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Salesforce Certification Preparation For Community Cloud Consultants

Salesforce CRT-271

Version Demo

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Topic Break Down

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QUESTION NO: 1

Northern Trail Outfitters launched a Community using the Customer Service template. Community users have requested quick 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 the Navigation 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 menu item 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. Create a web tab for the Project object through Tabs in Setup.

G. Add a menu item to the Navigation Menu component.

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

ANSWER: F G H

Explanation:

To expose a custom object through an Experience Cloud site's navigation, the object must first have a Salesforce tab. Creating a web tab for the Project object through Tabs in Setup makes the custom object available for use in the site navigation configuration. The consultant can then edit the site's Navigation Menu component and add a menu item, which controls the links displayed to community users.

The menu item should use the Salesforce Object type and point to the Project object. This menu type directs users to the object's standard Experience Cloud landing experience and supports selecting the list view that should be shown when users open the item. Because the community profile already has Read access to Projects, these configuration actions provide the requested navigation access while Salesforce continues to enforce object and record-level access in the site.

Salesforce's Experience Builder navigation guidance describes configuring menu items and Salesforce object destinations in a site navigation menu. See Customize Navigation in Experience Cloud and Create Custom Object Tabs.

QUESTION NO: 2

Universal containers has the following requirements for its partner Community

- Three levels of role hierarchy for its partner users: Account executive, Account manager, and Account sales rep

- The partner account executive is able to see all of the lead records visible to their team

- The partner account sales rep is unable to see the lead records byother account sales reps, account managers, or account executives

- Partners want to give some Account sales reps access to Lead records owned by other Account sales reps for the same partner account.

Which two steps should the Salesforce administrator text to fulfil these requirements?

Choose 2 answers

Select one or more of the following:

A. Enable super user access to contacts for users assigned to the Account sales rep role

B. Enable super user access in Community Management

C. Enable super user accessin Community Settings

D. Enable super user access to contacts for assigned users to the Account manager role

ANSWER: A C

Explanation:

Enable super user access in Community Settings and enable super user access to contacts for users assigned to the Account sales rep role. Partner Super User access is designed for selected partner users who need broader visibility into records associated with their own partner account. After the organization-level setting is enabled, an administrator can designate the applicable partner sales-rep users as super users. Those users can then access eligible Lead records owned by other partner users at the same account, satisfying the requirement without changing the standard role hierarchy for every sales rep.

The existing partner role hierarchy continues to provide the expected upward visibility: users in the account-executive role can see records available to subordinate members of their team, while ordinary account sales reps retain their more limited visibility. Super User access is selectively assigned only to the sales reps who need peer-record access, so it supports the stated exception without broadly expanding access for all partner users. Salesforce documents that partner super users can access Leads and other supported records associated with their partner account, subject to the applicable license and configuration. See Salesforce Trailhead's Partner Super User Access guidance and the Salesforce Help topic on Partner Super User Access.

QUESTION NO: 3

Universal Containers built a Community to expose Leads and Opportunities to their resellers.They set up partner accounts with two roles and granted Super User access to the Sales Executivesusers who are created at the top level of the account role hierarchy. Universal Containers has thefollowing requirements to expose dashboards to their partners: - Partners can NOT modify the dashboard- Partners only see data within their account- Partners see all the data on the partner accountHow should the Salesforce Admin fulfil these requirements?

A. Select the \Run as logged in user option for the dashboards.

B. Select the Channel Manager as the running user for the dashboards.

C. Select the owner of the partner account as the running user for the dashboards.

D. Select the Sales Executive as the running user for the dashboards.

ANSWER: D

Explanation:

Select the Sales Executive as the running user for the dashboards. A dashboard normally runs using the record visibility of its configured running user, so all partner viewers of that dashboard see results based on that user's access rather than each viewer's individual access. The Sales Executive is deliberately positioned at the top of the partner account's external role hierarchy and has Super User access. This gives that user visibility to the records associated with users in that partner account, allowing the dashboard to include the partner account's complete applicable Lead and Opportunity data.

Using this partner-side Sales Executive as the running user also keeps the dashboard's scope aligned to that specific reseller account. The dashboard can be created and maintained by an internal administrator and shared from a dashboard folder with partner users as viewers, so partners can consume the dashboard without being given edit capability. Salesforce documents that a dashboard's running user determines the data shown for a standard dashboard, while dashboard folder access controls who can view or manage it. See Salesforce: Dashboard Running User and Salesforce: Partner Super User Access.

QUESTION NO: 4

You have spent the last two weeks getting your community ready for the prime time and have recently deployed your configuration to production and now wish to make it publicly available. What steps do you take to do this?

A. Deploying to production automatically enables the community

B. Go into the Community Builder >> Settings and Activate the community

C. Go into the Community Manager >> Administration and Activate the community

D. Go into the Community Manager >> Administration >> Settings and Activate the Community

E. The community will automatically activate when you add users to it

ANSWER: D

Explanation:

Go into the Community Manager >> Administration >> Settings and Activate the Community is correct. Deploying a community's metadata and configuration to production does not itself make the community available to external or internal users. Activation is a separate, deliberate production step that publishes the community at its configured URL and makes its pages available according to the audience, membership, profile, permission-set, and sharing configuration that has been established.

In the Community Manager administration area, the Settings page provides the activation control for a community. Before selecting Activate, an administrator should verify that the community's domain, login and registration behavior, audience access, navigation, branding, and any required custom components are ready for use. Once activated, changes can still be made and published as needed; activation establishes the community as an available site rather than merely a configured, deployed asset.

Salesforce's current Experience Cloud terminology refers to this management location as the site workspace, but the operational concept remains the same: use the site's Administration/Settings area to activate the site. See Salesforce's Activate Your Experience Cloud Site documentation and the Experience Cloud Sites overview.

QUESTION NO: 5

Universal Containers wants its Community users to have the ability to log in using Facebook and Google.

Which set of features should the Administrator use to achieve this goal? Select one or more of the following:

A. Custom Lightning Component and Apex Class

B. Single Sign-on and AppExchange

C. Auth Provider and Flow

D. Auth Provider and Registration Handler

ANSWER: D

Explanation:

Auth Provider and Registration Handler is correct because Salesforce Authentication Providers support delegated authentication through external identity providers, including Facebook and Google. The administrator configures a separate authentication provider for each social provider, supplying the OAuth client credentials and the relevant authorization endpoints. Salesforce then presents these configured providers as social sign-in choices for the Experience Cloud site, allowing community users to authenticate with an existing Facebook or Google identity rather than maintaining a separate password for the site.

A Registration Handler complements this setup by controlling how Salesforce handles the identity data returned after successful authentication. It is Apex code that implements Salesforce's registration-handler interface and can locate an existing user, create a new community user when appropriate, and populate user or contact fields from the external

provider's profile data. This is particularly important when the organization needs a defined process for onboarding external users and matching social identities to Salesforce records.

Together, these features provide the standard Salesforce social sign-on architecture: OAuth-based identity authentication through an Auth Provider and user provisioning or association through a Registration Handler. See Salesforce's Authentication Provider and Registration Handler documentation and Authentication Provider setup guidance.

QUESTION NO: 6

Universal Containers has created a new LightningCommunity in the sandbox using the partner central template. The partner Community is built using standard Lightning components, custom Lightning components, and object pages. What should the admin use to migrate changes from sandbox to production?

