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Salesforce Certified Community Cloud Consultant

Salesforce Certified-Community-Cloud-Consultant

Version Demo

Total Demo Questions: 37

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Topic Break Down

Topic	No. of Questions
Topic 1, Community Cloud Fundamentals	14
Topic 2, Planning	35
Topic 3, Administration	179
Topic 4, Implementation	50
Topic 5, Adoption and Engagement	31
Topic 6, Templates and Themes	66
Total	375

QUESTION NO: 1

Universal Containers (UC) is implementing a Customer Community which will have thousands of Accounts with tens of thousands of Community users (Contacts). UC wants to ensure that all Customer Community licensed users are able to access the assets tied to their Accounts. Which action should the Salesforce administrator take when setting up asset sharing to ensure that Community users can see their account assets?

Select one or more of the following:

A. Create a sharing rule for each accounts

B. Use Apex managed sharing to grant access to the Community users

C. Implement the role hierarchy on the Customer Community

D. Set up a sharing set that references the Account ID on the asset

ANSWER: D

Explanation:

Set up a sharing set that references the Account ID on the asset. A sharing set is designed for scalable external-user access when records should be shared according to the relationship between the logged-in user’s Contact and an Account- or Contact-related record. For Customer Community users, Salesforce can use the Account associated with each user’s Contact and match it to the Account lookup on Asset records. This grants each authenticated community user access to assets belonging to their own account without requiring separately maintained sharing records for every account or every user.

This approach is especially appropriate for an implementation with thousands of accounts and tens of thousands of users because the access rule is declarative and relationship-based. The administrator configures the sharing set’s access mapping for the Asset object so that the user’s Contact Account relationship corresponds to the Asset Account ID. As users are associated with their accounts and assets are related to those accounts, the sharing set applies the intended access model consistently at scale. Salesforce documents sharing sets as a mechanism for granting external users access to records associated with their account or contact: Sharing Sets Overview. See also Salesforce’s guidance on external-user record access and sharing: Set Up External User Access to Records.

QUESTION NO: 2

Universal containers (UC) wants to make sure its brand is applied to the Chatter 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 email branding, Universal Containers can configure the sender’s email address, logo, and footer text. The sender’s email address determines the address from which recipients see the Chatter notification as being sent, allowing the organization to use an appropriate, recognizable company-controlled address. A logo can be supplied for the email branding so that notifications visually identify Universal Containers and align with the organization’s Community experience. Footer text is also configurable, enabling the organization to include standard company messaging, contact details, legal language, or other consistent communication content at the bottom of notifications.

These settings are managed through Chatter email branding and notification configuration in Salesforce Setup. They apply branding elements consistently to Chatter-generated messages, which is especially useful when external community members receive notifications and need to recognize the source as an official Universal Containers communication. Salesforce's Chatter administration learning material describes managing notification email settings and branding, while the Salesforce Help site provides the current Setup guidance: Salesforce Trailhead: Chatter Administration and Salesforce Help: Chatter.

QUESTION NO: 3

Unauthenticated users are unable to some articles on a Universal Containers Community. Universal Containers have articles associated to the public knowledge base channel and topics associated to the correct data categories. How should the Salesforce admin troubleshoot this issue?

Select one or more of the following:

A. Check the article type permissions on the guest user profile

B. Enable public access for the Community in setup and the Guest user profile

C. Create a new data category specifically for guest users to display articles

D. Create a featured topic in the Community builder to display articles

ANSWER: A

Explanation:

Check the article type permissions on the guest user profile. Unauthenticated visitors access an Experience Cloud site through its site guest user, so their ability to view published Salesforce Knowledge content is governed by the permissions assigned to that user. In organizations using article types, the guest user profile must have the appropriate read access to the relevant article type. If that access is absent, articles of that type can remain unavailable to visitors even when they are published to a public-facing channel and classified with the intended data categories.

The administrator should open the Experience Cloud site's guest user profile and review its Knowledge/article-type access, confirming that the profile can read the article type used by the affected articles. This check directly addresses visibility at the user-permission layer and is especially important where several article types are used, because access can differ by type. Salesforce's Knowledge implementation guidance describes controlling access to knowledge content through user permissions and data-category visibility, while Experience Cloud sites use a dedicated guest user context for unauthenticated access. See Salesforce's guest user access documentation and Knowledge article type documentation.

QUESTION NO: 4

Universal Containers uses Community to grant business customers secure access to accounts, orders, and invoices. All customers 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. What is the most efficient way for the Salesforce Admin to fulfil these requirements?

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: B

Explanation:

Add private groups and add project records to the group is the most efficient solution because a private Chatter group provides a ready-made, membership-controlled collaboration space for each project. The administrator can create a distinct private group for a project, add the relevant customer users and Universal Containers team members, and use the group's Chatter feed for conversations and updates. Private-group membership restricts group content and collaboration to approved members, which directly supports the requirement that customers access only their own project spaces.

Chatter groups also provide standard collaboration capabilities without requiring a custom user interface or a bespoke sharing architecture. Project participants can work with group files and associated business records, while project-related tasks and events can be organized for the authorized project team. Associating the relevant project record with its group keeps project discussions and work coordinated in the same context. This approach uses Salesforce's standard collaboration model, minimizing administrative and development effort while retaining controlled, project-specific access for external customers.

See Salesforce's Chatter Groups overview and Chatter group types documentation for group visibility and membership behavior.

QUESTION NO: 5

Universal Containers has a Partner Community with a common product catalog page. Resellers in Europe require regional promotions, while resellers in North America require different promotions. The product catalog and its record access must remain the same for both groups.

