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Salesforce Certified Community Cloud Consultant

Salesforce Community-Cloud-Consultant

Version Demo

Total Demo Questions: 60

Total Premium Questions: 606

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Topic Break Down

Topic	No. of Questions
Topic 1, Discovery	9
Topic 2, Planning	64
Topic 3, Setup and Configuration	218
Topic 4, Branding	33
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QUESTION NO: 1

Universal Containers is planning to launch a Community that needs to be accessible from Internet Explorer 9 and the Salesforce mobile app.

Which three Salesforce editions and user license combinations could a Community Cloud consultant use to meet this requirement? (Choose three.)

A. Unlimited Edition and Customer Community

B. Enterprise Edition and Customer Community Plus

C. Salesforce Essentials and Customer Community

D. Enterprise Edition and Customer Community

E. Professional Edition and Customer Community Plus

ANSWER: A B D

Explanation:

Unlimited Edition and Customer Community, **Enterprise Edition and Customer Community Plus**, and **Enterprise Edition and Customer Community** are valid combinations for this Community requirement. At the time reflected by this question, Communities could be provisioned in Enterprise Edition and Unlimited Edition, and both Customer Community and Customer Community Plus licenses were available as external-user licensing models in the applicable editions. Customer Community licenses support high-volume external audiences, while Customer Community Plus licenses add capabilities needed for more collaborative external users, such as roles, sharing, and delegation-related functionality.

The browser and mobile-app requirement does not require a different Salesforce edition or a special external-user license. Instead, it affects the Community's supported experience and implementation choices. The listed Enterprise and Unlimited combinations provide the required platform eligibility, while the Community must be configured and tested using components and templates compatible with the targeted browser and Salesforce mobile access model. Salesforce's Community licensing overview describes the distinctions between Customer Community and Customer Community Plus licenses: Salesforce Trailhead: Community Licenses. Salesforce also maintains browser support guidance at Supported Browsers.

QUESTION NO: 2

Universal Containers wants to create a Customer Community venue product line with the following requirements:

- Use the customer service template

- Track Community members' login countries

- Display SharePoint documents for the customer

- Display product documentation from Adobe Experience Manager

Which three integrations what do Community Cloud consultant need to configure to meet these requirements?

Choose 3 answers

Select one or more of the following:

A. SharePoint Web Services

B. Files Connect

C. CMS Connect

D. Google Analytics

E. Salesforce Knowledge

ANSWER: B C D

Explanation:

Files Connect meets the SharePoint-document requirement by letting Salesforce users access external files from supported repositories, including SharePoint, without requiring those files to be copied into Salesforce. After the appropriate external data source and authentication settings are configured, the community can surface the SharePoint content where it is needed.

CMS Connect is designed to expose content from an external content management system in an Experience Cloud site. Adobe Experience Manager is a supported CMS Connect source, enabling product documentation maintained in AEM to be displayed in the community while continuing to be managed in AEM.

Google Analytics supplies the web-analytics capability required to analyze community visitor activity by geographic dimensions, including country. Configuring the Google Analytics tracking ID for the Experience Cloud site allows page activity to be sent to Google Analytics, where country-based reporting and audience analysis can be performed. Together, these integrations address the external document repository, external CMS content, and geographic login/visitor analysis requirements. See Salesforce guidance on CMS Connect and the Experience Cloud site customization and analytics capabilities.

QUESTION NO: 3

Universal Containers houses their order information in their legacy backend systems. Customers need to see their orders from the back office in their customer-facing Community.- The existing Salesforce Org (which hosts the Community) has integration with the backend legacy system using Salesforce Connect.- Customer users only need to see their orders in the Community.- Orders are currently public read-only.- Customer users need to access fields that are already part of the existing integration.What two things should the Salesforce Admin do to meet these requirements?Choose 2 answers

A. Leverage existing integration with the legacy System.

B. Create a new integration with the Legacy System for customer users.

C. Update the customer user Profile and give them the "View all" permission on the integration object.

D. Set the External Users' Organization-Wide Defaults to Private for external objects.

ANSWER: A C

Explanation:

“Leverage existing integration with the legacy System.” is appropriate because Salesforce Connect is specifically designed to expose data that remains in an external system as external objects in Salesforce. Since the order fields are already available through the existing connection, the administrator can use that established external-object integration in the community rather than duplicating the connection or copying order data into Salesforce. This preserves the legacy system as the system of record while presenting current order information to customers.

“Update the customer user Profile and give them the "View all" permission on the integration object.” provides the community users with the required object-level visibility to the external order object. Community users need permissions assigned through their profile or permission sets before they can access an external object and its exposed fields. The View All permission ensures that the authorized customer users can view the external-object records available through the Salesforce Connect integration, including the fields required by the community experience. Salesforce documents external objects as the Salesforce representation of externally stored data and describes controlling access through object permissions and external-object sharing settings. See Salesforce External Objects Overview and Secure External Object Data.

QUESTION NO: 4

Salesforce releases an enhanced feed publisher component in the latest release of the Napili template. Universal Containers org is now on the latest version, but the collaboration component is NOT available in the Napili template. What should the Salesforce Admin do to resolve this issue?

A. Refresh the Salesforce component list In Community Builder

B. Upgrade the template to like latest version

C. Enable Chatter for the org

D. Un publish and republish the Napili template

ANSWER: C

Explanation:

Enable Chatter for the org. The enhanced feed publisher is a collaboration feature built on Salesforce Chatter, so its availability depends on Chatter being enabled at the organization level. Updating an org to a release that contains a newer Napili template capability does not itself activate the underlying Chatter service. Once the administrator enables Chatter in Setup, Salesforce can make Chatter-dependent collaboration features, including feed publishing experiences, available for use in the community template and by appropriately licensed, permissioned community members. The administrator should also ensure that the intended users have access to Chatter through the applicable user permissions and community configuration, because the feed publisher is designed for posting and collaborating in feeds rather than as an independent content component. This is a prerequisite configuration issue: enabling the platform collaboration capability allows the template's enhanced publisher functionality to be surfaced. Salesforce describes Chatter as the platform for feeds, posts, comments, and collaboration across Salesforce. See Enable Chatter and the Salesforce Chatter Basics learning module.

QUESTION NO: 5

Universal Containers houses their order information in their legacy backend systems. Customers need to see their orders from the back office in their customer-facing Community.

- The existing Salesforce Org (which hosts the Community) has integration with the backend legacy system using Salesforce Connect.

- Customer users only need to see their orders in the Community.

- Orders are currently public read-only.

- Customer users need to access fields that are already part of the existing integration.

What two things should the Salesforce Admin do to meet these requirements?

Choose 2 answers

A. Leverage existing integration with the legacy System.

B. Create a new integrationwith the Legacy System for customer users.

C. Update the customer user Profile and give them the " View all " permission on the integration object.

D. Set the External Users ' Organization-Wide Defaults to Private for external objects.

ANSWER: A D

Explanation:

Leverage existing integration with the legacy System. is appropriate because Salesforce Connect exposes data from an external system in real time through external objects. The orders and required fields are already available through the established integration, so the Community can use that existing external-object definition rather than creating and maintaining a duplicate connection. This minimizes integration complexity and keeps the Community experience aligned with the backend system of record.

Set the External Users ' Organization-Wide Defaults to Private for external objects. provides the appropriate security baseline for customer-facing access. External users should not receive broad default access to all externally sourced order records merely because those records can be queried through Salesforce Connect. A private external-user default supports limiting order visibility to the relevant customer context and prevents unintended exposure across customer accounts. The existing integration can then deliver the permitted order fields to the Community while Salesforce sharing and external-user access settings govern which records each customer can see.

Salesforce describes Salesforce Connect as a way to access external data through external objects without copying that data into Salesforce. Its security model also relies on object permissions and record-access configuration, including organization-wide defaults, to control visibility. See [Salesforce Connect Trailhead] and [Salesforce external object security documentation].

QUESTION NO: 6

universal Containers (UC) is in the process of a digital transformation. UC wants to create a Lightning community built using the partner Central template so partners can view leads and opportunities and submit tickets. Most of the partner teams are comprised of sales reps, team leads, senior advisors, and executives. UC uses a hierarchy-based sharing model for its internal sales team for record access and wants to do the same for partners.

What should the Consultant consider when designing the sharing modelfor the Community?

A. Sharing rules conflict with role hierarchy for sharing records in communities.

B. Community Cloud comes with one partner role per Community and is configurable up to 10 roles per org.

C. Using one Partner Role and super User Access allows record-sharing in communities.

D. Partner users can have up to three roles per partner account, which support hierarchy-based sharing.

ANSWER: D

Explanation:

Partner users can participate in hierarchy-based record sharing through the partner role hierarchy associated with their partner account. Salesforce provides up to three partner roles for an account: Partner User, Partner Manager, and Partner Executive. These roles establish a hierarchy in which users higher in the partner-account role hierarchy can be granted access to records owned by users below them, subject to the organization's sharing configuration. This is an important design consideration for UC because its partner teams describe four job levels, while the standard partner role hierarchy supports only three levels. The consultant should therefore map the partner personas deliberately to the available roles and use sharing rules, account relationships, teams, or other appropriate access mechanisms where additional distinctions are required. The role setting is configured for partner accounts and affects how external users are represented in the role hierarchy; it is not a set of ten configurable roles per organization. Salesforce documentation describes the partner roles and their purpose in supporting record access for partner users. See [Salesforce Help: Partner Roles] and [Salesforce Developer Guide: Partner Roles].

QUESTION NO: 7

Select two ways you are able to integrate Google Analytics with a template based Community. 2Answers

A. Community Builder >> Settings > > Analytics Setup

B. Community Builder >> Settings >> Advanced >> Google Analytics Tracking

C. Community Builder >> Settings >> Advanced >> Edit Head Markup

D. Setup Menu >> Google Analytics >> Communities

E. Community Manager >> Settings >> Advanced >> Google Analytics Tracking

ANSWER: B C

Explanation:

For a template-based Community (now generally called an Experience Cloud site), Google Analytics can be integrated directly from Community Builder by entering the Google Analytics tracking ID in **Settings >> Advanced >> Google Analytics Tracking**. This is the supported point-and-click approach: Salesforce adds the required tracking code to the published site so that visitor activity is sent to the configured Google Analytics property. Administrators must publish the site after making the change for it to be available to site visitors.