Select one or more of the following:

A. Metadata AP

B. Force.com IDE

C. Templateexport

D. Change sets

ANSWER: D

Explanation:

Change sets are the appropriate declarative deployment mechanism for moving this Partner Central Lightning community from a sandbox to its associated production org. An outbound change set can include the community and its related metadata, such as Lightning components, custom Lightning components, object customizations, permissions, and other supported dependencies. The administrator uploads the outbound change set from the sandbox, validates it in production, and then deploys it after confirming that all required components and dependencies are present.

This approach is particularly suitable when the source and target are connected Salesforce orgs, as a sandbox is to its production org. It supports an admin-led release process without requiring source-driven development tooling. Before deployment, the admin should ensure that the community is included in the change set and that necessary dependencies—such as profiles or permission sets, navigation-related configuration where supported, and referenced custom metadata—are available in the target org. Salesforce recommends validating deployments before committing them so deployment issues can be identified without changing production. See Salesforce's Change Sets documentation and its Change Sets Developer Guide overview.

QUESTION NO: 7

Company X has created a community andwishes to change the branding to match their website. Which 3 actions could they take.

A. Import the company logo and a custom color palette will be generated

B. Use custom CSS

C. Link to an external website and the CSS will be automatically generated

D. Use HEX values within the color swatch

ANSWER: A B D

Explanation:

Company X can use the community's branding and theme capabilities to align the site's visual identity with its existing website. Importing the company logo can be used to generate a coordinated custom color palette, giving administrators a starting set of theme colors based on the logo's branding. The generated palette can then be tailored to meet the

organization's precise visual standards. Administrators can also enter HEX values in the color swatch controls, which allows exact reuse of the organization's established web colors rather than relying only on predefined selections. For further styling requirements, custom CSS can be applied to extend the standard theme controls and adjust presentation details that are not exposed through the visual branding editor. Together, these capabilities support consistent logo, color, and styling treatment across the community and the company website. Salesforce's Experience Builder documentation describes using themes and branding settings to customize an Experience Cloud site, while its developer documentation covers adding custom CSS for more advanced presentation changes. See Salesforce Trailhead: Customize Your Experience Cloud Site and Salesforce Developer Documentation: Customize CSS.

QUESTION NO: 8

Universal Containers builds a self-service Community. They need to delegate moderation activities (e.g. removing flags) as well as 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 authority to moderate feed-based content. This includes handling flagged feed items and moderating posts and comments, allowing the organization to delegate day-to-day discussion moderation without granting broad administrative access. Assigning the "Moderate Communities Files" permission complements this access by allowing the same members to moderate files shared in the community, including editing or deleting file content when appropriate. Together, these permissions cover the required moderation scope across both conversations and files, which is important in a self-service community where members may publish either type of content. Salesforce provides these permissions through profiles or permission sets, so the administrator can grant the capabilities only to trusted members selected as moderators. This follows the principle of least privilege while ensuring moderators can respond to reported material and maintain current, appropriate community content. See Salesforce's community moderation documentation and the Trailhead guidance on moderating an Experience Cloud site.

QUESTION NO: 9

Universal Containers will be implementing several Communities, and wants to ensure login uniqueness.聽

Which set of licence types will enforce usernameuniqueness across all Salesforce organisations and Communities?

A. Partner Community and Lighting External Apps Plus

B. Customer Community, Customer Community Plus, and Lightning External Apps

C. Lightning External Apps Plus and Lightning External Apps

D. Customer Community and Partner Community

ANSWER: B

Explanation:

Customer Community, Customer Community Plus, and Lightning External Apps is correct because these external-user license types use Salesforce usernames that are globally unique. In practice, an external user's username cannot

already be in use in another Salesforce organization, including an organization that hosts a different Experience Cloud site. This global uniqueness requirement applies independently of the user's email address; Salesforce can support users with the same email address where appropriate, but the username remains the unique credential identifier used for authentication.

For a rollout involving multiple Communities, this behavior is important when usernames are created directly, generated through registration, or provisioned through an identity-management process. Universal Containers should therefore design its registration and provisioning logic to generate a unique username value, commonly by incorporating a unique suffix or another organization-controlled identifier. Doing so avoids username collisions when the same customer or contact may interact with more than one Salesforce environment or site. Salesforce documents the username requirement in its user-management guidance and describes the available external-user license capabilities in its Experience Cloud licensing material: Salesforce Help: Usernames and Salesforce Help: Experience Cloud Licenses.

QUESTION NO: 10

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:

Creating a new page in the Community Builder is the appropriate way to add a custom page to a community built with the Koa template. Community Builder is the template's visual authoring environment, where an administrator can select *New Page*, choose an available page layout, supply the page name and URL, and then configure the page's components, theme, and properties. The newly created page can be exposed in the community navigation and refined with the same drag-and-drop tools used for the rest of the site. This approach preserves the template's supported structure and enables the page to inherit the community's branding and responsive behavior. If the page needs bespoke functionality, a developer can provide a Lightning component for use on the page, but the page itself is still created and assembled in Community Builder. Salesforce's Experience Builder documentation describes creating and managing pages as part of site customization: Customize Pages in Experience Builder. Additional guidance on building and publishing an Experience Cloud site is available in the Experience Cloud documentation.

QUESTION NO: 11

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

Select one or more of the following:

Universal Containers needs to set up a custom domain to create a branded community experience with increased domain security. Which three steps should a Salesforce admin take to meet these requirements? Choose 3 answers

Select one or more of the following:

A. Configure profile/permissions for a public user

B. In setup, select domains and click add a domain

C. Select the option to allow Advanced Security in Community Management

D. Add the certificate that supports the specified domain

E. Create a new certificate using certificate and key management

ANSWER: B C D

Explanation:

For the custom-domain requirement, the administrator begins by creating the domain in Salesforce through **In setup, select domains and click add a domain**. This registers the organization's intended branded hostname and starts Salesforce's domain configuration and validation process. The domain must then be secured with a valid TLS certificate, which is why **Add the certificate that supports the specified domain** is required. The certificate must cover the exact hostname that visitors use, allowing browsers to establish an encrypted, trusted HTTPS connection to the Experience Cloud site.

Select the option to allow Advanced Security in Community Management is also part of meeting the stated increased-security requirement. Advanced security settings provide additional control over how the community is accessed and protected in conjunction with its branded domain. Together, domain registration, a matching certificate, and the community's advanced-security setting establish the branded and secure foundation for the external experience. Salesforce documents domain setup and management in its Domains Overview and explains Experience Cloud security configuration in Experience Cloud Security.

QUESTION NO: 12

Universal Containers need to launch a Community within 2 weeks. Everything must be driven by configuration with no custom code or AppExchange components.

The following are the requirements for their Community:

- Branding is limited to the logo and company colour palette.

- Chatter Groups will be used for private product collaboration.

- Users should be able to submit a support case

- Users should be able to view invoice information (external object using Salesforce Connect)

- Users should be able to view order information (saved in the Standard Order object in Salesforce) Which three requirements can be accomplished with the Customer Service (Napili) Template?

Choose 3 answers.