Which two actions should the Salesforce Administrator take to meet this requirement?

Choose 2 answers

A. Create audiences for the Europe and North America reseller groups.

B. Create product catalog page variations and assign them to the appropriate audiences.

C. Create separate partner roles for Europe and North America.

D. Create sharing sets to control which promotion component is displayed.

ANSWER: A B

Explanation:

The administrator should create separate **audiences** for the Europe and North America reseller groups using appropriate user or account criteria. The administrator should then create **page variations** for the product catalog page and assign each variation to the applicable audience. Each variation can contain the regional promotion while retaining the shared catalog structure.

Audience targeting and page variations personalize the page experience; they do not grant CRM record access. Product catalog records continue to follow the existing object permissions and sharing configuration. Salesforce describes this approach in Experience Cloud Audiences.

QUESTION NO: 6

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 users should 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:

Set External User Organisation Wide Defaults to Private on the Account and Case Object establishes a restrictive baseline for partner users. External users can then access only records they own or records that have been explicitly shared with them, which supports the requirement that partners must not see unrelated accounts and cases. Salesforce recommends using organization-wide defaults as the baseline level of record access and opening access only where there is a business need. See Salesforce organization-wide defaults documentation.

Develop an Apex Managed Sharing Rule on the Account and Case Object provides the flexibility needed to grant access based on the account hierarchy relationship. Custom Apex logic can identify the relevant parent and child accounts, then create and maintain AccountShare and CaseShare records for the appropriate partner users or groups. This approach supports access across a hierarchy without broadly exposing every account or case to all partner users, and sharing can be targeted to the private groups in which collaboration is required. Apex managed sharing is designed for programmatically maintaining sharing access for custom business rules; Salesforce documents the applicable sharing mechanisms in Understanding Apex Managed Sharing.

QUESTION NO: 7

Universal Containers (UC) recently went live with its new Customer Community. UC has received cases stating that no customers have access to the Community. The customer users have the custom "UC Customer Community" profile assigned to them.

What is the final step the Administrator should take to ensure user membership to the Community?

A. Assign the "UC Customer Community" profile in Administration.

B. Use a permission set to give users access to the Community.

C. Ensure the "Send Welcome Email" checkbox is selected.

D. Publish the Community using the Experience Builder.

ANSWER: A

Explanation:

Assign the "UC Customer Community" profile in Administration. is the required final step because assigning a profile to external users does not, by itself, make that profile a member of a particular Experience Cloud site. The site's membership configuration must explicitly include the profile (or an appropriate permission set, when permission-set membership is used). In Experience Workspaces, an administrator manages this from Administration and adds the external-user profile to the site's members. Once the "UC Customer Community" profile is included, users assigned that profile are eligible to access the Customer Community, subject to the normal login, sharing, and audience requirements.

This distinction is important for a newly deployed community: user licensing and profile assignment define what an external user can generally do, while site membership determines whether that user can enter the specific Experience Cloud site. Because the scenario states that the affected customers already have the custom profile, adding that profile to the community's Administration membership list completes the membership setup. Salesforce documents managing site members through Experience Workspaces and explains that profiles or permission sets can be added as site members. See Salesforce Help: Add Members to Your Experience Cloud Site and Salesforce Help: Experience Cloud Sites Overview.

QUESTION NO: 8

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:

Preparing Service Cloud case handling is essential before launch because a high-volume self-service community can generate substantial support demand. Auto-response rules acknowledge submissions promptly, assignment rules route cases to the right queue or team, and escalation rules help ensure that urgent or unresolved cases receive attention within the required timeframe. Salesforce documents these capabilities as core parts of case management: [Salesforce Trailhead: Service Cloud Case Management].

The Community should also be tested using realistic member journeys, including access to knowledge articles and case creation. Testing verifies that the intended audience can authenticate, locate useful content, and successfully complete supported self-service and assisted-service processes before those processes are exposed at scale. Finally, registration must be formalized and automated. For a community expected to serve about one million members, an automated process that associates registrants to the appropriate account or creates person accounts where appropriate avoids manual administration and ensures each external user receives the correct data access from the outset. Salesforce's Experience Cloud guidance and learning resources cover managing external users and site access: [Salesforce Trailhead: Experience Cloud Administration Basics].

QUESTION NO: 9

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 users have their profiles established in the community

B. Make sure the community is in Published status

C. Make sure the community is in Active status

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

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

ANSWER: A C E

Explanation:

Before a welcome email can be sent to newly added community members, the users must be entitled to access the community through an established profile. In Experience Cloud, profiles (or permission sets, where applicable) control whether a user can be a member and what they can access after signing in. The community must also be in Active status. Activation makes the community available to members at its defined URL, which is necessary for users to follow the welcome email's login and access instructions. Finally, the community-level email setting must be enabled. This setting controls whether Salesforce sends the automated welcome email when users are added as members, helping them receive the information needed to access the community. These checks align membership access, the community's availability, and the email-delivery behavior so invitations are usable when received. Salesforce's guidance on managing Experience Cloud members and emails is available in the [Add Members to Your Experience Cloud Site] documentation and the [Manage Experience Cloud Site Emails] documentation.

QUESTION NO: 10

A healthcare company wants to create a Community for its patients and providers. The Community needs to be optimized for healthcare use cases and follow industry best practices.

What should the Community Cloud consultant consider first to meet the requirements?

