

## Salesforce

*Community-Cloud-Consultant*  
*Salesforce Certified Community Cloud Consultant (WI22)*



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# Latest Version: 21.2

## Question: 1

Universal Containers builds their customer Community on Napili templates. They create several recommendations that are visible on the home page, including one for their annual conference event. After the event, the Salesforce Admin needs to remove the event recommendation. Where should the Salesforce Admin delete the recommendation?

- A. From the All Communities setup page
- B. From the Community Workspaces
- C. From the Community site
- D. From the Community Builder

**Answer: B**

## Question: 2

The security model for Universal Containers in Private for the Case object. When a support case is raised by a user with the Customer Community license, internal users are not able to see those Cases. Internal users in the support role need to work on these Cases. How should internal users see these Cases? Select one or more of the following:

- A. Use the role hierarchy
- B. Use a Public Group
- C. Use a Sharing Set
- D. Use a Share Group

**Answer: C**

## Question: 3

Universal Containers needs to match the color scheme of their Customer Service Template-based Community with Universal Containers' branding colors. What is the most efficient way to accomplish this task?

- A. Download HTML/CSS from the company's website and upload it inside the Experience Builder.
- B. Get HEX codes for branding colors from the company's website and manually add them inside the Branding Editor.
- C. Select an available color scheme inside the Branding Editor that most closely matches the company's branding colors.

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D. Upload the company logo to generate a color palette that matches the company's branding color.

**Answer: D**

### Question: 4

Universal Containers (UC) is implementing a Self Service Community. UC has a high volume of customers with complex hierarchies. The majority of UC customers have multiple Accounts and frequently add new Accounts. Universal Containers wants customers to be able to create new Accounts and Contacts on their own. Which two license types should UC's Salesforce administrator recommend? Choose 2 answers  
Select one or more of the following:

- A. Customer Community Login
- B. Customer Community
- C. Customer Community Plus Login
- D. Customer Community Plus

**Answer: C,D**

### Question: 5

Universal Containers (UC) is migrating from a legacy portal to a new Community. UC needs to stand up the new Community immediately where users can ask questions and provide answers. Which Community template should the Community Cloud consultant recommend?  
Select one or more of the following:

- A. Partner Central
- B. Salesforce Tabs + Visualforce
- C. Customer Service
- D. Customer Account Portal

**Answer: C**

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