delegated Admin access for customer users

D. Create a Sharing Set on the Case object

Correct Answer: AB

QUESTION 3

What is the maximum number of keyword list criteria in Moderation Settings your Salesforce Org (not Community) can have?

A. 10

B. 20

C. 30

D. 50

E. 40

Correct Answer: C

QUESTION 4

Dartboard Manufacturing International are ready to add their distribution partners to their existing Community. What steps would an Administration take to do this?

A. Navigate to the Contact Record and Enable the Contact as a Community User

B. Add the Member Profile to the Community then Enable the relevant Account as a Partner Account and enable the contacts as Partner Community Users

C. Add the Member Profile to the Community

D. Enable the relevant Account as a Partner Account and enable the contacts as Partner Community Users

Correct Answer: D

QUESTION 5

You want to make sure that you drive adoption, monitor engagement, and build a vibrant community. What should an Administrator do to achieve this?

A. Build up a network of brand ambassadors and make them moderators in your community

B. Develop a lightning component that runs frequent promotions

C. Install the Communities Reports and Dashboards package from the AppExchange

D. Develop Reports and Dashboards built of the Network Object to understand insights from your communit

E. Ensure that you have community promotions built into your Journey Builder on Marketing Cloud

Correct Answer: C

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