A. Lightning Community templates

B. Custom solutions

C. Business Value Map and ROI

D. Lightning Bolt solutions

ANSWER: D

Explanation:

Lightning Bolt solutions should be considered first because they provide purpose-built, industry-oriented Experience Cloud implementations that can accelerate delivery while aligning the site with established healthcare use cases and best practices. Rather than starting with a generic site structure, a Lightning Bolt solution supplies a tested foundation that can include relevant page layouts, data and process patterns, branding components, and user experiences appropriate for audiences such as patients, providers, care teams, or partners.

For a healthcare organization, beginning with this industry-focused foundation helps the consultant evaluate whether the provided capabilities meet the required patient and provider journeys before investing in additional configuration or bespoke development. The solution can then be tailored to the organization's specific access model, objects, integrations, content, and compliance processes. This approach supports faster time to value while retaining Salesforce's declarative customization capabilities for requirements unique to the customer.

Salesforce Experience Cloud is designed to create connected digital experiences for external users, and its site templates and reusable capabilities support implementation consistency. See the Salesforce Experience Cloud overview and Salesforce's Experience Cloud administration learning module for related implementation guidance.

QUESTION NO: 11

Universal Containers wants to drive engagement for its Community, and is encouraging users to watch videos and take training.

Which three actions should a Community Cloud consultant take to create recommendations in a Community? (Choose three.)

A. Enter a description of the recommendation.

B. Enter a label for the button in the recommendation.

C. Select a custom recommendation channel in the Marketing Cloud.

D. Click "Upload Image" to include an image with your recommendation.

E. Connect to the Einstein Recommendation API.

ANSWER: A B D

Explanation:

To create a recommendation in an Experience Cloud site, the consultant configures the recommendation's content and call to action directly in Salesforce. Entering a description of the recommendation provides the supporting text that explains the value of the suggested video, training, or other resource to the community member. Entering a label for the button in the recommendation defines the call-to-action text displayed to users, such as "Watch Now," "Start Training," or "Learn More." This button guides the member to the destination associated with the recommendation.

Adding a visual is also part of the recommendation creation process. Clicking "Upload Image" to include an image with your recommendation lets the consultant supply the image shown with the recommendation card, making it more recognizable and engaging. Together, the description, button label, and image define the presentation of a recommendation that can be surfaced to the appropriate Experience Cloud audience. Salesforce Recommendations are configured through the Experience Cloud recommendation features; they do not require a Marketing Cloud recommendation channel or a connection to an Einstein Recommendation API for this setup. See [Salesforce Help: Recommendations] and [Salesforce Help: Create Recommendations].

QUESTION NO: 12

Universal Containers has a Partner Community where partners need to run reports and view dashboards that have been created for their company. The reports and dashboards must remain unavailable to partners from other companies.

Which three actions should the Salesforce Administrator take to meet this requirement?

Choose 3 answers

A. Assign the Run Reports permission to the partner users.

B. Assign the View Dashboards permission to the partner users.

C. Share the required report and dashboard folders with the appropriate partner users.

D. Set the external organization-wide default for Report to Public Read Only.

E. Grant Modify All Data to the partner users.

ANSWER: A B C

Explanation:

Partner users need the **Run Reports** permission to execute reports and the **View Dashboards** permission to open dashboards. These permissions can be granted through the partner user profile or a permission set. The relevant report and dashboard folders must also be shared with the appropriate partner users, roles, groups, or territories. Folder sharing controls access to the saved report and dashboard definitions and prevents unrelated partner companies from viewing them.

Object permissions and record sharing still determine the data returned by a report. Granting report or dashboard permissions does not bypass record-level access. Salesforce documents report and dashboard access in [Report and Dashboard Security].

QUESTION NO: 13

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 takes to solve this issue?

Choose 3 answers

Select one or more of the following:

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

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

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

D. Associate a tab to the Store Locations object

E. Enable read access on the user profile to the Store Locations object

ANSWER: B D E

Explanation:

To make custom Store Locations records discoverable through a Lightning customer community's search experience, the object must be available to the community user and included in the search configuration. **Enable read access on the user profile to the Store Locations object** is required because external users can only retrieve records for objects where their profile or an assigned permission set grants object-level Read permission. Record access must also be available through the organization's sharing model, so eligible Store Locations records can be returned.

Associate a tab to the Store Locations object makes the custom object available as a navigable community resource. A custom-object tab is part of exposing the object appropriately in the Lightning community and supports use of its object pages. **Define the Store Locations object in the Global Search Results component** explicitly configures the community's Global Search Results component to include this custom object, allowing matching Store Locations records to appear when users search.

These settings address the necessary combination of external-user object access, object availability in the community, and inclusion in the community search results configuration. Salesforce's guidance on community search configuration and external-user access is available in [Experience Cloud Search]() and [Object Permissions]().

QUESTION NO: 14

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: D

Explanation:

Install the Wave dashboards for Communities. These prebuilt Salesforce CRM Analytics dashboards are designed to provide actionable visibility into how an Experience Cloud site is being adopted and used. They consolidate community activity into visual metrics such as membership growth, active users, visits, content interactions, engagement trends, and other usage measures. This lets a Community Manager monitor participation over time, identify whether members return and engage, and use data to guide adoption initiatives without manually extracting and assembling reporting data.

For a community measurement requirement, purpose-built dashboards are especially valuable because they present key engagement indicators in an accessible format and can support filtering and exploration of the underlying data. The manager can therefore assess overall health while also investigating trends for particular audiences or time periods. Salesforce's Experience Cloud analytics capabilities are intended to help organizations understand site performance and member engagement, while CRM Analytics provides interactive dashboarding for that analysis. See Salesforce's [Experience Cloud Analytics Trailhead module]() and the [Experience Cloud Analytics overview]().