A. Branding is limited to the logo and company colour palette.

B. Chatter Groups will be used for private product collaboration.

C. Users should be able to submit a support case

D. Users should be able to view invoice information (external object using Salesforce Connect)

E. Users should be able to view order information (saved in the Standard Order object in Salesforce)

ANSWER: A C D

Explanation:

The Customer Service (Napili) template provides native, configuration-based capabilities suited to a rapid service-community launch. "Branding is limited to the logo and company colour palette." can be met through the template's built-in branding and theme settings. An administrator can configure the organization's logo and colors without developing custom components, which fits both the stated limited branding requirement and the two-week delivery constraint.

"Users should be able to submit a support case" is a core customer-service use case for this template. Its standard service-oriented pages and case functionality allow authenticated community users to create and manage support requests using declarative setup, appropriate object permissions, and page configuration.

“Users should be able to view invoice information (external object using Salesforce Connect)” can also be delivered declaratively. Salesforce Connect exposes external-system data in Salesforce as external objects; after the external data source, external object access, and user permissions are configured, that information can be made available in the community without copying invoices into Salesforce or writing integration code. Salesforce’s overview of community templates is available in Trailhead: Community Templates, and the declarative external-data model is documented in Salesforce Connect Overview.

QUESTION NO: 13

The Salesforce Administrator at Universal Containers has set up Topics. Universal Containers is going through a rebranding phase and wants to simplify Topics, but keep Articles that have been assigned to the Topics.

How should the Salesforce Administrator accomplish this? Select one or more of the following:

A. Merge similar Topics in Content Management Workspace

B. Delete existing Topics and assign Articles to newly created Topics

C. Mark old Topics as Inactive and assign Articles to the new Active Topics

ANSWER: A

Explanation:

Merge similar Topics in Content Management Workspace is correct because merging consolidates redundant or outdated topics while retaining the content associations already established on articles. During a merge, the administrator selects a topic to keep as the destination and merges one or more similar topics into it. Salesforce transfers the articles associated with the source topics to the destination topic, then removes the source topics. This provides the cleanest approach for a rebranding effort: users see a simplified, current topic structure, while existing published content remains categorized and discoverable without manually revisiting every article.

Topic management is intended to support ongoing taxonomy maintenance as content and business terminology evolve. A merge is especially appropriate when several existing topics represent the same concept under older names and should become one rebranded topic. The administrator should review the destination topic name and its visibility before completing the merge so the retained topic aligns with the new brand terminology and is available to the intended community audience. Salesforce’s learning materials describe using topics to organize community content, and Salesforce Help documents topic administration and maintenance features. See Trailhead: Organize Content with Topics and Salesforce Help: Topics Overview.

QUESTION NO: 14 - (SIMULATION)

During a recent review of their partner Community, the Director of Marketing has concerns about the look and feel of the Community template they are using. Which two individual actions should a Community Cloud consultant recommend to address this issue? Choose 2 answers

Select one or more of the following:

Install a lightning Bolt template the AppExchange

Build custom HTML pages according to marketing specifications

Implement a custom theme for the Community

Build Visualforce pages and apply custom CSS

ANSWER: See the explanation for the answer

Explanation:

Choose these two actions:

Install a Lightning Bolt template from the AppExchange. Bolt solutions provide prebuilt Community templates/components that can be installed and customized to improve the Community's presentation.
Implement a custom theme for the Community. A custom theme changes branding elements such as colors, fonts, images, and styling while continuing to use the selected Community template.

Building standalone custom HTML or Visualforce pages is not the recommended template look-and-feel approach for a Lightning Community; use Community templates and themes instead.

QUESTION NO: 15

Universal Containers built a Community using the Customer Service (Napili) Template. They want the Salesforce Admin to enable multilingual support for their Community.

Where can the Salesforce Admin configure the languages supported for this Community?

A. Community Settings.

B. Site.com Studio.

C. Force.com Sites.

D. Community Builder.

ANSWER: A

Explanation:

Community Settings. is the correct location for configuring the languages that an Experience Cloud site (formerly called a Community) supports. For a Customer Service (Napili) template site, the administrator accesses the community's administration/settings area and selects the languages to make available to members. This controls the set of supported languages for the community and enables translated community content and labels to be surfaced to users according to the languages that have been enabled.

Language configuration is a site-level administrative setting rather than a page-design task. After languages are enabled, the administrator can manage translations for applicable Experience Cloud content and ensure that users can select an available language while using the community. The org must also have the relevant languages available in Salesforce before they can be selected for the site. Salesforce's Experience Cloud documentation describes managing a site's supported languages through its administration settings, while the broader translation setup is managed through Salesforce language and translation capabilities.

For current guidance, see Salesforce's Experience Cloud language configuration documentation and Translation Workbench documentation.

QUESTION NO: 16

Universal Containers has developed a Lightning web component for an Experience Cloud site. The component must be available in Experience Builder and allow administrators to configure a title property from the component property editor.

Which two development actions are required? Choose 2 answers.

A. Add the lightningCommunity__Page target to the component metadata file.

B. Define the title property in a targetConfig for the Experience Cloud target.

C. Add the force:hasRecordId interface to the component.

D. Create a Visualforce page for the component property editor.

E. Enable the component from Community Management.

ANSWER: A B

Explanation:

The component metadata file must include the **lightningCommunity__Page** target so that the Lightning web component is available for placement on Experience Builder pages. To make a property configurable in the Experience Builder property editor, the developer must define the property in a target configuration for the Experience Cloud target.

These metadata settings expose the component to site authors while allowing them to configure supported design-time properties without editing code. See Salesforce Developer Documentation: Configure Components for Experience Builder.

QUESTION NO: 17

Universal containers is building a Customer Community. What can the administrator add to the navigation menu?

Select one or more of the following:

A. Salesforce objects, topics, external URL, Lightning component, Community pages

B. Salesforce objects. Global actions, Community pages, external URL

C. Salesforce objects, topics, Community pages, external URL, forecast

D. Salesforce objects. Community pages, app launcher, external URL

ANSWER: A

Explanation:

Salesforce objects, topics, external URL, Lightning component, Community pages is correct because an Experience Cloud site's navigation menu can be configured to give members direct access to both standard site destinations and tailored resources. Administrators can add links to Community pages created in Experience Builder, direct users to accessible Salesforce object records or object home pages, and include external URLs for resources hosted outside Salesforce. Navigation can also expose navigational topics, enabling members to browse and discover content organized by topic. For specialized site experiences, a Lightning component can be made available as a navigation destination, allowing the site to surface custom functionality directly from its menu. This flexibility lets administrators build a navigation structure that matches the community's purpose while keeping frequently used content and actions easy for authenticated customers to find. The exact destinations available to an individual member continue to respect the site's audience, sharing configuration, and the member's Salesforce permissions. Salesforce's Experience Cloud learning materials cover configuring pages and navigation in Experience Builder: Experience Cloud Basics. Additional administrator guidance is available in the Salesforce Experience Cloud documentation.

QUESTION NO: 18

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: C D

Explanation:

Creating a sharing set on the Case object is the appropriate way to give Customer Community users access to every Case associated with their Account. A sharing set can use an access mapping that matches the external user's Account to the Case Account, so access is not limited to only the Cases created by that individual user. This meets the requirement for colleagues at the same customer account to view the account's support Cases while retaining an account-based external-sharing model. Salesforce documents sharing sets as a mechanism for granting high-volume external users access to records related to their account or contact: Salesforce Help: Share Records Using Sharing Sets.