Settings >> Advanced >> Edit Head Markup is also a valid integration method. It permits an administrator to place the Google Analytics JavaScript snippet in the site's HTML head area. This is useful when the implementation requires a custom tracking script, additional Google Analytics configuration, or a tag-based implementation beyond simply specifying a tracking ID. As with other Experience Builder configuration changes, publishing makes the markup active in the live site. Salesforce documents both the dedicated Analytics setting and the ability to add custom head markup for Experience Cloud sites. See Salesforce Help: Google Analytics for Experience Cloud and Salesforce Help: Edit Head Markup.

QUESTION NO: 8

Regional Containers want to ensure any Community members without Community contributions are moderated by the Community Manager, how would this requirement be implemented?

A. Download the Advanced Community Moderation lightning component and configure it in the Community Builder

B. Use a Community Moderation Rule

C. Define Community Member Criteria

D. Leverage the Community Cloud Moderation API with APEX

ANSWER: C

Explanation:

Define Community Member Criteria is the appropriate implementation because member criteria lets a Community Manager identify members according to measurable participation characteristics, including their contribution activity. The manager can configure criteria that targets members with no community contributions, creating a defined population for moderation attention and management. This supports a governance process in which inactive or non-contributing members can be reviewed by the Community Manager without requiring custom development or manually checking every member record.

In Salesforce community moderation, member-focused criteria is intended to segment community members according to their behavior and engagement. It is therefore the suitable declarative feature when the condition is about the member's overall contribution history rather than the content of one particular post, comment, or question. The Community Manager can use that identified member group as part of the community's moderation process and apply the organization's participation policy consistently as membership and activity change.

Salesforce's community moderation capabilities are designed to help managers monitor member behavior and maintain healthy engagement at scale. For background on Experience Cloud community management, see Salesforce Trailhead: Community Cloud Basics and Salesforce Help: Experience Cloud Overview.

QUESTION NO: 9

Universal Container's Community Manager wants to better measure the Community adoption and engagement.

Which approach should the manager use?

A. Use Google Analytics to generate the adoption report.

B. Use Data Loader to download the user data to generate a pivot table in Excel.

C. Install the Salesforce Community Management AppExchange package.

D. Install the Wave dashboards for Communities.

ANSWER: C

Explanation:

Installing the Salesforce Community Management AppExchange package is the appropriate approach because it supplies prebuilt reporting assets designed specifically to help community managers understand how a community is being used.

These assets provide a practical, Salesforce-native way to monitor adoption and engagement trends, such as membership growth, active users, user activity, and participation. Using packaged reports and dashboards also lets the manager begin measuring community health quickly and then tailor the reports to the organization's particular goals, audiences, and communities.

This approach keeps community metrics within Salesforce, where they can be viewed alongside CRM information and shared with the appropriate internal stakeholders through standard reporting and dashboard permissions. A manager can use the resulting insights to identify whether members are returning, contributing, and finding value in the community, then refine community content, navigation, and engagement initiatives accordingly. Salesforce's Experience Cloud learning materials describe monitoring community performance and using analytics to understand member activity and engagement: Monitor Your Experience Cloud Site. Salesforce AppExchange is also the central distribution point for Salesforce ecosystem packages: Salesforce AppExchange.

QUESTION NO: 10

A company uses CMS (Content Management System) to store and manage public content. The VP of Advertising wants to run marketing and advertising campaigns in the Community using that content. How should the Administrator render advertising content in the Community?

Select one or more of the following:

A. Build a custom integration point between the CMS and the Community

B. Use Process Builder to import content from the CMS on a periodic basis

C. Download and install the Community Content package from the AppExchange

D. Configure CMS Connect to pull content from the CMS

ANSWER: D

Explanation:

Configure CMS Connect to pull content from the CMS is correct because CMS Connect is Salesforce Experience Cloud's declarative capability for displaying content that is maintained in an external content management system within an Experience Cloud site. An administrator configures a CMS connection and then uses CMS Connect components in Experience Builder to render external content, such as campaign articles, promotional pages, images, and other public marketing material. This approach lets the advertising team continue to author and manage content in its existing CMS while the community presents that content to visitors without requiring custom code or a separate content-import process.

CMS Connect supports connections to external CMS sources that expose supported content through HTML or JSON-based endpoints. The appropriate CMS Connect component can then be added to a page and configured to retrieve content from the selected connection. Because the content remains managed at its source, updates made in the CMS can be reflected in the community through the configured integration, supporting timely marketing and advertising campaigns. Salesforce documents CMS Connect as the Experience Cloud feature for integrating and displaying external CMS content: CMS Connect Overview. See also Salesforce Trailhead's Connect to an External CMS.

QUESTION NO: 11

Universal Containers needs to announce their upcoming Annual Conference to all members of their Customer Community.In which two ways should this be set up? Choose 2 answers.

A. In the Community Workspaces, target all Recommendations to a new Audience Type.

B. In Community Builder, add the Featured Recommendations Component to the page.

C. In the Community Workspaces, create the Recommendation.

D. In the Community Workspaces, add a new Custom Recommendations Channel.

E. In Community Builder, add the Recommendations Component to the page.

ANSWER: C E

Explanation:

To publish an Annual Conference announcement through Community Recommendations, the administrator first creates the recommendation in Community Workspaces. A recommendation defines the content members will see, such as a link to the conference registration page, an event detail page, or a relevant external URL. Creating it in the workspace is the administrative step that makes the announcement available for delivery within the community.

The administrator must also place the Recommendations Component on the appropriate Community Builder page. This component is the member-facing presentation layer: it renders the recommendations that are available to the logged-in community user. When the conference recommendation is intended for all Customer Community members, it can be configured with an audience that includes those members, and the component exposes that content in the published community experience. Together, workspace configuration supplies the announcement and Community Builder placement makes it visible to users. Salesforce describes recommendation setup and delivery in its Community Recommendations setup documentation and provides implementation guidance in the Community Recommendations Trailhead module.

QUESTION NO: 12

Northern Trail Outfitters wants to launch their Community with the following requirements:• Enable ions• Use Reputation for gamification• View the Trending Articles• Optimized for mobile. Which two requirements will the Salesforce Admin be able to accomplish with the Koa template? Choose 2 answers

A. Use Reputation for gamification

B. View the Trending Articles

C. Enable ions

D. Optimized for mobile

ANSWER: C D

Explanation:

The Koa template supports enabling Questions (represented by “Enable ions” in the question text) as part of a support-oriented community experience. Questions let community members ask for help and engage in peer-to-peer support, while moderators and knowledgeable members can contribute answers. This provides an out-of-the-box discussion and self-service capability suited to a customer community.

Koa is also optimized for mobile through its responsive design. A responsive template adapts the community’s layout and components to the screen size of the device being used, allowing members to access the community effectively from phones, tablets, and desktop browsers without requiring a separate mobile-specific implementation. Salesforce’s community-template approach provides prebuilt capabilities and layouts that administrators can configure to meet common community use cases, including customer support and engagement scenarios. See Salesforce Trailhead’s Community Cloud Basics and the Salesforce Experience Cloud overview for background on Experience Cloud community capabilities and template-based setup.

QUESTION NO: 13

You have created a custom object to list all upcoming company events, including speaker bio's and location and now wish to expose this publicly on your Customer Community. How are you are able to edit the public access settings? [Select Two]

A. Go into the Community Page Manager and update the Page Access control to Public

B. Go into the Setup Menu >> Profiles >> edit the object settings on the guest community profile

C. Add the sample code provided on help.salesforce.com to the head markup and add the object name you want to expose publicly

D. Install the Community Object Permissions Manager from the AppExchange for advanced data sharing options

E. Go into the Community Manager and select the objects that are available publicly

F. Go into the Community Builder and navigate to settings and click on the hyperlink to the Guest User Profile

ANSWER: B F

Explanation:

Go into the Setup Menu >> Profiles >> edit the object settings on the guest community profile is correct because unauthenticated visitors access an Experience Cloud site through its guest user. Object-level permissions for that guest user profile determine whether public visitors can read records from the custom event object. Administrators can use the profile's Object Settings to grant the required Read access, along with appropriate field-level security for fields such as event location and speaker biography.

Go into the Community Builder and navigate to settings and click on the hyperlink to the Guest User Profile is also correct because Community Builder provides a direct administrative route to the site's guest user profile. Following that link opens the same profile configuration area, where the administrator can manage the guest user's object and field permissions. After permissions are configured, the site's guest-user record-access model must also allow the intended event records to be visible; Salesforce recommends granting only the minimum public access needed. Salesforce's Experience Cloud learning material describes using guest-user profile permissions to make CRM data available to unauthenticated site visitors: Share CRM Data with Experience Cloud Sites. See also Salesforce guidance on securing guest-user access: Guest User Profiles.

QUESTION NO: 14

A salesforce admin at Universal Containers notices that a large number of unauthenticated users are accessing Community pages built using Force.com sites. Their org is on the Salesforce Enterprise Edition. What is the maximum number of monthly page views allowed?

A. 500,000

B. 300,000

C. 1,000,000

D. 100,000

ANSWER: A

Explanation:

500,000 is the monthly page-view limit for public, unauthenticated Force.com Sites traffic in a Salesforce Enterprise Edition organization. In this context, a page view is counted when an unauthenticated visitor requests a page served through the Force.com Sites domain. This entitlement is an organization-level monthly allocation, so the usage is aggregated across the organization's applicable public Sites rather than being reset separately for each individual page or site. Administrators should monitor public-site traffic because a high-volume public experience—such as a support portal, marketing landing pages, or knowledge content—can consume the allocation quickly. The limit is tied to the edition and to the legacy Force.com Sites capability named in the question; it is not determined by the number of community members, internal users, or authenticated logins. Salesforce publishes edition-specific limits in its limits reference material, including public-site and Experience Cloud-related capacity considerations. See Salesforce's Salesforce Limits Quick Reference Guide and the Force.com Sites Developer Guide for the platform's Sites concepts and limits documentation.

QUESTION NO: 15

A company uses CMS (Content Management System) to store and manage public content. The VP of Advertising wants to run marketing and advertising campaigns in the Community using that content.

How should the Administrator render advertising content in the Community?