QUESTION NO: 15

What declarative Community Branding features are available in the Community Builder? [Pick 3]

A. Custom Fonts

B. Company Logo

C. Accessibility Colours Selection

D. Overlay Colour

E. Header Fonts

ANSWER: B D E

Explanation:

Community Builder provides declarative branding controls that let an administrator align an Experience Cloud site with the organization's visual identity without writing code. **Company Logo** is available through the branding settings, where a logo image can be uploaded and applied to the community's header and other theme-supported locations. **Overlay Colour** is a configurable branding color used with supported imagery and components to preserve visual consistency and improve foreground-content readability. **Header Fonts** is also available as a typography setting, allowing the site's heading text to use a selected font style distinct from other text styling. Together, these settings are part of the point-and-click branding experience used to define a community's logo, color treatment, and heading typography. Salesforce's Experience Builder documentation describes using branding properties to control a site's look and feel, while the Theme documentation explains that themes provide the visual framework used by Experience Builder sites. See Salesforce Help: Customize Your Site Branding and Salesforce Help: Experience Cloud Site Themes.

QUESTION NO: 16

Universal Containers has added a custom Lightning component to its Partner Community. The component calls an Apex controller to retrieve partner-specific pricing. Partner users receive an insufficient privileges error when the component loads, although they have access to the related records.

What should the Salesforce Administrator do to resolve this issue?

A. Grant access to the Apex class through the partner user profile or a permission set.

B. Set the external organization-wide default to Public Read Only for the pricing object.

C. Enable API Enabled on the partner user profile.

D. Add the Apex class to the Experience Cloud navigation menu.

ANSWER: A

Explanation:

Grant the partner users access to the Apex class through their profile or a permission set. External users must have explicit Apex class access before a Lightning component can invoke an Apex controller on their behalf. Record-level sharing and object permissions determine which records are returned, but they do not by themselves authorize execution of the Apex class.

The administrator should grant access only to the required controller and ensure that the Apex code enforces sharing appropriately, such as by using *with sharing* where applicable. Salesforce documents Apex access requirements in the Lightning Web Components Apex documentation.

QUESTION NO: 17

Universal Containers is leveraging Salesforce Files and needs to make it available to customer Community users.

Which users will be able to edit and delete Salesforce Files based on their license?

A. Users with the High Volume Customer Portal license.

B. Users with the Customer Community license.

C. Users with the Lightning External App license.

D. Users with the Customer Community Plus license.

ANSWER: D

Explanation:

Users with the Customer Community Plus license are able to edit and delete Salesforce Files when the files are shared with them and the users have the applicable file access. Customer Community Plus is an Experience Cloud license designed for external users who need more advanced collaboration and record-access capabilities than high-volume external-user licensing. Its capabilities support access to Salesforce Files in an authenticated community context, including file-management actions such as editing file details and deleting files where the user is the owner or has been granted sufficient access.

File actions also remain governed by Salesforce Files sharing and ownership rules. A Customer Community Plus user does not receive unrestricted control of every file simply because of the license: the file must be available to that user through its related record, library, group, direct sharing, or community sharing configuration, and the user must have the required level of access. This distinction is important when configuring a customer community because license capability enables the feature, while file sharing determines which specific files the external user can manage. Salesforce documents Experience Cloud external-user license capabilities and Salesforce Files sharing behavior in its official guidance: Experience Cloud User Licenses and Share Files.

QUESTION NO: 18

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 selected community members the ability to moderate feed content in an Experience Cloud site. This moderation capability supports managing posts and comments that require attention, including reviewing flagged feed content and removing flags when appropriate. It also provides the permissions needed to manage community conversations rather than limiting the user to ordinary participation in the feed.

Assigning the **"Moderate Communities Files"** permission extends delegated moderation to files shared in the community. Because the requirement includes editing and deleting content, administrators should grant both the feed moderation permission and the files moderation permission to the designated members. Together, these permissions allow moderators to manage the principal types of member-generated community content while retaining controlled, permission-based delegation of those responsibilities. Salesforce documents these Experience Cloud moderation permissions as permissions that can be assigned through a profile or permission set for users who act as community moderators. See Salesforce’s Experience Cloud moderation overview and the community moderation permissions documentation.

QUESTION NO: 19

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 the required integration approach and Universal Containers has the necessary Salesforce Connect licenses. Salesforce Connect lets Salesforce expose external-system data as external objects, allowing users to access current data without first building a custom data-replication solution. This is an efficient fit for a new integration where the external system can be connected through a supported adapter and API-based access.

Integrate the pricing and quoting tool by configuring external users to make it available in the Community because that integration already exists for internal Salesforce users. The efficient administrative approach is to extend the existing capability to the partner experience by giving the applicable external-user profiles or permission sets access to the required objects, records, tabs, and Experience Cloud pages or components. The pricing and quoting tool must also be licensed and configured to permit partner users, but no new custom integration is required merely to surface an existing Salesforce integration in the Community. Salesforce Connect and external objects are described in Salesforce Trailhead: Salesforce Connect, and Experience Cloud access is covered in Salesforce Help: Experience Cloud Overview.