Selecting the community user visibility checkbox enables external community users to find and view other external users in the community. This visibility supports user-to-user collaboration features, such as identifying other community members when working with groups, feeds, or shared community interactions. It is an organization-level external-user visibility setting and complements object-record access from the sharing set rather than replacing it. Salesforce describes this setting and its effect on external-user visibility in Salesforce Help: Control External User Visibility.

QUESTION NO: 19

Universal Containers needs to provide Community access to a select set of customers. Customers will NOT be asked to register.

In which two ways can a Salesforce Admin accomplish this task? Choose 2 answers.

A. Use external ETL tools to extract customers and load into Salesforce.

B. Use the Salesforce Community User API to create Community users.

C. Use the Data loader to extract the customers and upload the customers to be set up as Community users.

D. Use the Community import wizard to create users.

ANSWER: A C

Explanation:

Using external ETL tools to extract customers and load into Salesforce is a valid approach when Universal Containers needs to provision a selected customer population without self-registration. An ETL process can transform source-system customer information and use Salesforce APIs to create or update the required Account and Contact records, then provision the associated external User records with the appropriate Experience Cloud license, profile, and site membership. This supports repeatable, controlled onboarding for a defined set of customers.

Using the Data loader to extract the customers and upload the customers to be set up as Community users is also appropriate for bulk provisioning. Data Loader can insert, update, and upsert Salesforce records in volume, including the Contact records that external users are associated with and the User records used for Experience Cloud access. The import data must provide the required user attributes, such as a unique username, profile, and contact relationship, and the users must be assigned access to the Experience Cloud site. This approach is especially useful when an administrator has a prepared list of customer contacts and needs to enable many of them at once. Salesforce documents the User object and its required provisioning relationships in the User Object API Reference and provides Experience Cloud user-management guidance in Provision Experience Cloud Users.

QUESTION NO: 20

An organisation'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 3 answers

Select one or more of the following:

A. Provide a custom name for each reputation level

B. Upload a badge image for each reputation level

C. Remove and add reputation levels as required

D. Enable setup and display of reputation levels

E. Configuration point ranges for the levels

ANSWER: C D E

Explanation:

Reputation must first be enabled and its levels made available for display in the community. This activates the Reputation feature so that members can earn points from their eligible activities and see their resulting status. Salesforce Reputation is configured through the community's Reputation settings, where an administrator can control whether the feature is active and define the level structure presented to members.

The administrator must also remove and add reputation levels as needed to reach the required total of five levels. Reputation level definitions are configurable, allowing the level list to be adjusted to suit the organization's program design. Finally, point ranges must be configured for every level. The ranges determine which earned-point totals map to each level; therefore, the fifth and highest level's lower boundary must be set to 5,001 points to meet the stated requirement. Together, enabling the feature, establishing the required number of levels, and assigning the point thresholds creates an operational five-level Reputation program. Salesforce documents the setup process and level-point configuration in its Reputation overview and Reputation levels documentation.

QUESTION NO: 21

What are three advantages of adjusting the mark-up code on the page in Community Builder? Choose 3 answers

A. Ability to define iframe settings

B. Optimizing the load times of certain typefaces

C. Optimizing SE by adjusting the SE meta tags for search engines

D. Custom JavaScript blocks

E. Custom, analytics code, such as Google Analytics

ANSWER: B C E

Explanation:

Optimizing the load times of certain typefaces, optimizing SEO by adjusting SEO meta tags for search engines, and adding custom analytics code such as Google Analytics are all appropriate uses of page-head markup in an Experience Cloud site. The head is loaded before the visible page body and is the standard location for resource hints and stylesheet links that support efficient font delivery. For example, a site can reference a font stylesheet or use supported preload-related markup so that required typeface assets are discovered earlier in the page-loading process.

The head also contains metadata that describes a page to browsers and search engines. Relevant meta elements can help provide search-result information and support the site's broader SEO configuration. Analytics tracking snippets are likewise normally placed in the head so that page-view measurement and related tracking are initialized consistently across site pages. In Experience Builder, Head Markup provides a centralized way to apply such supported markup across the experience rather than requiring the markup to be inserted separately into individual page content.

Salesforce documents Experience Builder SEO configuration at Experience Cloud SEO and describes site customization capabilities in Customize Your Experience Cloud Site.

QUESTION NO: 22

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 the community 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:

To send a community welcome email when users are added, the community must be in **Active** status. Activation makes the community available for members and enables its operational community settings, including member communications. The administrator must also confirm that each user's profile has been added as a community member profile. Profile membership determines whether users assigned that profile can access and participate in the community; adding an individual user alone does not replace the profile-level access requirement. Finally, the administrator must enable the community-level option to send welcome emails. This setting instructs Salesforce to email new community users with the information needed to access the community, such as its URL and login guidance. These checks should be completed before or while adding members so that eligible users receive the intended invitation or welcome message. Salesforce documents welcome-email configuration in Send Welcome Emails to New Experience Cloud Users and describes controlling community access through profiles in Add Members to an Experience Cloud Site.

QUESTION NO: 23

Regional Containers have asked you for help in setting up their Custom Domain for their Customer Community so that the community URL looks like it is hosted on the company website. Why type of record will you need to add to the DNS in order to achieve this?

A. MX Record

B. TXT Record

C. NS Record

D. CName Record

E. AAAA Record

ANSWER: D

Explanation:

CName Record is correct because a Salesforce Experience Cloud custom domain is connected by creating a DNS canonical-name record that maps the organization's chosen subdomain, such as *community.example.com*, to the Salesforce-provided target hostname. This lets visitors use a URL branded with the company's own domain while DNS directs the request to Salesforce infrastructure hosting the customer community. The domain administrator creates the record with the company's DNS provider, using the precise target value supplied during Salesforce domain setup. Salesforce then verifies the mapping and provisions the domain for the Experience Cloud site, including the applicable HTTPS certificate handling. A canonical-name mapping is appropriate for a branded host name because it establishes an alias rather than assigning an email-routing, verification-only, nameserver-delegation, or IPv6-address value. The custom domain must be configured under Salesforce Domains and associated with the relevant Experience Cloud site before it can be used as the community's public address. For Salesforce setup guidance, see Salesforce Help: Custom Domains for Experience Cloud and Trailhead: Set Up a Custom Domain for Experience Cloud.

QUESTION NO: 24

Which two actions should the Salesforce Admin take to meet these requirements? 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.

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: B D

Explanation:

Add a custom Live Agent Lightning component. The Napili template is intended for self-service support experiences and can be extended with Lightning components to expose support capabilities in the community. A custom Live Agent Lightning component provides the appropriate community-facing chat entry point and can be placed where support users need it. This lets authenticated or guest community visitors initiate a chat while preserving the desired Napili-based experience alongside case submission and click-to-call capabilities.

Configure Live Agent in the Salesforce org. Live Agent must first be configured at the org level because the community component relies on the underlying chat service. The administrator sets up the required chat deployment and chat button configuration, assigns the available Live Agent licenses to agents, and ensures that agents, routing, and availability are ready to accept incoming chats. Once this service-side configuration exists, the community-facing component can connect visitors to the internal support team in the existing Salesforce org. Salesforce's chat fundamentals and implementation concepts are covered in Service Cloud Chat Basics, while community experience configuration is described in Experience Cloud Basics.

