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Exam : **Certified Community Cloud Consultant**

Title : Salesforce Certified Community Cloud Consultant (SU21)

Version : DEMO

1. 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

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

What underlying Community infrastructure should the Community Cloud consultant utilise to build the Community? Select one or more of the following:

A. Tabs + Visualforce Community

B. Salesforce Sites

C. Koa or Kokua Community template

D. Lightning Community

Answer: D

3.A global non-profit organisation (NPO) needs to build a Community for managing disaster relief efforts. The NPO wants a basic Community with Home and Record detail pages. As requirements evolve for each region, the Community will be customised to have regional branding and theme with new pages and components.

Which option should the Community Cloud Consultant consider first to meet these requirements? Select one or more of the following:

A. Salesforce Tabs + Visualforce template

B. Build Your Own template

C. Non-Profit Success Pack template

D. Help Center template

Answer: B

4.The product marketing team is revising its product data sheets and FAQ documentation to msupport major upgrades across the product line. Preliminary analysis shows the new articles have fewer views in the Partner and Customer Communities than expected.

What are three ways to increase the visibility of these Knowledge articles? Choose 3 answers Select one or more of the following:

A. Use the Recommendations component to promote specific articles to defined groups of users (Channels)

B. Place hotlink URLs to these topics in the header component

C. Create a new navigational topic for "New Products" and make sure the new articles are massigned to that user

D. Make sure that the right fields in the Knowledge object are indexed to improve results in the Universal Search component

E. Use the Featured Topics component to promote the topics related to these new articles

Answer: A,C,E

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

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

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

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

D. Configure CMS Connect to pull content from the CMS

Answer: D