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. This creates a partner role hierarchy with distinct manager and user levels for each partner account. Partner Sales Managers are placed in the higher partner role, while Partner Sales Reps are placed in the subordinate role. Salesforce role-hierarchy access then enables users at the manager level to view records owned by users below them, subject to the object's sharing configuration and the manager's required object permissions. This directly models the stated reporting relationship and applies consistently as partner users are added, without requiring record-by-record administration or separate sharing maintenance. The setting is configured for the partner account so that the account's external users receive the appropriate partner roles. In practice, the administrator should also ensure that the relevant object permissions are assigned through the partner users' profile or permission set, because the role hierarchy grants record access but does not grant object-level permissions. Salesforce documents that partner users can have up to three roles, and those roles support a hierarchy for sharing records within the partner organization. See Salesforce Help: Partner Roles and Salesforce Help: Sharing and Visibility.

QUESTION NO: 21

Universal Containers uses Community to grant customers secure access to their accounts, orders, and invoices. All customers are on a Customer Community License. Universal Containers needs to grant a subset of their customers, known as affiliates, access to other customer Accounts. How should a Salesforce Admin fulfill these requirements?

A. Leverage the Account team to grant affiliates access to the Account.

B. Use Apex without sharing to control affiliates' access to the Account.

C. Create a public group for affiliates and grant Account access using sharing rules.

D. Add a Sharing Set on the Account associated to the Affiliate profile.

ANSWER: D

Explanation:

Add a Sharing Set on the Account associated to the Affiliate profile is correct because Customer Community users are high-volume external users, for whom sharing sets provide the declarative mechanism to extend record access. A sharing set is assigned to the profile used by the affiliate users and grants access through an access mapping. The mapping relates a field available through the user's contact or account relationship to the Account records that the affiliate should be able to access. This allows Universal Containers to model the affiliate-to-customer account relationship and grant the appropriate Account visibility without requiring each affiliate to have broader access than intended.

Sharing sets are designed specifically to make records available to external users based on their associated contact or account data. For this requirement, the administrator should configure the Account sharing-set mapping so that it identifies the related customer Accounts for affiliates, then select the needed access level. This declarative configuration also provides a maintainable solution: when the underlying relationship data changes, access is evaluated through the configured mapping rather than requiring separate custom access logic. Salesforce documents sharing sets and their access mappings for high-volume external users in Sharing Sets and describes the Customer Community license's external-user model in External User License Comparison.

QUESTION NO: 22

How can you launch a support community with live chat, click to call, and case creation form?

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: D

Explanation:

Configure Live Agent in the Salesforce org. Live Agent is configured at the org level, where an administrator enables the feature, creates the required chat deployment and button configuration, assigns agent skills or routing as appropriate, and makes agents available to accept chat work. Once that foundation is in place, the Experience Cloud support site can surface the standard chat capability alongside support-oriented features such as case submission and telephony-based contact options. This approach is important because a community is a presentation channel for the service functionality; it does not replace the underlying service configuration, agent setup, routing, or chat deployment defined in Salesforce. In the legacy terminology used by this question, Live Agent is the chat product. In current Salesforce terminology and product direction, comparable functionality is provided through Salesforce Chat and Messaging for In-App and Web, but the same principle applies: configure the service channel and its routing in the Salesforce org before exposing it in an Experience Cloud site. Salesforce's Service Cloud overview describes the platform capabilities that support digital service channels, and Salesforce's Experience Cloud documentation explains how sites expose CRM-backed service experiences. See Salesforce Service Cloud and Experience Cloud Overview.

QUESTION NO: 23

What are the two ways to integrate Google Analytics with a template based Community?

A. Setup Menu >> Google Analytics >> Communities

B. Community Builder >> Settings > > Analytics Setup

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

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

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

ANSWER: C E

Explanation:

For a template-based Salesforce Community (now called an Experience Cloud site), Google Analytics can be implemented either by inserting the Google Analytics tracking code directly into the site's head markup or by using the Google Analytics Tracking setting available in Community Manager's advanced settings. Editing head markup is appropriate when the administrator needs to place the complete analytics script in the HTML `<head>`, including a customized implementation. The dedicated Google Analytics Tracking setting provides an administrative configuration path for enabling tracking without manually managing the script in each page's markup. Both approaches place the analytics tracking implementation at the site level, allowing Google Analytics to collect visits and page-view activity throughout the published community. Salesforce's Experience Cloud documentation describes site administration and configuration through the site's management workspace, while Google's documentation explains the tracking-tag implementation that is ultimately loaded by a visitor's browser. See Salesforce Help: Google Analytics for Experience Cloud and Google Analytics Help: Set up data collection.

QUESTION NO: 24

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 do Salesforce Admin do to meet these requirements? Choose 2 answers

A. Leveraging existing integration with the legacy system

B. Set the external users' organisation wide defaults to private for external order objects

C. Creating a new integration with the legacy system for customer users

D. Update the customer user profile and given the "view all" permission on the integration object

ANSWER: A D

Explanation:

"Leveraging existing integration with the legacy system" is appropriate because Salesforce Connect is designed to expose data that remains in an external system as external objects in Salesforce. The order data does not need to be copied into Salesforce or retrieved through a separate customer-specific integration when the existing connection already exposes the required order fields. The Experience Cloud site can use those external objects to present current back-office order information to authenticated customer users.

"Update the customer user profile and given the "view all" permission on the integration object" provides the external users with the required object-level access to the externally integrated order data. Since the stated sharing posture is public read-only and the customer requirement is viewing, access can remain read-only while the profile grants visibility to the external object used by the Salesforce Connect integration. Together, using the established connection and granting the community user profile the appropriate external-object access enables customers to view the integrated order fields in the Community without introducing a redundant data-integration design. See Salesforce's Salesforce Connect overview and External Objects documentation.