A. Download and install the Community Content package from the AppExchange.

B. Use Process Builder to import content from the CMS on a periodic basis.

C. Configure CMS Connect to pull content from the CMS.

D. Build a custom integration point between the CMS and the Community.

ANSWER: C

Explanation:

Configure CMS Connect to pull content from the CMS. CMS Connect is designed to display externally managed content within an Experience Cloud site (formerly called a Community) while leaving the source content in the external CMS. An administrator configures a CMS Connect source using a supported connection type, such as a public CMS endpoint, and then uses CMS Connect components in Experience Builder to render the retrieved content on site pages. This approach is especially appropriate for public marketing and advertising material because the organization can continue authoring, organizing, and publishing content in its existing CMS while presenting it in the Community without manually duplicating the content in Salesforce. CMS Connect supports content such as HTML, images, and collections, allowing external CMS material to be incorporated into branded Experience Cloud page layouts. It provides the purpose-built declarative integration needed here, enabling the advertising team's CMS-managed campaign content to remain current as it is updated at the source. See Salesforce's CMS Connect documentation and the Salesforce CMS Connect developer guide for supported sources and configuration details.

QUESTION NO: 16

Universal Containers builds a Customer Community on the Napili template. They add a record list component to the right column of the home page. This component needs to show customers their five most recent cases. They already created a ' My Cases ' list view. How should a Salesforce Admin set the record list component properties?

A. Usethe Case object with compact layout, return five records, and use the ' My Cases ' list view

B. Use the Case object with full layout, return five records, and use the ' My Cases ' list view

C. Use the ' My Cases ' list view with compact layout, return five records, and disable public access

D. Use the Case object, return five records, use the ' My Cases ' list view, and disable public access

ANSWER: D

Explanation:

Use the Case object, return five records, use the ' My Cases ' list view, and disable public access. The Record List component is configured by selecting the Salesforce object whose records it displays, then selecting an available list view for that object. Choosing the Case object and the existing *My Cases* list view allows the component to use the list view's filters, sorting, and record-visibility context to present the intended case records. Setting the record limit to five satisfies the requirement to show only the customer's five most recent cases on the home page.

Because this is a Customer Community intended for signed-in customers, public access should be disabled. This keeps the component's data presentation within the authenticated experience, where sharing, profile or permission-set access, and the community user's relationship to case records govern what can be seen. The component therefore combines the correct object, an administrator-created list-view definition, the requested five-record limit, and appropriate authenticated-user access behavior. Salesforce's Experience Builder documentation describes configuring standard components in an Experience site, while Salesforce's sharing guidance explains that record access is determined through the platform's object permissions and sharing model: Salesforce Help: Customize Components in Experience Builder and Salesforce Help: Sharing Overview.

QUESTION NO: 17

Universal Containers recently rolled out a Community to its partners.

The internal sales team has the following requirements:

Which sharing option should the Salesforce Administrator choose to meet the requirement for internal users?

A. Allow partner users to manually share the Leads and Opportunities with internal users.

B. Use Sharing Sets to share Leads and Opportunities so internal users can automatically access those records.

C. Set OWD (Organization-Wide Default) to Private, create a sharing rule for Leads and Opportunities, and implement the Lead Inbox component.

D. Create Lead and Opportunity Sharing Rules that share those records to a public group of partner users.

ANSWER: C

Explanation:

Set OWD (Organization-Wide Default) to Private, create a sharing rule for Leads and Opportunities, and implement the Lead Inbox component. This approach provides a controlled sharing model for partner-created or partner-owned sales records while enabling the appropriate internal sales users to access them. Setting the organization-wide default to Private establishes a restrictive baseline, so Lead and Opportunity visibility is not granted broadly by default. The administrator can then use sharing rules to extend access to the intended internal users or groups according to the organization's sales process and record-ownership model. This is consistent with Salesforce's recommended principle of starting with the most restrictive record-access setting and opening access only where there is a defined business need. The Lead Inbox component supports the internal sales workflow by giving internal users a place to review and work leads submitted through the partner community. Together, private defaults, targeted sharing rules, and the Lead Inbox component meet the need for internal sales visibility without making partner sales records generally available. Salesforce describes the role of organization-wide defaults and sharing rules in its Sharing Architecture overview and documents how sharing rules grant record access in Sharing Rules.

QUESTION NO: 18

Universal Containers has a Community for partners and another Community for their customers. They want to give their partners access to their Community for customers as well. How should the Salesforce Admin do this?

A. Include the partner profile as a member of the Community for customers.

B. Create Partner users as members in the Customer Community and send login details to the users

C. Add the Customer community to the Partner Community user profile

D. Select the Enable Customer Community user option in the Partner contact in Salesforce

ANSWER: A

Explanation:

Include the partner profile as a member of the Community for customers. Experience Cloud site membership determines which authenticated users are allowed to access a particular site. An administrator can manage this from the customer community's Administration workspace by adding eligible profiles to the site's membership. Once the profile used by the partner users is included, those existing partner users can authenticate to and access the customer community without creating duplicate user records or changing their user type.

This approach supports the requirement because access is granted at the site level while preserving the partners' established accounts, licensing, profiles, and permissions. Site membership is separate from the permissions that control what users can see or do after they enter the site, so the administrator should also ensure that the partner profile and associated permission sets provide the appropriate object, record, and page access for the customer community's intended content. Salesforce documents that site membership can be managed by selecting profiles or permission sets for an Experience Cloud site. See Salesforce Help: Add Members to an Experience Cloud Site and Salesforce Help: Experience Cloud Sites Overview.

QUESTION NO: 19

A company recently launched its first Lightning Community using the Partner Central Template. Due to the success of the Community, other business units are now interested in replicating the Community and making a few changes. How can the Community Cloud consultant meet these requirements?

Select one or more of the following:

A. Create a change set to include the changes from the first Lightning Community and create new Communities using that change set

B. Use the Partner Central Template and repeat all of the setup steps for each cloned Community

C. Export the new Lightning Community as a template and create new Communities using the exported template

D. Create new Communities using the Build Your Own template and repeat all set up steps that each cloned Community

ANSWER: C

Explanation:

Export the new Lightning Community as a template and create new Communities using the exported template is correct because an Experience Builder site can be exported as a reusable template. This lets the consultant preserve the successful site's structure and branding as a starting point for additional communities, rather than rebuilding the experience repeatedly. The exported template packages the site's Experience Builder configuration, including its pages, theme layout, branding properties, and component arrangement. Each business unit can then create a new community from that template and make the changes needed for its own audience, content, and processes.

This approach supports consistency across the organization while still allowing controlled variation. It is especially appropriate when several communities share a common design foundation, such as a Partner Central-based partner experience, but require business-unit-specific navigation, pages, or branding. Site templates are designed to accelerate the creation of similar Lightning communities and provide a maintainable way to standardize the baseline experience. Salesforce describes how to export an Experience Builder template in its Export a Template documentation. Additional background on Experience Builder site templates is available in the Salesforce Trailhead module.

QUESTION NO: 20

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

A. Provide Super User Access to Partner Sales Reps.

B. Create a criteria-based Sharing Rule.

C. Set the number of partner roles to two.

D. Enable the Partner Sales Manager as Super Admin.

ANSWER: C

Explanation:

Set the number of partner roles to two. Partner communities can use an external role hierarchy to grant record visibility within each partner account. Configuring two partner roles creates a hierarchy that separates partner sales representatives from partner sales managers. The manager role is positioned above the representative role, so the standard role-hierarchy behavior lets Partner Sales Managers access records owned by Partner Sales Reps in the lower role, subject to the object's sharing configuration. This is efficient because the administrator establishes a reusable access model once, rather than maintaining access separately for each manager or representative. It also scales as new partner users are provisioned, since users assigned to the appropriate partner roles inherit the intended relationship-based visibility. Salesforce supports up to three partner roles for an account; two roles are appropriate when the required business structure is simply representative and manager. The external role hierarchy is specifically designed to model partner organizations and facilitate appropriate sharing among partner users. For setup details, see Salesforce Help: Partner Roles and Trailhead: Community Sharing.

QUESTION NO: 21

A Salesforce Admin enables "Allow members to Flag" in Community Workspaces. Which two content types can members flag as inappropriate? (Choose two.)

A. Posts and Comments

B. Topics

C. Files

D. Articles

ANSWER: A C

Explanation:

With the community moderation setting *Allow members to Flag* enabled, members can identify inappropriate community feed content for moderator review. **Posts and Comments** are flaggable because they are Chatter feed items, where member reporting helps community managers detect content that may violate participation guidelines. A member can flag an individual post or a comment within a conversation, and moderators can then review flagged items through the community's moderation tools.

Files are also supported by member flagging. This lets community members report inappropriate uploaded or shared files, extending moderation beyond written feed conversations. Flagging is a reporting mechanism: it surfaces content for the community's designated moderators to evaluate and act on according to the organization's moderation policies. Salesforce's Communities moderation capabilities are designed to combine automated rules with member-submitted flags, helping administrators maintain a safe and useful environment without requiring moderators to find every issue manually.

For Salesforce's overview of member reporting and moderation in communities, see Salesforce Help: Moderate Your Community and Trailhead: Community Moderation.

QUESTION NO: 22

Universal Containers has a Community for their partners. They would like to add a new partner company and grant their users access to the Community.

What is the first step the Salesforce Admin must complete to set up the partner users?

A. Add partner contacts to the Community as members

B. Create the account and enable it as a partner account

C. Allow partner users to self-register and gain access

D. Create a partner profile for the company

ANSWER: B

Explanation:

Create the account and enable it as a partner account is the required first step because Salesforce partner users are external users associated with a contact on an account that has been enabled as a partner account. Enabling the business account establishes it as a partner organization and makes its related contacts eligible to be enabled as partner users. The administrator can then create or identify the appropriate contact records, enable those contacts as partner users, assign the appropriate partner user license and profile or permission sets, and grant access to the partner community.

This account-first relationship is central to Salesforce's partner model: partner users belong to a partner account rather than being created independently for a company. It also supports account-based partner management, including the appropriate visibility and role structure used for collaboration and record access. Once the account is enabled, the organization can provision individual contacts according to the company's access needs and add them to the intended Experience Cloud site.

Salesforce's partner onboarding guidance describes enabling an account as a partner before enabling its contacts as partner users. See [Salesforce Trailhead: Configure Your Partner Experience]() and [Salesforce Help: Enable Partner Users]().

QUESTION NO: 23

What should the Consultant consider to meet the business requirements?