QUESTION NO: 25

You are planning to launch a Customer community and many of your customers are active on Facebook and Twitter. What are the steps to enable Social Sign on in Salesforce Communities?

A. Go into the Community Manager >> Settings >> Login and select which social networks you wish to allow for authentication.

B. Select OpenID Connect from the Auth Provider Options in the Setup Menu and then go into Community Builder to enable them

C. Select Facebook and Twitter from the pre-built connectors under Auth Providers within the setup menu and then go into Community Manager to enable them

D. Download the Social Signon Lightning Component for each social network and then configure them in the Community Builder

E. Select Facebook and Twitter from the pre-built connectors under Auth Providers within the setup menu and then go into Community Manager to enable them

ANSWER: C

Explanation:

Selecting Facebook and Twitter from the pre-built connectors under Auth Providers within the setup menu and then going into Community Manager to enable them is the correct process. Salesforce Communities (now Experience Cloud sites) use authentication providers to delegate user authentication to an external identity service. An administrator first creates and configures an Auth Provider record in Setup for each desired social identity provider. This configuration includes the consumer key and consumer secret obtained by registering the community as an application with the social network, along with the callback URL supplied by Salesforce.

After the provider is configured, it must be made available to the specific community through that community's administration settings, historically accessed through Community Manager. The administrator adds the configured authentication provider to the site's login and registration configuration so that the social sign-on button is presented on the community login page.

This site-level activation is important because creating an Auth Provider alone does not expose it to community users. Salesforce documents Auth Providers as the mechanism for enabling third-party authentication and documents their use with Experience Cloud login and registration settings. See Salesforce Help: Authentication Providers for Experience Cloud Sites and Salesforce Developer Guide: Authentication Providers.

QUESTION NO: 26

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 Salesforce Community, Google Analytics can be added through the Experience Builder settings or by inserting the required tracking code directly in the page head. “Community Builder >> Settings >> Advanced >> Google Analytics Tracking” is the purpose-built configuration location for entering a Google Analytics tracking ID. Salesforce then includes the tracking integration for the published community, allowing activity to be measured in the associated Google Analytics property. “Community Builder >> Settings >> Advanced >> Edit Head Markup” is also a valid integration method because it permits administrators to place Google Analytics JavaScript snippet markup in the community’s HTML head. This approach is useful when the required analytics implementation needs custom script, such as a particular Google Analytics tag format or additional configuration beyond a basic tracking identifier. Both methods apply to template-based communities and require publishing the community after configuration changes so that visitors receive the analytics markup. Salesforce’s Community implementation documentation discusses configuring and customizing community pages and their markup, while Google documents how its measurement tags are installed and configured. See the Salesforce Communities Implementation Guide and Google Analytics tag installation guidance.

QUESTION NO: 27

Universal Containers is building a Community to drive channel sales. They have 2,000 partner accounts. The high-level capabilities for their partners are as follows:

- Partner usersshould NOT be able to access accounts and cases that they do NOT have access to.

- A Partner user must be able to create cases for all accounts in their account hierarchy irrespective if they are parent of child account.

- Partner users must be able to collaborate within the private groups they are members of.

What are two ways the Salesforce Admin should fulfill these requirements? Choose 2 answers.

A. Create a Criteria-based Sharing Rule with read/write access on the Account and Case Object.

B. Set External User Organisation Wide Defaults to Private on the Account and Case Object.

C. Configure an Owner-based Sharing Rule on the Account and Case Object.

D. Develop an Apex Managed Sharing Rule on the Account and Case Object.

ANSWER: B D

Explanation:

Setting External User Organization-Wide Defaults to Private on the Account and Case objects establishes a restrictive baseline for partner users. Partners can then access only records explicitly shared with them, rather than gaining visibility merely because they are external users. This supports a channel-sales community in which account and case access must remain limited to the appropriate partner relationship and any authorized collaboration context. Salesforce's external sharing model is designed to layer sharing rules and programmatic sharing on top of these external defaults; see Salesforce Trailhead: Set External Organization-Wide Defaults.

Developing Apex-managed sharing on Account and Case allows the organization to calculate and maintain access based on the account hierarchy. Apex can create the necessary share records so a partner user receives access to the relevant parent and child accounts and can therefore create cases for each authorized account. This approach is appropriate where hierarchy-based access is dynamic or too complex to maintain with static configuration alone. Programmatic sharing can also grant access to the private groups in which the intended partners collaborate, while preserving the private external baseline for everyone else. Salesforce documents the use of Apex to create and manage record-sharing entries in Bulk Apex Sharing.

QUESTION NO: 28

Universal Containers has the following requirements: • Enable VIP community access once a customer has reached $1 million in revenue. • Maintain customer revenue in Salesforce. • All customers must have accessto the general customer community. • VIP customers must have access to VIP information in the community. • The number of profiles in Salesforce must be limited. How should the Salesforce Admin provide VIP users access to the VIP information?

A. Create a profile that has permissions to the VIP information and assign it to the VIP community users

B. Create a permission set that has permissions to the VIP information and add it to VIP customers

C. Create a sharing set that allows VIP customers to access VIP information

D. Create a sharing rule that allows VIP customers to access VIP information

ANSWER: B

Explanation:

Create a permission set that has permissions to the VIP information and add it to VIP customers is the appropriate approach because permission sets grant additional access without requiring a separate profile for every access variation. All community users can retain a common baseline profile for general community access, while users associated with customers whose revenue reaches the required threshold can receive the additional permissions needed for VIP content, objects, fields, Apex classes, or other enabled features. This design directly supports the requirement to limit the number of Salesforce profiles while still differentiating VIP access.

Permission sets are additive: they extend a user's existing permissions rather than replacing the permissions supplied by the user's profile. The administrator can use customer revenue maintained in Salesforce as the criterion for an automated process that assigns the VIP permission set to the appropriate community user accounts. If revenue later changes, the assignment can also be managed accordingly. This keeps baseline access standardized and makes VIP authorization easier to maintain as customer status changes. Salesforce documents permission sets as a way to grant users access beyond their profile, and notes that permission-set assignment can be managed through automation. See Salesforce Help: Profiles and Permission Sets and Salesforce Help: Permission Set Overview.

QUESTION NO: 29

Your organisation wishes to create a Partner Community which has the potential very quickly grow in user count, how many users should you plan to limit your community to avoid performance degradation?

A. 5,000,000

B. 10,000,000

C. 2,000,000

D. 1,000,000

E. 50,000,000

ANSWER: D

Explanation:

1,000,000 is the appropriate planning limit for a Partner Community in this context. Salesforce Experience Cloud architectures must account not only for the number of registered external users, but also for the volume and distribution of concurrent logins, sharing calculations, queries, feeds, search activity, and access to records. As a community approaches very large membership levels, these factors can place increased demand on the underlying org and can affect response times if the implementation has not been designed and validated for that scale.

For certification purposes, one million users is the established threshold to use when planning a rapidly growing community and avoiding performance degradation. This should be treated as an architectural planning boundary: a solution expected to exceed it warrants early engagement with Salesforce, detailed capacity planning, realistic load testing, and careful design of the external-user sharing model. Reducing unnecessary sharing, using selective queries, and designing pages for efficient data retrieval are important parts of maintaining a scalable experience.

Salesforce's scale guidance is available through the Salesforce Well-Architected: Scale resource, and Experience Cloud developer limits are documented in the Experience Cloud Limits documentation.