QUESTION NO: 25

As a part of your Partner Community Roll-out strategy you plan to engage with stakeholder(s) within the business to understand what they are hoping to get out of the community being implemented. Who do you meet with?

A. Partner Relationship Manager and Sales Managers

B. Executives and the Partner Relationship Manager

C. Partner Relationship Manager and Marketing Managers

D. Sales Team, Marketing Team, Service Team and Executives

E. #AskForce on Twitter and the Success Community

ANSWER: D

Explanation:

Sales Team, Marketing Team, Service Team and Executives is correct because discovery for a Partner Community requires input from all business functions that will sponsor, operate, support, or derive value from the experience. Sales stakeholders define partner selling processes, pipeline visibility, lead distribution, deal registration, and collaboration needs. Marketing stakeholders identify requirements for campaign participation, partner communications, co-marketing content, and demand-generation activities. Service stakeholders clarify how partners should obtain support, access knowledge, submit cases, and resolve issues efficiently. Executive stakeholders establish the strategic objectives, expected business outcomes, governance, sponsorship, and measures of success for the rollout.

Engaging this cross-functional stakeholder group early produces a complete view of partner needs and aligns the community design with end-to-end partner lifecycle processes rather than with one department's goals alone. Salesforce's experience-planning guidance emphasizes identifying goals, audiences, and the people responsible for the experience before building it. Its partner-management guidance also describes supporting partners across selling, marketing, and service activities. See Salesforce Experience Cloud overview and Salesforce Partner Relationship Management.

QUESTION NO: 26

Universal Containers creates a Community for their end users to access invoices. The invoice pages are mobile of responsive and utilize rich text styling for the amount totals in each column. Mobile access to these invoices is important. The API Enabled profile permission has been turned on to allow Salesforce mobile access to external users with Communities licenses. Which characteristic of this Community will cause display problems when accessed from an Android mobile device?

A. 'API enabled' profile permission

B. Mobile responsiveness

C. Community URL access

D. Rich text styling

ANSWER: D

Explanation:

Rich text styling is the characteristic most likely to cause the Android display issue. Although an Experience Cloud site can be designed with responsive layouts for browser-based mobile use, rendering rich-text content involves HTML and CSS that can be interpreted differently by the Salesforce mobile container and the Android web-rendering environment. In particular, formatting used to visually align invoice totals in columns can fail to retain the expected layout, spacing, or styling on Android. This is important for invoice pages because totals and numeric values must remain readable and correctly associated with their labels when viewed on a small screen.

The API Enabled permission supports API-based access requirements; it does not make rich-text presentation consistent across mobile operating systems. For a mobile-critical invoice experience, use responsive Lightning components and test the exact Android/mobile access path, keeping essential amounts in structured fields or standard layout components rather than relying on rich-text formatting for tabular alignment. Salesforce's mobile guidance emphasizes designing and testing interfaces for mobile form factors, while Experience Cloud supports publishing responsive experiences for external users. See Salesforce Lightning Web Components developer documentation and Salesforce Experience Cloud overview documentation.

QUESTION NO: 27

Universal Containers (UC) recently built a community for its customers. UC stores customer invoices outside of Salesforce. UC wants to allow customers to be able to search for and view the invoices immediately after creation. Which Salesforce feature should the Community Cloud consultant recommend?

Select one or more of the following:

A. Files connect

B. External services

C. File sync

D. Chatter and files

ANSWER: A

Explanation:

Files connect is the appropriate feature because it lets Salesforce surface files that remain in an external content repository, rather than requiring UC to copy invoice files into Salesforce first. After an administrator configures the external data source and grants the required access, eligible community users can search the external repository from the community and open invoices in their original location. This supports the requirement for immediate availability: when an invoice is created in the external system, it can be found through the connected repository without a separate file-upload, synchronization, or migration process into Salesforce.

Files Connect is designed for integrations with supported external file systems and content services. It provides a unified user experience for finding externally stored content while respecting the external system's authentication and access controls. The consultant should also ensure that the customer community's user licenses, permissions, and sharing/access configuration allow the intended users to use the configured external data source. Salesforce's documentation describes Files Connect as the capability for accessing and searching external files from Salesforce: Salesforce Help: Set Up Files Connect. For the underlying external-data-source configuration model, see Salesforce Connect Developer Guide.

QUESTION NO: 28

What must your enable at the User level to ensure External Users are able to view Knowledge?

A. Check Knowledge User

B. Check the Data Categories you want to be Visible

C. Assign the Knowledge User Permission Set

D. Assign the Knowledge One Permission Set

E. Check KnowledgeOne User

ANSWER: A

Explanation:

Checking **Knowledge User** is the required user-level entitlement for granting Knowledge access in the configuration model referenced by this question. This setting identifies the user as a Knowledge user, allowing the user to access Knowledge content when the remaining access configuration is in place. For an external user, that broader configuration includes making published articles available to the relevant Experience Cloud channel and granting visibility to the appropriate data categories. The Knowledge User entitlement is therefore the user-level prerequisite; article publication and category visibility then determine which articles the entitled user can actually find and read.

In practice, an administrator should enable Knowledge in the org, ensure the external user has the required Knowledge entitlement, publish articles to the appropriate channel, and configure data category group visibility for the external audience. Salesforce's Knowledge setup guidance describes enabling and configuring Knowledge access, while its Experience Cloud guidance covers exposing content to site members. See [Salesforce Trailhead: Get Started with Knowledge] and [Salesforce Help: Knowledge in Experience Cloud Sites].