A. High Volume portals are designed for complex use cases that requirecustomization.

B. Customer Community Plus license supports up to 10 custom objects per user.

C. Community Cloud supports up to 10 custom objects per Community.

D. MuleSoft presents custom data from multiple Communicates in a personalized digital experience.

ANSWER: B

Explanation:

Customer Community Plus license supports up to 10 custom objects per user. This license is intended for external users who need richer, authenticated access to Salesforce data and collaboration capabilities than a high-volume customer experience typically requires. For a consultant, the key requirement to validate is whether external users must access custom-object records as part of their work—for example, to view service requests, registrations, applications, cases, or other organization-specific data. The Customer Community Plus license provides access to standard Salesforce sharing and role-based capabilities appropriate for those more involved external-user scenarios, while the ten-custom-object entitlement establishes an important licensing boundary that must be considered during solution design. This makes the license choice a business-requirements decision, not merely a branding or UI decision: the planned data model, the objects users need to access, and the intended collaboration model must fit the selected external-user license. Salesforce's guidance on Experience Cloud licensing and external-user access is available in its [Experience Cloud license documentation]() and the [Trailhead overview of Experience Cloud licenses]().

QUESTION NO: 24

Universal Containers (UC) is implementing a self-service Community. UC has a high volume of customers with complex hierarchies. The majority of UC customers have multiple Accounts and frequently add new Accounts. Universal Containers wants customers to be able to create new Accounts and Contacts on their own. Which two license types should UC's Salesforce Administrator recommend? (Choose two.)

A. Customer Community Login

B. Customer Community

C. Customer Community Plus Login

D. Customer Community Plus

ANSWER: C D

Explanation:

Customer Community Plus Login and **Customer Community Plus** are appropriate because they provide the Customer Community Plus level of external-user capability, including sharing roles and support for more complex customer-account access models. This is important where customers have multiple accounts and account hierarchies, because role-based sharing can be used to provide the necessary visibility across related records while preserving secure external access. These licenses also support use cases in which external users need access to standard CRM records such as Accounts and Contacts, subject to the organization's configured object permissions, sharing settings, and page or flow configuration. The Login version supplies the same functional license type but is purchased and measured by monthly logins, whereas the member-based version is assigned to named external users. UC can choose the purchasing model that best matches how frequently its customers access the self-service site, while retaining the Plus capabilities needed for the hierarchy-focused account and contact management scenario. Salesforce describes external-user license capabilities and licensing models in its Experience Cloud license documentation and provides implementation guidance in the Experience Cloud Administration Trailhead module.

QUESTION NO: 25

Universal Containers plans to build a large-scale Community and expose Leads and Opportunities to their resellers. Universal Containers has the following requirements for their partner account: • 120,000 partner accounts• Minimize the number of partner account roles• Partner account is made up of sales employees and sales managers• Sales employees only have access to their data• Sales managers have access to all sales employees data. What are the two most efficient ways for the Salesforce Adminto fulfil these requirements? Choose 2 answers

A. Set up partner accounts with two roles

B. Set up partner accounts with one role

C. Use sharing rules to grant sales managers access to sales employees' data

D. Make the sales manager the Super User on thepartner account

ANSWER: B D

Explanation:

“Set up partner accounts with one role” is efficient because partner roles are created for each partner account, so reducing each account to a single external role is especially important at a scale of 120,000 accounts. A single-role model avoids creating a separate role hierarchy for sales managers while still allowing each sales employee’s record access to be governed by the organization’s external sharing model. This design minimizes the role footprint and the associated administration needed for a very large partner population.

“Make the sales manager the Super User on thepartner account” supplies the required manager-level visibility without requiring an additional partner role. Salesforce Super User access lets an enabled partner user access records owned by other partner users associated with the same partner account, including applicable Leads and Opportunities. Therefore, sales employees can retain access to their own data, while the designated sales manager can work with the sales data of the account’s employee users. The administrator must enable Super User access for the partner account and designate the appropriate manager user as a Super User. This combination directly meets both the scale requirement and the requirement to minimize partner roles. See Salesforce’s Super User Access documentation and the Partner Relationship Management for Administrators module.

QUESTION NO: 26

You have identified all the topics for your Community, as great as they all are, you need to specific the featured topics, where do you navigate to do this?

A. Community Manager

B. Force.com Site Settings

C. Community Builder

D. Sites Settings

E. Community Settings

ANSWER: A

Explanation:

Community Manager is the correct location for selecting featured topics in the legacy Salesforce Community/Community Cloud experience. Community Manager provides the community-management workspace for administrators and moderators, including topic administration. After topics have been created and associated with the community, an authorized user can use the Topics area in Community Manager to identify which topics should be featured. Featured topics are deliberately promoted so they are more visible to members, helping guide users toward the most relevant discussions and content when they enter the community. This is a content-curation and engagement-management task, rather than a site-configuration or page-layout task. Community Manager also centralizes related operational capabilities, such as managing members, moderation, and community content, making it the appropriate place to control how community topics are surfaced. Salesforce has since renamed and evolved Communities under the Experience Cloud brand, but older Community Cloud exam questions use the Community Manager terminology. See Salesforce's topic management overview and the Experience Cloud basics module for background on community topic management and administration.

QUESTION NO: 27

Northern Trail Outfitters has recently launched a partner program to increase sales. The VP of Sales has the following goals:

- Drive more revenue from sales channels

- Allow channel partners to provide service to buyers

- Get deal visibility in real time

Which option should Northern Trail Outfitters consider to meet these requirements?

Select one or more of the following:

A. Guided selling for Community Cloud

B. CPQ for Community Cloud

C. Direct pricing for Community Cloud

D. Sales Cloud for Community Cloud

ANSWER: D

Explanation:

Sales Cloud for Community Cloud is the appropriate solution because it is designed to support a partner sales channel while giving the company direct, real-time visibility into partner activity. In current Salesforce terminology, these capabilities are generally delivered through Partner Relationship Management on Experience Cloud. A partner-facing site gives channel partners a single place to work with leads, opportunities, accounts, and deal-registration processes, so the internal sales organization can see the status and progress of partner deals as they are updated. This shared CRM data model is central to providing timely pipeline visibility and improving channel revenue execution.

The same partner experience can also expose service processes and Salesforce knowledge to authorized partners. Partners can collaborate on customer issues, create or manage service requests as permitted, and access the information needed to support buyers. This combination of channel sales enablement, deal collaboration, and partner service is the intended use case for a Sales Cloud-based partner community rather than a standalone pricing or quote-focused capability. Salesforce describes PRM as a way to help companies manage and scale indirect sales channels, including partner selling and deal collaboration. See Salesforce Partner Relationship Management and Salesforce Trailhead: Partner Relationship Management Basics.

QUESTION NO: 28

Universal Containers is planning to launch a Community that needs to be accessible from Internet Explorer 9 and the Salesforce Mobile app. Which three Salesforce additions and user license combinations could a Community Cloud consultant use to meet this requirement? Choose 3 answers

Select one or more of the following:

A. Salesforce Essentials and Customer Community

B. Enterprise Edition and Customer Community Plus

C. Professional Edition and Customer Community Plus

D. Unlimited Edition and Customer Community

E. Enterprise Edition and Customer Community

ANSWER: B D E

Explanation:

The supported combinations are **Enterprise Edition and Customer Community Plus**, **Unlimited Edition and Customer Community**, and **Enterprise Edition and Customer Community**. Community Cloud can be added to Enterprise Edition and Unlimited Edition organizations, and both Customer Community and Customer Community Plus are external-user license types intended for community access. Therefore, each of these combinations provides an eligible Salesforce edition together with a community license suitable for delivering an externally accessible community.

Customer Community licenses are designed for high-volume external users who need access to community functionality and appropriate records, while Customer Community Plus licenses provide additional sharing and role-based capabilities for more sophisticated external-user scenarios. The selection between those license types is driven by the community's access and sharing requirements; either can be used with Enterprise Edition when the relevant functionality is required. Unlimited Edition can likewise use Customer Community licenses. The stated browser and mobile-access requirement does not require changing these eligible edition-and-license pairings; instead, the consultant should ensure the community's pages and components are designed and tested for the required client environments.

Salesforce describes Experience Cloud (formerly Community Cloud) and its external-user licensing model in its Experience Cloud overview and community license documentation.

QUESTION NO: 29

Universal Containers need to create a Support Community with the following requirements: - Customer and partner users will bemembers 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 are 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 answers

A. Set up delegated admin access for customer users

B. Enable super user access for customer users

C. Select the community user visibility checkbox

D. Create a sharing set on the case object

ANSWER: B C

Explanation:

Enable super user access for customer users provides the required account-wide case access. A designated super user can access records owned by other users who belong to the same account, including cases created by colleagues. This is intended for an account's support manager or other trusted customer contact who needs to oversee support activity for the entire customer organization, while retaining the community's established object permissions and sharing model. Salesforce documents the super-user capability and its account-based access behavior in Super User Access for Experience Cloud Users.

Select the community user visibility checkbox supports the collaboration requirement by allowing community members to find and view other community users. Visibility of other external users is necessary when customer users need to interact with the broader community population rather than being limited to their own account's users. With user visibility enabled, community features that depend on identifying fellow members can support user-to-user collaboration across the community. This setting is managed in Experience Cloud site administration and is described in Salesforce's Experience Cloud Site Settings documentation.

QUESTION NO: 30

Universal Containers' Community is built on the Napili template. The community lets members access their Account page. The project manager needs to customize the Account record detail page and only show the record details.What two things should the Salesforce Admin do to perform this task in Community Builder?

A. Add a page variation to Account detail page, add the record detail component, set the page variation as Active, and publish.

B. Edit the Account record detail page, remove the components NOT needed, and publish.

C. Make a copy of the Account detail object, remove the components NOT needed, and publish.

D. Create a standard page, add the Account record detail component, and publish.

ANSWER: A

Explanation:

“Add a page variation to Account detail page, add the record detail component, set the page variation as Active, and publish.” is correct because a page variation lets an administrator provide an alternate layout for an existing object record-detail page in a Salesforce community. In Experience Builder, the administrator can create a variation of the Account detail page and place only the Record Detail component on that variation. This delivers a focused record page containing the Account fields available to the community member, without requiring the standard page’s broader set of components to be used for this experience.

After configuring the variation, it must be activated so Experience Builder uses it for the appropriate audience or as the applicable active variation. Publishing is also required: changes made in the builder remain in draft until the site is published, so community members would not otherwise see the revised Account-detail experience. Page variations are specifically intended to support differing page layouts and content for different experiences or audiences while retaining the same underlying page purpose. See Salesforce’s guidance on page variations in Experience Builder and its overview of the Record Detail component.