QUESTION NO: 30

What are the two most efficient ways for a Salesforce Admin to accomplish this task? 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.

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

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

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

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 because the legacy system already supports Salesforce Connect and Universal Containers has the required licenses. Salesforce Connect lets Salesforce access data in external systems through external objects, rather than requiring the administrator to first build and maintain a custom data-copying integration. This is an efficient fit where the business needs Salesforce users, including appropriately enabled external users, to work with data that remains in the back-office system. Salesforce documents that external objects provide access to data stored outside the Salesforce org through external data sources.

Integrate the pricing and quoting tool by configuring external users to make it available in the Community because that integration is already in place for internal users and the tool supports Community users. The efficient administrative approach is therefore to expose and configure the existing capability for the appropriate partner audience, while ensuring the users have the necessary licenses, profiles or permission sets, object access, and site/app visibility. Experience Cloud supports sharing Salesforce functionality with external users through configured experiences, so an existing supported integration should be reused rather than rebuilt. See Salesforce's External Objects documentation and Experience Cloud overview.

QUESTION NO: 31

A Salesforce Admin enables "Allow Members to Flag" in Community Management.

Which two content types can member flag as inappropriate? Choose 2 answers

A. Articles

B. Files

C. Posts and Comments

D. Topics

ANSWER: B C

Explanation:

When the community moderation setting allowing members to flag content is enabled, members can report both **Files** and **Posts and Comments** as inappropriate. This gives community participants a direct way to identify potentially unsuitable user-generated content for review by community moderators. A flag does not automatically remove the content; instead, it creates a moderation signal that lets authorized users review the reported item and take the appropriate action under the organization's moderation policies. Posts and comments are core Chatter-based conversation content in a community, while files shared in the community can also be reported when their content is unsuitable. This capability supports scalable moderation because members can help surface content that may require administrator or moderator attention. Salesforce documents member flagging as part of community moderation and describes how flagged content is made available for review in Community Management. For more information, see Salesforce's community moderation documentation and the Trailhead module on community moderation.

QUESTION NO: 32

You are planning to launch a Customer community and many of your customers are active on Facebook and Twitter. What are the steps to enable Social Sign on in Salesforce Communities?

A. Go into the Community Manager >> Settings >> Login and select which social networks you wish to allow for authentication.

B. Select OpenID Connect from the Auth Provider Options in the Setup Menu and then go into Community Builder to enable them

C. Select Facebook and Twitter from the pre-built connectors under Auth Providers within the setup menu and then go into Community Manager to enable them

D. Download the Social Signon Lightning Component for each social network and then configure them in the Community Builder

E. Select Facebook and Twitter from the pre-built connectors under Auth Providers within the setup menu and then go into Community Manager to enable them

ANSWER: C

Explanation:

Select Facebook and Twitter from the pre-built connectors under Auth Providers within the setup menu and then go into Community Manager to enable them is correct. Salesforce Communities, now called Experience Cloud sites, uses authentication providers to support social sign-on. An administrator first creates and configures an Auth Provider in Setup for each identity service, such as Facebook or Twitter. This configuration connects Salesforce to the corresponding social platform application and includes the credentials and callback details supplied by that platform.

After the providers are configured, the administrator enables the applicable providers for the customer community in Community Manager (or the site's administration and login settings, depending on the Salesforce user interface in use). Once enabled, the site can show the social sign-on choices on its login page, allowing visitors to authenticate through the configured provider. The identity information returned by the provider is then used by Salesforce to identify, register, or associate the community user according to the site's registration and login configuration.

Salesforce's implementation guidance for external identity providers is available in the External Identity Implementation Guide. See also Salesforce's Authentication Provider documentation.

QUESTION NO: 33

Universal Containers (UC) is building a Community to drive channel sales. UC has 2,000 partner accounts.

The high-level capabilities for UC Partners are:

- Partner users should only see Accounts and Cases that they have access to

- A Partner user must be able to create Cases for all Accounts in their account hierarchy, regardless of whether they are a parent or child Account

- Partner users myst be able to collaborate within the private Groups of which they are members What are two ways the Salesforce Admin should fulfil these requirements? Choose 2 answers

Universal Containers (UC) is building a Community to drive channel sales. UC has 2,000 partner accounts. The high-level capabilities for UC Partners are:

- Partner users should only see Accounts and Cases that they have access to

- A Partner user must be able to create Cases for all Accounts in their account hierarchy, regardless of whether they are a parent or child Account

- Partner users myst be able to collaborate within the private Groups of which they are members What are two ways the Salesforce Admin should fulfil these requirements? Choose 2 answers

A. Use Apex managed sharing on the Account and Case Object

B. Set External User Organisation-wide Defaults to Private on the Account and Case Object

C. Configure an Owner-based Sharing Rule on the Account and Case Object

D. Create a Criteria-based Sharing Rule with read/write access on the Account and Case Object

ANSWER: A B

Explanation:

"Set External User Organisation-wide Defaults to Private on the Account and Case Object" establishes a secure baseline for partner users: they receive no broad default visibility to Account or Case records and can view only records explicitly shared with them. This directly supports the requirement that external users see only Accounts and Cases to which they have been granted access. Salesforce's external organization-wide defaults are designed specifically to set the record-access baseline for external users independently of internal-user access. See Salesforce's organization-wide default sharing settings documentation.

"Use Apex managed sharing on the Account and Case Object" provides the flexibility needed to grant access programmatically across each partner account hierarchy. Custom Apex sharing logic can identify the relevant parent and child accounts and create the necessary Account and Case share records with the appropriate access level. This approach scales the sharing decision according to UC's hierarchy-specific business requirement rather than relying on a static sharing population. With access granted to the related Account records, appropriately permissioned partner users can create Cases for those accounts; private group collaboration remains available to users who are members of those groups. Salesforce documents this pattern in its Apex managed sharing documentation.

QUESTION NO: 34

The Universal Containers research lab is publishing its latest research into knowledge articles assignedto the data category "Container Best Practices." The community manager wants to make sure that all these articles show up for Community users in the topic area of "Tips and Techniques." How should the administrator ensure this happens?

Select one or more of the following:

A. Create a "Tips and Techniques" knowledge category and ask the lab to reassign their articles

B. Create a workflow rule that assigns the "Tips and Techniques" topic to all knowledge of articles in that category

C. Ask the lab to assign this topic to all articles as part of their quality control process before publishing

D. Set up automatic topic assignment and map the "Container Best Practices" category to the "Tips and Techniques" topic

ANSWER: D

Explanation:

Set up automatic topic assignment and map the "Container Best Practices" category to the "Tips and Techniques" topic. Automatic topic assignment is designed to consistently apply topics to Salesforce Knowledge articles based on their assigned data categories. The administrator can create a topic assignment rule that maps the existing "Container Best Practices" data category to the "Tips and Techniques" topic. Once configured, Knowledge articles classified with that category receive the mapped topic automatically, allowing community users to find the articles through the intended topic area without relying on each author to remember a manual step.

This approach is particularly appropriate when a set of articles is already organized through a data-category taxonomy and needs to be surfaced through the community's topic navigation and topic-based discovery. It provides a maintainable, scalable connection between internal article classification and the topic experience presented to users. The mapping also supports consistent tagging for future articles that use the same category, rather than addressing only the currently published content. Salesforce describes how to assign topics automatically using topic assignment rules in its Automatic Topic Assignment documentation. Related setup and management concepts are covered in the Topics for Experience Cloud documentation.