QUESTION NO: 29

Universal Containers has a Customer Community where customers can view Service Appointment records related to their own Contact. The external user license does not use roles, and the Service Appointment external organization-wide default is Private.

Which feature should the Salesforce Administrator use to grant this record access?

A. Create a sharing set for the Service Appointment object.

B. Create an owner-based sharing rule for the Service Appointment object.

C. Enable Super User access for every customer user.

D. Create a public group containing all customer users.

ANSWER: A

Explanation:

Create a sharing set for the Service Appointment object is correct because sharing sets are designed to grant high-volume external users access to records based on a relationship between the logged-in user and a record. The administrator can map the user's Contact or Account to the appropriate lookup field on Service Appointment so customers can view only the appointments associated with them.

This approach maintains Private external organization-wide defaults while declaratively granting the required access. It does not require roles, manual sharing, or custom Apex sharing. Salesforce documents this external-user access model in Sharing Sets.

QUESTION NO: 30

Universal Containers needs to provide Super User Access to a few end users. Their end users are assigned several license types for these Communities: • Customer Community • Customer Community Plus • Employee Community • Partner Community. Which two license types allow a Salesforce Admin to provide Super User Access to the end users in this Community? Choose 2 answers

A. Customer Community Plus License

B. Employee Community License

C. Partner Community License

D. LI Customer Community License

ANSWER: A C

Explanation:

Super User Access is supported for external users who have either a Customer Community Plus license or a Partner Community license. These licenses provide the richer external-user capabilities required for a designated user to act as a super user. A super user can access records that are associated with other users in the same account, subject to the organization's sharing model and the object permissions granted through the user's profile or permission sets. This capability is particularly useful when an account needs a trusted customer or partner contact to help manage cases, collaborate on account-related work, or access information for colleagues without making that person an internal Salesforce user.

To enable the capability, an administrator selects the *Super User* setting on the applicable external user's contact record. Salesforce documents that this designation is available to Customer Community Plus and Partner Community users; account relationships and sharing must also be configured so that the intended records can be shared appropriately. See Salesforce's Super User Access documentation and its external user license comparison for the relevant license capabilities.

QUESTION NO: 31

Universal Containers wants guest visitors to its public support site to submit feedback without creating an Experience Cloud user account. Feedback must be stored as Salesforce records and routed to a queue for review.

Which solution should the Community Cloud consultant recommend?

A. Create a screen flow that is available to guest users and creates a feedback record.

B. Enable Question-to-Case for the public support site.

C. Create a sharing set for the guest user profile.

D. Enable partner self-registration for guest visitors.

ANSWER: A

Explanation:

Create a screen flow that is available to guest users and creates a feedback record is correct. A flow can be placed on a public Experience Cloud page to collect the required feedback fields and create a record for internal review. The guest user profile must be granted only the minimum required access to run the flow and create the intended record.

The created feedback record can then be routed through standard Salesforce automation, such as record-triggered flows, assignment logic, or queues. The consultant should follow guest-user security best practices by avoiding unnecessary object, field, and record access. Salesforce provides guidance on Guest User Security for Experience Cloud Sites.

QUESTION NO: 32

Universal Containers built a Community on the Customer Service Template. The Salesforce Admin customized a few pages by adding custom-built Lightning components. The Salesforce Admin upgraded the template to the latest version. What is the status of the custom Lightning components on the page after the upgrade?

A. The Lightning components are on the page and load as expected.

B. The Lightning components are NOT on the page, but are available in Community Builder.

C. The Lightning components are on the page, but will NOT load until the Community is published.

D. The Lightning components are neither on the page nor in Community Builder.

ANSWER: B

Explanation:

The Lightning components are NOT on the page, but are available in Community Builder. A template upgrade replaces the template-provided page structure with the newer template version. Although the custom component metadata remains in the Salesforce org, component instances that had been placed on customized template pages are not retained as part of that upgrade process. The administrator must open the affected page in Experience Builder and add the custom Lightning components back from the builder's component panel, then configure any component properties needed for that page and publish the site when ready.

This distinction is important: the custom component itself is Salesforce metadata and is not deleted merely because a site template is upgraded. The upgrade affects its prior placement in the template page layout. Components intended for use in an Experience Cloud site must be exposed appropriately for Experience Builder, such as through the relevant target configuration in the component metadata. Salesforce documents template upgrade behavior in Upgrade Your Experience Cloud Site Template and describes making Lightning web components available for Experience Builder in Configure Components for Experience Builder.

QUESTION NO: 33

You are creating a community whereby your customers will be able to upload photos of themselves with your products to a contest chatter group. You want to make sure only photo file extensions are allowed e.g. (.jpg, .png, .gif) and only up to 500mb. What steps would you take to enable this?

A. Define the file size limit in the Community Manager but it's not possible to limit the file type

B. Define the file types and size limit in the Community Manager under Administration

C. Write an apex trigger on the Feed Object

D. Define the file types in the Community Builder but it's not possible to restrict the file size

E. Download a 3rd party photo upload component from the AppExchange

ANSWER: B

Explanation:

Define the file types and size limit in the Community Manager under Administration is correct because Experience Cloud provides community-level file moderation controls for uploads. An administrator can configure a list of permitted file extensions, such as `.jpg`, `.png`, and `.gif`, and set the maximum permitted file size. These controls are designed to govern files uploaded by community members, including files attached to Chatter posts in a community group. Configuring the restriction centrally is important for a photo contest because it enforces the organization's content and storage requirements before unsupported or oversized files are accepted. The configuration belongs in the community's administrative settings rather than requiring custom code for the Chatter feed. In current Experience Cloud terminology, Community Manager is represented by Experience Workspaces, but the underlying administrative capability is the same: configure file moderation through the community administration settings. Salesforce documents file moderation as a way to control which file types community users can upload and the maximum file size allowed. See Salesforce Help: Moderate Files in Experience Cloud Sites and Salesforce Help: Experience Cloud Sites Overview.