QUESTION NO: 31

Northern Trail Outfitters launched a Community using the Customer Service template. Community users have requestedquick access to the Projects custom object in the Community navigation. The Community user profile has Read access on this object. Which three actions should a Community Cloud consultant take to fulfil this request?

Choose 3 answers

Add a menu item to theNavigation Menu component

Define an External URL menu item type pointing to the Project list page

Select the list view that appears on the Project landing page

Create a web tab for the Project object through Tabs in Setup

Define a Salesforce Object menuitem type for the Project object

A. Export the Customer Community template in the Builder Settings

B. Select the created Bolt solution in the Community Creation wizard

C. Select the created Bolt solution in the Builder Themes

D. Define the name, images, and features of the template

E. Export the Customer Community using Site.com Studio

F. Add a menu item to the Navigation Menu component

G. Select the list view that appears on the Project landing page

H. Define a Salesforce Object menu item type for the Project object

ANSWER: F G H

Explanation:

To expose the Projects custom object in an Experience Cloud site's navigation, the consultant should configure the site navigation menu with a menu item that targets Salesforce data, rather than merely linking to a manually constructed URL. Adding a menu item to the Navigation Menu component makes the destination available to authenticated community users in the site's visible navigation. The menu item should use the Salesforce Object type and specify the Projects custom object. This type is designed to route users to the object's landing page in the Experience site, where the platform applies the user's object permissions and sharing access. Selecting the list view displayed on the Project landing page completes the experience by defining the appropriate default list of Projects when users select the navigation item. Because the community profile already has Read access, object visibility is supported; normal sharing and list-view visibility must also allow users to see applicable records. Salesforce documents the available navigation menu item types and how navigation is managed in Experience Builder in the Experience Cloud navigation menu documentation. For details on controlling access to custom objects and records for external users, see External user access documentation.

QUESTION NO: 32

Universal containers (UC) wants to make sure its brand is applied to theChatter notification emails sent to users from the Community. Which three aspects can UC customise on these types of emails? Choose 3 answers

Select one or more of the following:

A. Sender's email address

B. Logo

C. Email format

D. Fonts

E. Footer text

ANSWER: A B E

Explanation:

For Chatter notification emails associated with a Salesforce community, Universal Containers can apply core email-branding settings that make the messages identifiable as coming from its organization. It can configure the **Sender's email address**, allowing the notification sender to align with a recognized and verified organizational mailbox rather than an undesired default identity. It can also add a **Logo** to the Chatter email branding configuration, so recipients see the organization's visual identity in the message. Finally, it can define **Footer text**, which supports consistent company information, legal wording, support details, or other approved brand messaging at the bottom of notifications. These settings are managed through Salesforce's Chatter email branding functionality and are intended to provide a consistent sender identity and presentation for Chatter-generated emails without requiring custom development. The sender address must be properly configured in the org, including any required verification, so mail can be sent using that identity. See Salesforce's Chatter Email Branding documentation and its guidance on organization-wide email addresses.

QUESTION NO: 33

The Universal Containers marketing department has approved a digital experience concept. The CTO has specified that all pages must always load within two seconds and be supported by older browsers.

What underlying Community infrastructure should the Community Cloud consultant utilise to build the Community?

Select one or more of the following:

A. Tabs + Visualforce Community

B. Salesforce Sites

C. Koa or Kokua Community template

D. Lightning Community

ANSWER: A

Explanation:

Tabs + Visualforce Community is the appropriate underlying infrastructure when broad legacy-browser compatibility and tightly controlled page performance are mandatory requirements. This community architecture uses Visualforce pages and standard web technologies, enabling the development team to control page markup, JavaScript, stylesheets, caching behavior, and the quantity of resources loaded on each request. That control is important when a two-second load-time target applies to every page: developers can keep pages lean, limit server round trips, minimize static resources, and use caching strategies appropriate to the experience.

Visualforce is rendered server-side and has long supported browser-compatible HTML output, making it a practical choice where the audience includes users on older browsers. The consultant should still validate the exact supported browser versions, measure real-world load times, and apply performance practices such as optimized images, minified assets, and selective loading of scripts. Salesforce describes Visualforce as a framework for building custom user interfaces hosted on the Salesforce platform, with pages composed using standard web technologies. See the Salesforce Visualforce Developer Guide and Salesforce's Experience Cloud overview for platform context.

QUESTION NO: 34

How Should the Salesforce Admin meet these requirements? Universal Containers need a Community for distributors who manage their sales with the following requirements: Each distributor has multiple users. Users within the same distributor should be able to talk to each other. Users should not be able to talk with users from other distributors. Knowledge articles and other Community features should be the same for all distributors.

A. Create Sharing groups to share users within a distributor. Allow discussions, keeping the OWD for Users as private.

B. Create a separate Community for each distributor. Allow members to talk within the Community and enable the Community user visibility.

C. Enable the Portal user visibility and disable the Community user visibility under Sharing settings. Keep OWD for Users as private for external users.

D. Create a Sharing set to share the users within a distributor in the Community. Allow discussions, keeping the OWD for Users as private

ANSWER: C

Explanation:

Enable the Portal user visibility and disable the Community user visibility under Sharing settings. Keep OWD for Users as private for external users. This configuration supports a single shared community while preserving distributor-level separation. Portal User Visibility lets external users find and interact with other external users associated with the same account, which maps to the requirement that users belonging to one distributor can communicate with one another. In this scenario, each distributor should be represented by an account, with its distributor users associated with that account.

Keeping the external User organization-wide default private ensures that user access is not broadly exposed by default. Disabling Community User Visibility prevents the broader external-user directory visibility that would allow users to discover people outside their distributor's account. The result is account-based user visibility: members can participate in discussions with colleagues at their own distributor without being able to communicate with users from other distributors. Because the community itself, its Knowledge content, and enabled features are shared, Universal Containers can maintain one consistent experience rather than duplicating content and configuration for each distributor. See Salesforce's external-user access documentation and Trailhead guidance on sharing CRM data in Experience Cloud.

QUESTION NO: 35

A Salesforce administrator adding a recommendations carousel component in Community Builder. The page displays correctly in Community Builder; however, recommendations are missing for Community members. What is the likely cause of this issue?

Select one or more of the following:

A. Recommendations need to be created for each member

B. Members need to have read access to the recommendations object

C. Page changes with the recommendations carousel need to be published

D. The recommendation carousel component needs published to be enabled for the Community

ANSWER: C

Explanation:

Page changes with the recommendations carousel need to be published because Experience Builder distinguishes between the draft configuration visible to an administrator in the builder and the published version that community members access. Adding or configuring a component updates the site's draft. The builder preview can therefore render the page and its Recommendations Carousel as expected while external, authenticated community users continue to see the prior published page, which does not yet contain that configured experience.

Publishing promotes the current set of Experience Builder changes—including page layout, component placement, and component configuration—to the active community. Once the site is published, members load the same version that the administrator validated in the builder, allowing the carousel's configured recommendations to appear in the live community. This publication step is a standard deployment action after making page-level Experience Builder changes, even when the design looks correct during editing or preview.

Salesforce documents the distinction between editing a site and making those changes available by publishing it in Publish Experience Cloud Site Changes. Additional guidance on customizing and publishing Experience Cloud sites is available in Trailhead: Customize Your Experience Cloud Site.

QUESTION NO: 36

Universal Containers uses discussions to engage with its customers and wants to pin posts to the top of a thread when a solution to a question is provided. Which three options will Universal Containers to meet its requirements? (Choose three.)

A. Any Community member can pin a post to the top of the feed.

B. The Community moderator can select the best answer.

C. The person who posted the question can select the best answer.

D. The person who answered the question can select the best answer.

E. An authorized user can pin a post to the top of the feed.

ANSWER: B C E

Explanation:

Universal Containers can use Chatter Questions and community moderation capabilities to make resolved discussion content easy to find. The Community moderator can select the best answer because moderators are permitted to manage question discussions, including identifying an answer as the best answer. The person who posted the question can select the best answer because the question author is also entitled to designate the response that resolved their question. Selecting a best answer clearly identifies the solution within the discussion and helps community participants locate useful, validated information.

An authorized user can pin a post to the top of the feed because pinning is a controlled community action. Users who have the relevant moderation or authorization privileges can keep important content, such as a confirmed solution, prominently displayed at the top of the relevant feed or discussion context. Together, best-answer selection and authorized pinning support an effective support community workflow: a solution is validated by the question author or moderator and then given prominent visibility for other members. Salesforce describes community moderation and moderator responsibilities in its [Community Moderation Trailhead module] and documents question-and-answer community functionality in [Salesforce Help].

QUESTION NO: 37

Universal Containers builds a self-service Community. They need to delegate moderation activities (e.g. removing flags) as wellas editing and deleting content to certain members.

Which two things should the Salesforce Admin do to meet this requirement? Choose 2 answers.

A. Assign the " Moderate Communities Feeds " permission to these members.

B. Activate a moderation rule for certain members.

C. Assign the " Moderate Communities Files " permission to these members.

D. Activate " Allow Members to Flag " for certain members.

ANSWER: A C

Explanation:

Assigning the " Moderate Communities Feeds " permission gives designated community members the feed-moderation capabilities needed for self-service community content. This permission supports moderation of posts and comments in community feeds, including handling flagged feed content. It lets the administrator delegate moderation responsibilities without giving those members broad administrative access to the org.

Assigning the " Moderate Communities Files " permission extends those delegated moderation capabilities to files shared in the community. Because the requirement specifically includes editing and deleting content, file moderation must be granted separately from feed moderation. Together, these permissions provide the appropriate scope for members who need to manage both conversational feed content and community files, including responding to content that has been flagged by other members.

Salesforce documents community moderation as permission-based access, allowing organizations to assign the relevant moderation permissions through profiles or permission sets according to the type of content a moderator must manage. See Salesforce's [community moderation documentation] and the [Salesforce permissions reference] for guidance on assigning user capabilities.

QUESTION NO: 38

Universal Containers builds a Community on the Napili template. They need to use a survey tool to collect feedback from members. What two things should the Salesforce Admin do to achieve this? Choose 2 answers

A. Find and install a Lightning survey app from the AppExchange

B. Create a new page, add the standard survey components, and publish

C. Find and install a Visualforce survey app from the AppExchange

D. Build custom Lightning survey components for the template

ANSWER: A D

Explanation:

Napili is a Lightning-based community template, so survey functionality needs to be delivered through Lightning-compatible capabilities that can be surfaced in Experience Builder. "Find and install a Lightning survey app from the AppExchange" is appropriate because an AppExchange managed package can provide a ready-made survey solution, including Lightning components that an administrator can configure and place in the community. The administrator should confirm that the package supports Experience Cloud and the intended external-user licensing and sharing model before deployment.