QUESTION NO: 35

A coffee company is launching a public brand worldwide. Consumers need to see all relevant information about the brand in one place. Brand advisors can also submit applications to become partners. How should the coffee companies administrator meet these requirements?

Select one or more of the following:

A. Create a Private Community and let brand advisors and consumers register themselves

B. Create a Public Community for consumers and brand advisors

C. Create a Public Community and let brand advisors and consumers register themselves

D. Create a Public Community for consumers and a separate Private Community for brand advisors

ANSWER: C

Explanation:

Create a Public Community and let brand advisors and consumers register themselves is the appropriate approach because it combines broad, unauthenticated access to the coffee brand's information with a path for people who need to interact with the organization. A public Experience Cloud site can expose brand content to consumers worldwide without requiring them to sign in, making it suitable for a public-facing brand presence. At the same time, enabling self-registration allows prospective brand advisors to create accounts and access the site's authenticated capabilities, such as submitting a partner application or other required information.

This model supports a low-friction consumer experience while providing an identity-based process for advisors whose application activity must be associated with an individual user. The administrator can configure public pages for product and brand material, then make the application process available to registered users through appropriate pages, forms, objects, permissions, and sharing settings. Salesforce Experience Cloud supports public site access and customer self-registration patterns, provided the site is configured securely and only the necessary records and actions are exposed. See Salesforce's Experience Cloud overview and self-registration guidance.

QUESTION NO: 36

Which three Lightning Components are available in Builder when customizing a home page? Choose 3 answers

A. Related Topics List

B. Feed Publisher

C. Headline

D. Search Results

E. Home Page Tabs

ANSWER: B C E

Explanation:

Feed Publisher, **Headline**, and **Home Page Tabs** are standard components that can be placed on a community home page in Community Builder, now called Experience Builder. Feed Publisher provides community members with a way to create and publish Chatter posts directly from the home page, supporting engagement as soon as users enter the site. Headline provides a configurable, prominent text area that can be used to welcome users, announce important information, or introduce the purpose of the community. Home Page Tabs lets a builder organize and expose home-page content through tabs, helping users navigate among configured home-page views without needing to leave the landing page.

These components are chosen from the Builder component palette and then configured in the page's properties panel. The exact components available can vary by template and enabled features, but these are home-page-oriented standard Lightning components in the Community Cloud/Experience Cloud Builder context. Salesforce's Experience Builder learning material explains how components are added and configured for community pages, while the component reference describes the standard components available for use in an experience. See Salesforce Trailhead: Customize Your Experience Cloud Site and Salesforce Help: Customize Components in Experience Builder.

QUESTION NO: 37

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 Chatter Questions

D. Optimized for mobile

ANSWER: C D

Explanation:

The Koa template is a Salesforce-provided customer-service community template intended to help members find answers and interact with a support organization. It supports Chatter Questions, allowing community members to ask questions and participate in question-and-answer conversations. This makes *Enable Chatter Questions* an available Koa capability without requiring a custom-built community experience.

Optimized for mobile is also correct because Koa is a responsive template. Its responsive design adjusts the community's layout for different screen sizes, enabling a usable experience on phones, tablets, and desktop browsers. This is important for self-service communities, where customers often search for assistance or post questions from a mobile device. Salesforce's community-template learning material describes how templates provide prebuilt, responsive experiences and identifies the available features by template. See Salesforce Trailhead's Community Templates module for template capabilities and the Community Cloud Basics module for an overview of creating customer-facing community experiences.

QUESTION NO: 38

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 approach because it uses the Customer Service (Napili) template's standard Knowledge article experience rather than requiring custom development, a separate survey workflow, or an external site. When article voting is enabled, community members can indicate whether an article was helpful directly where they consume the content. Those votes provide immediate, article-specific feedback that the administrator and knowledge managers can use to identify useful content and prioritize articles that need improvement. Because voting is attached to the article-detail experience, it captures feedback in the relevant context: after a customer has searched for and read the proposed answer. Salesforce's Experience Builder supports configuring components on an article detail page, including the Article Content component for Salesforce Knowledge content. Salesforce Knowledge also provides article-level feedback mechanisms and reporting data to help organizations evaluate and maintain helpful self-service content. For implementation details, see Salesforce's Experience Cloud Knowledge customization documentation and the Salesforce Knowledge article voting documentation.

QUESTION NO: 39

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 because it provides a commerce-focused, ready-to-configure storefront built for business buyers, such as the coffee shops purchasing the company's products. Rather than starting with a general-purpose Experience Cloud site and building catalog, pricing, cart, checkout, ordering, and account-based purchasing capabilities independently, the consultant can configure a storefront that includes the core commerce processes needed to begin selling online quickly. This supports rapid revenue generation by making product discovery and purchasing available through a purpose-built digital commerce experience.

B2B Commerce on Lightning is designed to work with Salesforce account, product, price book, and order data, enabling a company to tailor the purchasing experience to its business customers while using standard platform capabilities. Its storefront experience is responsive, so buyers can browse and place orders using mobile devices without requiring a separate mobile-only implementation. The consultant can then focus effort on configuration, branding, catalog setup, and any essential business-specific enhancements instead of developing fundamental storefront functionality from scratch. See Salesforce's B2B Commerce Administration Quick Look and B2B Commerce for Lightning Experience Basics.

QUESTION NO: 40

Northern Trail Outfitters launched a Lightning Community for its partners. Partners need to see list of Opportunities when they log in to the Community. What should the Salesforce Administrator do to fulfil this request?

Select one or more of the following:

A. Configure Opportunity as the default landing page in Community Settings

B. Enable the Opportunity page as the landing page in Community Builder

C. Set the Opportunity object page as the landing page in Community Builder

D. Add the List View Lightning Component to the Home Page

ANSWER: D

Explanation:

Add the List View Lightning Component to the Home Page is correct because it places a configurable list of Salesforce records directly on the first page partners see after they authenticate. In Experience Builder, the administrator can add the standard List View component to the community home page and configure it to show the Opportunity object and an appropriate list view. This provides partners with an immediate, familiar, and actionable view of the Opportunity records that are shared with them, without requiring them to navigate to a separate object page first.

The component's displayed records still respect Salesforce's existing security model. Therefore, partner users must have the relevant Opportunity object permissions, and the organization's external-sharing configuration must grant them access to the intended Opportunity records. The list view is a presentation mechanism; it does not itself extend record access. After configuring the component and confirming access, the administrator should publish the Experience Cloud site so the change is available to partner users.

Salesforce documents the Experience Cloud list-view component and its configuration in the Experience Cloud List View component reference. For the underlying external-user record-access requirements, see Salesforce's Partner Communities documentation.

QUESTION NO: 41

Universal Containers built a Customer Community on the Customer Service (Napili) Template. They want the

global search box to return 10 results instead of 5.

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

A. In the Community Management search page.

B. In the Community Builder site global settings page.

C. In the Community Management preferences page.

D. In the Community Builder global search component properties.

ANSWER: D

Explanation:

In the Community Builder global search component properties is correct because the Customer Service (Napili) template exposes display behavior for the site-wide search experience through the Global Search component's configurable properties. An administrator opens the site in Experience Builder, selects the Global Search component on the page, and changes its result-count setting from the default of five to ten. This setting controls how many matching records the global-search interface displays to a community member, allowing the site's search experience to be tailored without custom code.

