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QUESTION 1

Universal Containers is launching a Community to provide a selfhelp channel to their customers and partners. Customers and partners will search for articles, participate in discussions, and raise cases. Partners will be able to raise cases for their customers, but will NOT need channel sales capabilities. Which license should a Salesforce Admin use for the partner users?

A. Customer Community Plus License

B. Support Community License

C. Partner Community Plus License

D. Service Cloud License

Correct Answer: B

QUESTION 2

Universal Containers wants to build a Community for all their employees. Currently, some of their employees are NOT Salesforce users. How should the Salesforce Admin enable access to the Community for the users who are currently NOT Salesforce users?

A. Allow the users to self register to the Community

B. Create the users as contacts and enable them as Community users

C. Create the users in Salesforce and add their profile to the Community

D. Add the users to the Community as members

Correct Answer: B

QUESTION 3

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?

A. Aloha

B. Napili

C. Kokua

D. Koa

E. None of the above

Correct Answer: A

QUESTION 4

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 5

Northern Trail Outfitters is planning to launch a Community for their partners. Partner Sales Managers need to view Partner Sales Rep records. What is the most efficient way for the Salesforce Admin to fulfil this requirement?

A. Provide Super User Access to Partner Sales Reps

B. Set the number of partner roles to two

C. Create a criteriabased Sharing Rule

D. Enable the Partner Sales Manager as Super Admin

Correct Answer: B

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