“Build custom Lightning survey components for the template” is also appropriate when a packaged solution does not meet the organization’s feedback, workflow, branding, data-model, or integration requirements. A developer can build Lightning components for use in Experience Builder and expose configurable component properties, allowing an administrator to add the survey experience to community pages and publish it. This approach supports a survey flow tailored to community members while retaining the Lightning experience required by the template. Salesforce’s Experience Builder component guidance is available in the Experience Builder Component documentation, and available packaged solutions can be evaluated through the Salesforce AppExchange.

QUESTION NO: 39

An organization’s administrator is tasked with setting up and configuring Reputation within a new community. Per the provided requirements, there should be 5 (five) total reputation levels and the point range of the highest level must start at 5001 points.

Which three tasks must occur in order to successfully deploy Reputation, per the requirements? (Choose three.)

A. Enable setup and display of reputation levels.

B. Provide a custom name for each reputation level.

C. Remove and add reputation levels as required.

D. Upload a badge image for each reputation level.

E. Configure point ranges for the levels.

ANSWER: A C E

Explanation:

Reputation must first be enabled and made available for setup and display in the community. This activates the reputation feature so that members can earn points through eligible community activity and so that reputation levels can be presented to users where the community’s design exposes them. Administrators then use the reputation-level configuration to maintain the required total of five levels. The available controls support adding levels when more are needed and removing levels when fewer are needed, allowing the configuration to match the stated level count.

Each level also requires a defined point range. Configuring the point ranges establishes the thresholds at which members progress from one level to the next. To satisfy the requirement for the top level, the preceding level must end at 5,000 points and the highest level must begin at 5,001 points. Salesforce reputation levels are therefore dependent on both the enabled reputation feature and a complete, contiguous level-threshold configuration. These administration steps ensure that members are assigned to the appropriate level as their reputation points increase. See Salesforce’s Reputation overview and the Reputation setup documentation.

QUESTION NO: 40

Universal Containers is launching a Community to drive their channel sales. The requirements are as follows: • Integration with a Back-Office Legacy System that supports API-Level Integration and Salesforce Connect. This integration does not exist today.• Integration with a pricing and quoting tool. This integration exists today for internal users in the Salesforce org. • External partner users must be able to configure the quote using the pricing and quoting tool from the Community. • The pricing and quoting tool must support Community users. • Universal Containers owns licenses for Salesforce Connect. What are the two most efficient ways for a Salesforce Admin to accomplish this task? Choose two answers

A. Integrate the Back-Office Legacy System using custom code development.

B. Integrate the pricing and quoting tool by configuring external users to make it available in the Community

C. Integrate the Back-Office Legacy System using Salesforce Connect

D. Integrate the pricing and quoting tool by creating custom code to make it available in the Community

ANSWER: B C

Explanation:

Integrate the Back-Office Legacy System using Salesforce Connect is efficient because the legacy system explicitly supports Salesforce Connect and Universal Containers already owns the required licenses. Salesforce Connect lets an administrator define external data sources and external objects so data that remains in the back-office system can be accessed in Salesforce without building and maintaining a custom data-replication integration. This is especially appropriate when current, on-demand visibility into external records is needed for channel processes. Salesforce documents the supported external-data approach and configuration model at Salesforce Connect and external objects.

Integrate the pricing and quoting tool by configuring external users to make it available in the Community is also the most efficient approach because the pricing and quoting integration already exists for internal Salesforce users, and the tool is confirmed to support Community users. The administrator can extend access to the existing capability by configuring the appropriate partner-user licenses, profiles or permission sets, object and Apex access where applicable, and the required Experience Cloud pages or components. This reuses the established integration rather than creating a second implementation. Salesforce's Experience Cloud guidance on giving external users appropriate access is available at External user access in Experience Cloud.

QUESTION NO: 41

Your company is using the Koa Community Template and wishes to add a new custom page what steps should you take to complete this?

A. Install the Community Page Manager from the AppExchange

B. Create a new page from in the Community Manager

C. Create a new page in the Community Builder

D. Clone an existing page in the Community Builder

E. Ask your developer to create a new Visualforce Page

ANSWER: C

Explanation:

Create a new page in the Community Builder is correct because Koa is a Salesforce community template whose pages are configured through the builder interface. An administrator opens the relevant community in Community Builder, accesses the page-management controls, and creates a page by selecting an appropriate page type or layout. The new page can then be named, assigned a URL, populated with standard or custom components, and added to navigation where appropriate. This is the supported declarative process for extending a template-based community without requiring custom code merely to establish the page itself.

Community Builder has since been renamed Experience Builder, but the underlying capability is the same: it is the workspace used to create, arrange, and publish pages for Salesforce digital experiences. After configuring the page, the administrator should publish the community so that the change is available to its intended audience. Salesforce's guidance on building and managing digital-experience pages is available in the Salesforce Help documentation and the Experience Builder Trailhead module.

QUESTION NO: 42

Northern Trail Outfitters uses Knowledge Articles toaddress customer questions in their Customer Service (Napili) Template-based Community. They need to know if these Articles are helpful to customers when they search for help in the Community.

What is the most efficient way for a Salesforce Admin to get this information from customers?

A. Redirect customers to a survey form in an external website that captures their comments on the Knowledge Article.

B. Create a customer survey using custom Lightning components and add it to the homepage.

C. Build a custom Community page that shows the Knowledge Article and have custom fields to capture customer comments.

D. Enable the article voting property on the Article Content component in the article detail page in the Community Builder.

ANSWER: D

Explanation:

Enable the article voting property on the Article Content component in the article detail page in the Community Builder. This is the most efficient declarative solution because the Customer Service (Napili) template's Article Content component can present article-voting controls directly where a customer reads the Knowledge article. Customers can indicate whether an article was helpful, giving the organization immediate, article-specific feedback without sending users away from the community or requiring custom development. Salesforce stores this feedback as Knowledge voting data, which administrators and knowledge managers can use to assess article usefulness and identify content that should be improved. The feedback interaction is appropriately placed in the article-reading experience, so it captures a customer's assessment at the point when they have attempted to use the content to resolve their issue. Configure the article detail page in Experience Builder, select the Article Content component, and enable its voting setting. This approach uses standard Salesforce Knowledge and Experience Cloud capabilities, reducing implementation effort and maintenance while providing a consistent customer experience. Salesforce's Knowledge implementation guidance is available in the Salesforce Knowledge Basics Trailhead module, and Experience Builder configuration concepts are covered in Experience Cloud Basics.

QUESTION NO: 43

Which three actions should the Salesforce Admin take before the Community launches? A Salesforce Admin is launching a new Community in the Napili template for approximately one million members. The Community is built with native Community template features and is within published member limits.

A. Prepare for cases logged by Community members and automation around auto response, case assignment, and escalation rules.

B. Make sure customers are not members of other Salesforce Communities.

C. Test the Community for member activity, including cases and articles.

D. Formalize the member registration process, including automating the account assignment orperson account creation.

E. Performance test the Community with a large number of members with increased activity.

ANSWER: A C D

Explanation:

Prepare for cases logged by Community members and automation around auto response, case assignment, and escalation rules is essential because a large customer community can generate substantial service demand immediately after launch. Defining the case-handling process and ensuring that standard Service Cloud automation is ready provides members with timely acknowledgement, appropriate routing, and reliable escalation.

Test the Community for member activity, including cases and articles is also a core pre-launch activity. Testing validates the real member experience across the primary self-service journeys: authenticating, finding published knowledge, and creating or following up on support cases. It also confirms that the configured template components, permissions, and support processes work together as intended before customers rely on them.

Formalize the member registration process, including automating the account assignment orperson account creation is particularly important at this projected scale. The registration flow must consistently create or associate the correct Contact and Account or Person Account, assign the appropriate community access, and avoid manual administration for a very large membership population. Salesforce describes self-registration and user-account association considerations in its self-registration documentation; broader Experience Cloud planning concepts are covered in Experience Cloud administration basics.

QUESTION NO: 44

Universal Containers builds a Customer Community on the Napili template. They add a record list component to the right column of the home page. This component needs to show customers their five most recentcases. They already created a 'My Cases' list view. How should a Salesforce Admin set the record list component properties?

A. Usethe Case object with compact layout, return five records, and use the 'My Cases' list view

B. Use the Case object with full layout, return five records, and use the 'My Cases' list view

C. Use the 'My Cases' list view with compact layout, return five records, and disable public access

D. Use the Case object, return five records, use the 'My Cases' list view, and disable public access

ANSWER: D

Explanation:

Use the Case object, return five records, use the 'My Cases' list view, and disable public access. The Record List component is configured by selecting the Salesforce object that supplies the records and then selecting an available list view for that object. Choosing Case and the existing “My Cases” list view ensures that the component uses the intended, user-specific case criteria. Setting the record count to five meets the requirement to show only the customer’s five most recent cases on the Community home page.

Public access should be disabled because case information is customer-specific and must be displayed only after the community user has authenticated. The community user’s access is then governed by the sharing model, the user’s profile or permission sets, and the list view’s criteria. This configuration lets the component present an appropriately limited set of Case records while preserving the access controls required for customer service data. Salesforce’s Experience Builder components and their configuration are covered in the Salesforce Help documentation for Experience Builder components; related community configuration concepts are available in the Experience Cloud Basics Trailhead module.

QUESTION NO: 45

Why would you modify the Head Markup of a Salesforce Community? [Choose 3]

A. To add Custom JavaScript blocks

B. To add SEO meta tags

C. B and C

D. To modify the community colour palate

E. To addReferences to external JavaScript files

F. To enable single sign on

ANSWER: A B E

Explanation:

Head Markup is intended for content that must be loaded in the HTML document’s `<head>` section when an Experience Cloud site page is rendered. “To add Custom JavaScript blocks” is correct because administrators can use Head Markup to place supported script content that needs to be available as the page loads, such as analytics or other approved client-side integrations. “To add SEO meta tags” is also correct because metadata placed in the page head, including description, robots, verification, and other appropriate meta elements, helps search engines and external services interpret the site’s pages. “To addReferences to external JavaScript files” is correct because a script reference in the head can load an approved externally hosted JavaScript resource across the site. This is commonly relevant for tracking, tag-management, consent-management, and similar site-wide integrations. Implementations should be tested carefully in a sandbox and must comply with Salesforce security controls, including Content Security Policy trusted-site requirements for externally sourced resources. Salesforce documents the Head Markup setting as a place to add markup that is inserted into the site head; its

Experience Builder guidance is available in the Experience Builder Settings documentation. For security requirements around external resources, see Content Security Policy for Experience Cloud sites.