QUESTION NO: 34

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 in to the Community.

Which two features should the Administrator enable to meet this requirement? (Choose two.)

A. Web-to-Case

B. Email templates

C. Question-to-Case

D. Guest Access to the Support API

ANSWER: A D

Explanation:

Web-to-Case and **Guest Access to the Support API** together support case submission by visitors who have not authenticated in a public Experience Cloud site. Web-to-Case supplies the mechanism for presenting a case-submission form and creating a Case record from the submitted information. An administrator can place the generated form where public users can access it, allowing visitors to describe an issue and provide contact details without needing a community user account.

Guest Access to the Support API enables the guest-user capabilities required for unauthenticated visitors to interact with Salesforce support functionality in the public community context. This setting is important when the public site uses Salesforce support features to submit and process requests, because guest users otherwise have no authenticated session or standard community-member permissions. The implementation should still apply appropriate guest-user sharing, field-level security, validation, and anti-spam controls so that the form exposes only the intended fields and cannot be abused.

Salesforce documents Web-to-Case as a supported channel for capturing customer support requests and creating Cases: Create Web-to-Case Forms. See also Salesforce's guidance for configuring public-site guest-user access: Guest Users in Experience Cloud Sites.

QUESTION NO: 35

Universal Containers needs to have their branding represented accurately in their Partner Community. What three things should the Salesforce Admin do to use Community Builder to brand the Community?

A. Specify font family, style, and weight

B. Apply a colour scheme that is appropriate for the Universal Containers template with the colour palette

C. Adjust kerning values in a variety of typefaces

D. Use custom CSS to apply Universal Containers styles

E. Adjust the pixel width of the masthead

ANSWER: A B D

Explanation:

Community Builder (now called Experience Builder) provides branding controls that let an administrator align an Experience Cloud site with the organization's visual identity. Specifying font family, style, and weight is supported through the site's theme and branding settings. These settings control typography used across the site, helping headings and body text reflect approved brand standards consistently.

Applying a colour scheme with the colour palette is also a core Experience Builder branding activity. A palette defines reusable theme colors, such as brand, text, link, and background colors, and enables components to use those colors consistently throughout the Partner Community. The palette should be selected or configured to work well with the active site template.

Using custom CSS is appropriate when standard theme settings do not fully address a branding requirement. Administrators can add CSS in Experience Builder to make targeted visual refinements while preserving the component-based site design. Salesforce documents how themes and branding are managed in Experience Builder and how CSS can be used to customize an Experience Cloud site. See Salesforce Trailhead: Brand Your Experience Cloud Site and Salesforce Developer Guide: Customize Your Site with CSS.

QUESTION NO: 36

Company X has created a community and wishes 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:

Experience Cloud sites can be branded in Experience Builder so that their visual identity aligns with an organization's public website. Uploading a company logo is a supported branding action; Salesforce uses the selected branding inputs to help establish the site’s visual styling, including a coordinated color palette. This provides a fast way to begin applying the company’s identity consistently across the community.

Administrators can also use custom CSS when the standard branding controls do not provide sufficient precision. Custom CSS enables targeted adjustments to presentation, such as typography, spacing, component styling, and other visual details, while the site is developed and validated for the selected template and devices.

Color settings in the branding interface accept explicit color values, including hexadecimal values. Entering a HEX value lets the administrator apply the exact approved brand colors used by the company’s existing website rather than relying only on a visually selected color. Together, logo-based branding, custom CSS, and exact HEX color values provide supported methods for aligning an Experience Cloud site with established brand guidelines. See Salesforce’s community branding documentation and the Experience Cloud customization Trailhead module.

QUESTION NO: 37

Which three Salesforce editions/user license combinations allow external users to access a Community on Salesforce1? Choose 3 answers.

A. Performance Edition/Customer Community.

B. Professional Edition/Customer Community.

C. Database.com Edition/ Customer Community.

D. Unlimited Edition/Customer Community.

E. Enterprise Edition/Customer Community Plus.

ANSWER: A D E

Explanation:

Performance Edition with the Customer Community license, Unlimited Edition with the Customer Community license, and Enterprise Edition with the Customer Community Plus license are the supported combinations. Salesforce Communities (now called Experience Cloud) is an edition-dependent capability: the Salesforce org must be on an edition that supports the community product, and the external user must be assigned a community-capable license. Customer Community is intended for high-volume external users who need access to community content and configured business processes. Customer Community Plus provides the broader external-user model required for users who need roles, sharing capabilities, and access patterns beyond the basic high-volume license.

Performance, Unlimited, and Enterprise are qualifying Salesforce editions for these external-community license models. Salesforce1 was the former name for Salesforce’s mobile experience; eligible external community users could access a published community through the mobile experience when the community and user access were configured appropriately. Although Salesforce has since renamed Communities to Experience Cloud and Salesforce1 to the Salesforce mobile app, the edition and license compatibility principle remains the same. See Salesforce’s Experience Cloud license documentation and the Salesforce editions overview.