Component properties are appropriate for this requirement because they govern the presentation and behavior of that specific page component in the published experience. After updating the property, the administrator should publish the site so that the changed result limit is available to community users. Salesforce's Experience Builder documentation describes editing component properties directly in the builder: Customize Components in Experience Builder. For broader context on configuring and managing an Experience Cloud site through Experience Builder, see Experience Builder Overview.

QUESTION NO: 42

During a recent review of their Partner Community, the Director of Marketing has concerns about the look and feel of the Community template they are using.

Which two individual actions should the Community Cloud consultant recommend to address this issue?

A. Build Visualforce pages and apply custom CSS.

B. Build custom HTML pages according to Marketing specifications.

C. Implement a custom theme for the Community.

D. Install a Lightning Bolt template from the AppExchange.

ANSWER: A C

Explanation:

Build Visualforce pages and apply custom CSS. is appropriate when the organization needs a tailored presentation beyond the standard template components. Visualforce can provide custom page experiences within a Salesforce community, while custom CSS gives the consultant control over visual details such as fonts, colors, spacing, and other brand-specific styling. This approach is particularly useful when Marketing has detailed design requirements that standard configuration alone cannot meet.

Implement a custom theme for the Community. is also appropriate because themes are intended to establish a consistent branded appearance across the community. A theme can control shared visual elements, including branding imagery and colors, so the Partner Community aligns with the organization's approved look and feel without requiring each page to be designed independently. Combining a community theme for broad, reusable branding with Visualforce and CSS for specialized page designs gives Marketing both consistency and flexibility. Salesforce describes Experience Cloud branding and customization capabilities in its Experience Cloud customization Trailhead module and documents theme-based branding in Customize Your Experience Cloud Site's Theme.

QUESTION NO: 43

The Community adminstrator at Universal Containers has received reports from users about mnot being able to see each other in the People tab. However, users are able to view other's conversations within groups of which they are a part. Why are users unable to see each other in the People tab?

Select one or more of the following:

A. External users cannot view each other within Partner Communities

B. Users did not approve each others' Friend Requests within the Community

C. External users can only view each other if they are in the same Account

D. The Administrator has deselected Community User Visibility

ANSWER: D

Explanation:

The Administrator has deselected Community User Visibility is correct because this community setting governs whether external users can discover and view other external users in the community's People area. When Community User Visibility is disabled, members are not generally exposed to one another through the People tab or user search, which protects member privacy. This visibility control is separate from access to community content and collaboration within a group. Therefore, users can still see posts and conversations that are shared with a group they belong to, since group membership grants access to that group's content, without being able to browse the wider population of community users. A community administrator can enable the setting when the business requires members to find, view, and interact with other community members more broadly. Salesforce Experience Cloud sharing and visibility behavior should be configured deliberately, particularly for external audiences, so that user discoverability matches the organization's privacy requirements. See Salesforce's Experience Cloud sharing overview and the Community User Visibility documentation.

QUESTION NO: 44

Universal Containers(UC) tracks customers in its Salesforce org as Contacts. UC plans to on-board a select set of existing customers to the UC community, without the need for users to self register.

How should a Community Cloud consultant accomplish this task?

Select one ormore of the following:

A. Use data loader to export contacts and insert as Community users

B. Use the Data Import Wizard to create users from contacts

C. Enable Person Accounts and set the accounts as Community users

D. Use the Salesforce Community user API to create users from contacts

ANSWER: D

Explanation:

Use the Salesforce Community user API to create users from contacts. Existing customer Contacts are the appropriate source records for provisioning external Community users when self-registration is not part of the design. Through the Salesforce API, UC can create User records associated with the selected Contacts by setting the User record's contact relationship and assigning the appropriate external-user license, profile, and other required user attributes. This supports a controlled onboarding process: UC chooses precisely which existing customers receive community access, rather than exposing registration to all visitors. API-based provisioning is also appropriate when the customer list originates in another system or when a repeatable, automated onboarding process is needed. The User object supports the contact association used for external users, and Salesforce documents the fields and requirements for creating User records through its APIs. The implementation should ensure that each Contact is associated with an Account, that the selected community user license is available, and that the assigned profile has access to the intended Experience Cloud site. See Salesforce's User object reference and Contact object reference.

QUESTION NO: 45

Universal Containers has recently launched a Lightning Community for customers and partners. Internal teams have created Knowledge articles about company products and partner onboarding. How should the Community Cloud consultant assign Topics so articles can be found easily on the Community.

Select one or more of the following:

A. Assign articles directly to Navigational Topics

B. Assign Data categories to Chatter profiles and map to Topics

C. Assign Topic categories to articles

D. Assign Data categories to articles and map to Topics

ANSWER: D

Explanation:

Assign Data categories to articles and map to Topics is correct because it connects Salesforce Knowledge's content-classification model with the Experience Cloud navigation and discovery model. Data categories are applied to Knowledge articles to classify content by a controlled hierarchy, such as product lines or partner onboarding areas. A community administrator can then associate those data categories with navigational topics. When visitors select a topic in the community, they can discover the Knowledge content classified under the mapped data category, giving the community a clear, maintainable information architecture.

This approach is especially useful when content is intended for distinct audiences, such as customers and partners, because data categories can be used with category visibility to control which classified articles an audience can access. The topic layer provides a user-friendly way to browse, while the category layer remains the source of article classification and access-aware filtering. Consultants should establish the data-category structure first, consistently categorize published Knowledge articles, and then map the appropriate categories to the community's topics. Salesforce documents Knowledge data-category classification at Salesforce Knowledge Developer Guide and Experience Cloud topic capabilities at Experience Cloud Developer Guide.

QUESTION NO: 46

- Encourage collaboration among architects and builders

- Ensure that members have access to technical expertise about the structural capabilities and limitations of containers

-Facilitate the exchange and discussion of design ideas

Which three actions should the Admin take prior to launch?

Choose 3 answers

Select one or more of the following:

A. Set up reputation levels that help users to identify people with greater expertise and incentivise participation

B. Establish moderation rules and processes for addressing flagged content

C. Make sure customers are members of only the Architect and Builder Community

D. Test the member profile permissions to make sure they are able to findand post relevant information

E. Load test Chatter groups to make sure file and member counts won ' t be exceeded

ANSWER: A B D

Explanation:

Set up reputation levels that help users to identify people with greater expertise and incentivise participation is appropriate because reputation in an Experience Cloud site recognizes useful contributions and helps members identify trusted, knowledgeable participants. This supports a technical collaboration community by making expertise more visible and encouraging constructive participation.

Establish moderation rules and processes for addressing flagged content should be completed before launch so the community has defined governance for user-generated posts, comments, and files. A documented process lets moderators respond consistently to content reports and helps maintain a productive space for design discussions from the first day of operation.

Test the member profile permissions to make sure they are able to findand post relevant information is essential because members must be able to access the site, find the relevant collaboration areas and knowledge, and create the posts or comments needed to exchange ideas. Testing with the intended member profiles validates both access and participation capabilities before users are invited. Salesforce's guidance on configuring Experience Cloud users and profiles

is available in the Experience Cloud Users documentation, while reputation configuration is covered in the Reputation Overview.