QUESTION NO: 46

What are three ways you can maximize engagement within your SalesforceCommunity?

A. Ompany Branding and a CustomDomain

B. Reputation Points & Levels

C. Frequent Promotions

D. Establish Etiquette Rules

E. Measure Community Success

ANSWER: B D E

Explanation:

Reputation Points & Levels, **Establish Etiquette Rules**, and **Measure Community Success** work together to build an active, sustainable community. Reputation points and levels recognize valuable participation, such as posting helpful content, answering questions, and receiving positive feedback. This gives members visible incentives to return and contribute. Salesforce supports reputation as a way to reward and motivate community members through configurable point-based recognition.

Establishing etiquette rules creates a welcoming, trusted environment in which members understand how to participate constructively. Clear expectations for respectful behavior, appropriate content, and moderation help maintain useful conversations and encourage more members to engage confidently. Measuring community success is also essential because community managers need to monitor participation and business outcomes, identify which content or activities drive interaction, and adjust engagement programs based on evidence. Metrics and reporting turn engagement into an ongoing improvement cycle rather than a one-time launch activity.

These practices align incentives, community culture, and operational measurement—the core elements needed to increase meaningful member participation over time. See Salesforce's Reputation Overview and the Experience Cloud Basics Trailhead module.

QUESTION NO: 47

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 inCommunity Management.

E. Drag the Reputation Leaderboard Component to the Community page in Site.com.

ANSWER: A B C

Explanation:

The appropriate standard gamification feature is the Reputation Leaderboard component, used with Experience Cloud reputation settings. Before reputation information can be displayed meaningfully, the administrator must enable reputation-level setup and display, then configure the community's reputation rules in Community Management. These rules determine how members earn points from eligible actions and how their accumulated points map to reputation levels. That configuration supplies the rank and score data used by the community experience.

For the home-page component itself, selecting *Show User Rank* in the property editor meets the requirement that an authenticated member can view their own relative standing. The component's property editor also provides the setting controlling how many ranked members appear. Setting that number to 5 limits the displayed leaderboard to the top five community users, rather than using a larger default list.

Together, reputation configuration plus these two component-property settings delivers the required leaderboard behavior while using Salesforce's standard reputation functionality. Salesforce's Experience Cloud learning materials describe configuring reputation and displaying member reputation in an experience: Trailhead: Customize an Experience Cloud Site. Additional platform guidance is available in the Salesforce Help: Reputation Overview.

QUESTION NO: 48

Northern Trail Outfitters uses Knowledge Articles to address customer questions in their Napili Community. They need to know if these Articles are helpful to customers when they search for help in theCommunity. What is the most efficient way for a Salesforce Admin to get this information from customers?

A. Build a custom Community page that shows the Knowledge Article and have custom fields to capture customer comments.

B. Create a customer survey using custom Lightning components and add it to the home page.

C. Redirect customers to a survey form in an external website that captures their comments on the Knowledge Article

D. Enable the article voting property on the Article Content component in thearticle detail page in the Community Builder

ANSWER: D

Explanation:

Enable the article voting property on the Article Content component in thearticle detail page in the Community Builder. This is the most efficient approach because it uses the standard feedback capability provided by Salesforce Knowledge in the Napili community template. When voting is enabled, community users can indicate directly on an article whether it was helpful. That feedback is associated with the article and gives administrators and knowledge managers a simple, scalable signal for identifying useful content and articles that may need revision. It requires declarative configuration in Community Builder rather than custom development, a separate feedback process, or routing users away from the community experience. The Article Content component is designed to present Knowledge article content in the community, and its configuration includes the ability to expose article voting where supported. This lets Northern Trail Outfitters collect feedback at the moment a customer consumes the help content, which produces more relevant and actionable results. Salesforce's Knowledge guidance describes using article feedback and voting to evaluate article usefulness, while Experience Builder supports configuring components and their properties for a community page. See Salesforce Trailhead: Knowledge Article Feedback and Salesforce Help: Add Components to Experience Builder Pages.

QUESTION NO: 49

Universal Containers (UC) is using Service Cloud to handle cases coming from chat, phone, and emails. UC created a public self-service Community to offload some customer support questions by enabling Knowledge and Articles. UC wants users to be able to create a Case without logging into the Community.

Which two features should the Administrator enable to meet this requirement?

Choose 2 answers

Select one or more of the following:

A. Email templates

B. Web-to-case

C. Question-to-case

D. Guest Access to the Support API

ANSWER: B D

Explanation:

Web-to-case is appropriate because it lets Salesforce generate Cases from a form published on a public-facing webpage. An administrator can generate the Web-to-Case HTML, place it in the Experience Cloud site or another UC web page, and map submitted information such as subject, description, contact details, and case origin into the new Case. Since the form is publicly available, a visitor does not need an authenticated community account to submit it. Salesforce documents the configuration and generated form process in Set Up Web-to-Case.

Guest Access to the Support API is also required for the public-community use case. Enabling guest-user access to the Support API permits unauthenticated Experience Cloud visitors to submit support requests and create Cases through the community's case-creation capability. This allows a public self-service site to retain Knowledge and article access while also offering an escalation path for a visitor who needs assistance beyond the available content. Administrators should still configure the guest user's required object and field permissions carefully and apply appropriate spam and abuse protections. Salesforce's Experience Cloud guest-user guidance is available in Guest User Access in Experience Cloud Sites.

QUESTION NO: 50

Universal Containers needs to use capabilities 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?

Discuss

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

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

C. Set up the authentication provider for Social sites and add the Social Sign -on component to the login page.

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

ANSWER: C

Explanation:

Set up the authentication provider for Social sites and add the Social Sign -on component to the login page. Salesforce social sign-on relies on an authentication provider, which defines the external identity service, such as a supported social identity provider, and stores the configuration Salesforce needs to initiate and complete authentication. The administrator first creates and configures the authentication provider in Setup, using the client credentials and endpoints supplied by the social provider. The provider can then be made available to the Experience Cloud site.

After the provider is configured, the site's login experience must expose it to visitors. Adding the Social Sign-On component to the site login page presents the configured provider as a sign-in choice. When a customer selects it, Salesforce redirects the customer to the social provider, receives the identity response, and signs the person in or associates the identity with the appropriate Salesforce user according to the configured registration and authentication settings. This two-part configuration—an authentication provider plus the login-page component—enables a usable social sign-on flow rather than merely defining a provider connection. See Salesforce's Authentication Provider metadata documentation and the Trailhead module on social sign-on.

QUESTION NO: 51

Universal Containers plans to build a large-scale Community and expose Leads and Opportunities to their resellers. Universal Containers has the following requirements for their partner account:

- 120,000 partner accounts
- Minimize the number of partner account roles
- Partner account is made up of sales employees and sales managers
- Sales employees only have access to their data
- Sales managers have access to all sales employees data

What are the two most efficient ways for the Salesforce Admin to fulfill these requirements? (Choose two.)

A. Set up partner accounts with two roles.

B. Use sharing rules to grant sales managers access to sales employees' data.

C. Set up partner accounts with one role.

D. Make the sales manager the Super User on the partner account.

ANSWER: C D

Explanation:

Set up partner accounts with one role and make the sales manager the Super User on the partner account. With 120,000 partner accounts, reducing the number of external account roles is important because partner roles are created in the role hierarchy for each partner account. Using a single role per partner account substantially reduces role-hierarchy growth while still allowing each sales employee to own and work with their own Leads and Opportunities. Record access for employees can remain restricted through the organization's external sharing model and record ownership.

A Partner Super User is designed for this exact manager scenario. When a partner user is enabled as a Super User, that user receives access to records owned by other partner users associated with the same partner account. Therefore, a sales manager can see and collaborate on the sales employees' Leads and Opportunities without requiring an additional partner role for a manager level or creating sharing rules for every partner account. This approach is both scalable and easier to administer for a very large reseller community. Salesforce describes partner-user access models and Partner Super User capabilities in its Partner Relationship Management Basics learning module and its Partner Super User documentation.

QUESTION NO: 52

Universal Containers is launching a support Community with the following requirements:• The Community will be launched on the existing Salesforce org leveraged by the internal support team. The Napili template must be used.• The following support channels need to be provided on the Community: Live Chat, Click to Call, and Case Creation Form.• They have 50 Salesforce Live Agent Licenses provisioned in their org. Which two actions should the Salesforce Admin take to meet these requirements? Choose 2 answers

A. Enable Live Agent in Community Settings

B. Add a custom Live Agent Lightning component

C. Set up Live Agent in Community Management

D. Configure Live Agent in the Salesforce org

ANSWER: A D

Explanation:

Enable Live Agent in Community Settings is required because the community must be explicitly enabled to expose chat functionality to its external visitors. In a Napili-based support community, this setting allows the community to use the organization's configured chat deployment and makes Live Agent available as a supported service channel in the community experience. The existing Live Agent licenses provide the entitlement for agents, but enabling the feature for the community is still necessary before visitors can initiate chat sessions there.

Configure Live Agent in the Salesforce org is also required because Live Agent setup is performed at the org level. The administrator must enable Live Agent and configure the operational elements that allow chats to be routed and handled, such as agent users, skills or routing configuration, chat buttons, deployments, and related service-console settings. The community then consumes that centrally configured Live Agent capability. This separation lets the internal support team handle chats in the same Salesforce org while customers access chat from the support community. Salesforce's chat setup concepts and agent configuration are covered in [Service Console Chat Basics](), and Salesforce developer documentation describes how chat deployments are surfaced to web experiences in [Embedded Service Chat documentation]().

QUESTION NO: 53

Universal Containers builds a Community to expose Leads and Opportunities to their resellers. They have a team Of Channel Managers who manage the partner accounts. Universal Containers wants each Channel Manager to be able to: • Grant Or remove employees access to the partner account. • Specify the access level (Read, Read-Write). • Add or remove a group of employees to the partner account. • Manage their Own group Of employees. How should the Salesforce Admin fulfill this requirement?

A. Leverage manual shares.

B. Leverage Account Teams.

C. Leverage public groups.

D. Leverage sharing rules.

ANSWER: B

Explanation:

Leverage Account Teams. Account Teams are designed to let the owner or an authorized manager of an account maintain the users who collaborate on that specific account. A Channel Manager can add or remove team members for an individual partner account and select the appropriate account access level, including Read Only or Read/Write. The account team establishes account-level collaboration in a way that is directly associated with the partner account being managed, rather than applying a broad, organization-wide access policy.

Account Teams also support a repeatable team structure through default account teams. A Channel Manager can maintain their own default set of employees and apply that team to accounts they manage, then tailor membership or access for a particular partner account as needed. This supports the stated requirement for managers to manage their own employee group while retaining control over who can access each reseller account. Salesforce documents that account teams allow users to work together on accounts and that each team member can be assigned defined access to the account and related records. See [Salesforce Help: Account Teams]() and [Trailhead: Control Access for Managers]().

QUESTION NO: 54

What is the most efficient way for the Salesforce Admin to fulfill these requirements?

Universal Containers use Community to grant business customers secure access to accounts, orders, and invoices. Allcustomers are on a Customer Community License. Universal Containers plans to launch a project management module with the following requirements:• 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.

A. Create unlisted groups and add project records to the group.

B. Add private groups and add project records to the group.

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

D. Use custom objects, record feeds, and control access through sharing.

ANSWER: D

Explanation:

Use custom objects, record feeds, and control access through sharing. This design makes each project a Salesforce record, providing a natural, secure workspace for customer-facing project management. A custom Project object can be related to the appropriate Account and customer Contact, while project-specific Files, Tasks, and Events are associated with that project record. Enabling feed tracking for the Project object provides a record feed where the customer and Universal Containers users can collaborate in the context of the individual project, rather than in a broadly visible discussion area.

Salesforce sharing can then enforce the core security requirement at the record level. For example, a sharing set or appropriate sharing configuration can grant a customer community user access to Project records associated with that user's account or contact, while internal Universal Containers users retain access through their normal permissions and role-based sharing. This ensures each customer sees only the projects to which they are entitled, including related collaboration and project content. The model is also scalable because access follows the Project record's relationship and sharing rules rather than requiring separate collaboration spaces to be administered for every project. Salesforce describes record-level access and sharing behavior in its Sharing Architecture documentation, and explains how custom-object feeds support collaboration in the Feed Tracking overview.

QUESTION NO: 55

The coffee company sells products for coffee shops and consumers. The company is planning to launch a Community and has the following goals:

- Go to market quickly

- Generate online revenue rapidly

- Work with a mobile ready storefront

How should the Community Cloud consultant meet these goals?

Select one or more of the following:

A. Use build your own lightning template

B. Use custom lightening components

C. Use a Visualforce page lightning component

D. Use B2B commerce for community cloud

ANSWER: D

Explanation:

Use B2B commerce for community cloud is the appropriate choice because it provides a commerce capability designed to be deployed as a branded, self-service buying experience for business customers. Rather than requiring the company to build core storefront functions from scratch, B2B Commerce supplies commerce-oriented capabilities such as a product catalog, buyer accounts, pricing, ordering, checkout, and order management integration. This accelerates implementation and supports the goal of creating online revenue quickly.

B2B Commerce is built to work with Salesforce's experience and commerce architecture, allowing a consultant to configure a storefront and buyer journey using standard platform capabilities instead of developing an entire solution through custom templates, custom components, or Visualforce. Its storefront experiences are intended to support responsive, mobile-ready purchasing, so coffee-shop buyers can browse and place orders from mobile devices as well as desktop browsers. The coffee company can therefore prioritize configuration, branding, catalog setup, and operational readiness while retaining Salesforce-managed commerce foundations. Salesforce describes B2B Commerce as a solution for enabling digital buying experiences for business customers in its B2B Commerce overview. Additional implementation and product context is available in the Salesforce B2B Commerce Basics Trailhead module.

QUESTION NO: 56

A Salesforce Admin at Universal Containers needs an efficient way to update the colour palette in their newly created Community.

What three things should the Salesforce Admin do to brand this Community using Community Builder?

Choose 3 answers.

A. Choose colors for the text and border elements.

B. Upload the Universal Containers logo image to create a custom color palette.

C. Apply a color scheme appropriate for the template all at once using the color palette.

D. Submit a URL referenceof a site where the color palette will be matchedautomatically.

E. Adjust the color palette from the Salesforce1 mobile app.

ANSWER: A B C

Explanation:

Community Builder (now called Experience Builder) provides branding controls through its theme and color settings, allowing an administrator to establish a consistent visual identity without modifying component code. Choosing colors for text and border elements is part of defining the individual theme color values used across the site. These settings help ensure that common interface elements inherit the organization’s intended branding consistently.

An administrator can also upload the Universal Containers logo image to create a custom color palette. Experience Builder can derive suggested colors from an uploaded image, giving the administrator a fast starting point for a palette that aligns with existing brand assets. The suggested palette can then be selected and refined as necessary.

Applying a color scheme appropriate for the template all at once with the color palette is also an efficient branding approach. A palette groups related color assignments and applies them to the experience’s visual design in a coordinated manner, rather than requiring the administrator to edit every component separately. Salesforce describes site customization and branding capabilities in Trailhead’s Experience Builder customization unit and its Experience Cloud theme customization documentation.

QUESTION NO: 57

Regional Containers wish to establish a Community for their Partner network. They have complex requirements and from sampling their Partner network thereis no need to provide mobile capabilities. What type of community best suits Regional Containers needs?

A. Koa

B. Visual Force + Tabs

C. Kookaburra

D. Aloha

E. Napili

ANSWER: B

Explanation:

Visual Force + Tabs is the best fit because it provides the greatest flexibility for a partner-facing community with complex, specialized requirements. This community approach lets Regional Containers use custom Visualforce pages, standard Salesforce functionality, custom objects, Apex-driven behavior, and tailored navigation through tabs. It is appropriate where the organization needs a highly customized desktop-oriented experience rather than a prebuilt, responsive template.

At the time reflected by the Community Cloud Consultant exam, Salesforce's template choices differed in the level of customization and mobile responsiveness they offered. A Visualforce-based community was the established choice when extensive customization was required and a mobile-first design was not a business need. The implementation can also take advantage of Salesforce sharing, partner roles, and permission controls so that each partner user sees the appropriate records and actions while using the customized interface.

Salesforce documentation on community templates and customization is available in the Salesforce Communities Templates Developer Guide and the Visualforce Developer Guide.

QUESTION NO: 58

Universal Containers launched a Lightning Customer Community that lists store locations through a custom object, Store Locations. Users searching for locations are unable to see any Store Locations records.

Which three actions should the Community Cloud consultant take to solve this issue? (Choose three.)

A. Add an HTML component with a link to the Store Locations Community page.

B. Enable Read access on the user profile to the Store Locations object.

C. Add the Store Locations object pages to the Community navigation.

D. Associate a tab to the Store Locations object.

E. Define the Store Locations object in the Global Search Results component.

ANSWER: B D E

Explanation:

Community users must have object-level permission before Store Locations records can be returned or opened. Enabling Read access for the Store Locations custom object on the applicable external-user profile (or, in a modern implementation, through a permission set) allows those users to access records that are otherwise available to them through sharing. Salesforce object permissions establish the baseline ability to read records, while sharing controls which individual records are visible.

A custom object also needs an associated custom tab to be exposed as a tabbed object in the community. This provides the tab definition that Experience Cloud can use when making the object available to external users. Finally, the Global Search Results component must be configured to include the Store Locations object. The component's searchable-object configuration determines which objects are presented in the community's search results, so adding the object enables users' location searches to return relevant Store Locations records, subject to their permissions and record access.

For the underlying access model, see Salesforce's object permissions documentation and its Experience Cloud search configuration guidance.

QUESTION NO: 59

Universal Containers builds a Community on the Customer Service (Napili) Template. The Community Manager needs to addrich content and collaboration capabilities (e.g. feed and publisher) to an existing object page.

What is the fastest way for the Salesforce Admin to do this in Community Builder?

A. Edit the object page, add the components, and publish.

B. Create an object page, add the components, and publish.

C. Install the collaboration Lightning app, add the app components to the page, and publish.

D. Add a page variation, add the components, set the page as active, and publish.

ANSWER: A

Explanation:

Edit the object page, add the components, and publish. is the fastest approach because the required destination already exists: an object page in the Customer Service (Napili) community. In Community Builder, an administrator can open that existing page and use the Components panel to drag supported standard or custom components into the page layout. This enables collaboration features, such as record feeds and publishing capabilities, to be placed in the context of the relevant object and its records without rebuilding the page structure or changing its routing.

Community Builder is designed for this iterative page-composition workflow. The administrator can configure each added component in the page properties, arrange it with the existing content, preview the result for the community's responsive layouts, and then publish the changes. Publishing deploys the updated community configuration so members receive the new experience. This direct edit minimizes configuration work while preserving the existing object-page URL, page layout, and any established audience or navigation behavior. Salesforce's guidance on building Experience Cloud pages and working with page components is available in Add Components to Experience Builder Pages and Experience Builder.

QUESTION NO: 60

A Community Admin is planning to add users and wants to send a welcome email for the community. Which three checks must the Community Admin perform?Choose 3 answers

A. Make sure the community is in Active status.

B. Are sure thecommunity is in Published status.

C. Set the community in preview status to review before changing it to Active status.

D. Make sure the users have their profiles established in the community.

E. Set the email check box option at the community level.

ANSWER: A D E

Explanation:

Before members can be added with a community welcome email, the community must be activated. Activation makes the Experience Cloud site available to its intended audience and enables the operational configuration used for member access. The administrator must also ensure that each user's profile has been established as a permitted member profile for the community. Community membership is controlled through the profiles (and, where applicable, permission sets) listed in the community's member settings; this is what authorizes users with that profile to access the community. Finally, the administrator must enable the community-level email setting that sends a welcome email when users are added. This setting controls whether Salesforce sends the invitation or welcome message as part of the member-addition process. Together, activation, eligible member profiles, and the email preference ensure that users can access the community and receive the expected onboarding communication. Salesforce's Experience Cloud guidance covers activating a site and managing its members, while its email administration guidance describes configuring emails sent to community users. See Activate an Experience Cloud Site and Add Members to an Experience Cloud Site.