



Certification Exam Guide

# SALESFORCE CERTIFIED COMMUNITY CLOUD CONSULTANT

Spring'18

# CONTENTS

About the Salesforce Certified Community Cloud Consultant Credential .....	1
Section 1. Purpose of this Exam Guide.....	2
Section 2. Audience Description: Salesforce Certified Community Cloud Consultant .....	3
Section 3. About the Exam.....	5
Section 4. Recommended Training and References .....	6
Section 5. Exam Outline .....	7
Section 6. Sample Exam Questions .....	9
Section 7. Answers to Sample Exam Questions .....	11
Section 8. Maintaining a Certification.....	12

## **ABOUT THE SALESFORCE CERTIFIED COMMUNITY CLOUD CONSULTANT CREDENTIAL**

The Salesforce Certified Community Cloud Consultant program is designed for consultants who have experience implementing and consulting on the Salesforce Communities applications in a customer-facing role. This credential is targeted toward Salesforce Community Cloud Consultants or Partners who want to demonstrate their skills and knowledge in designing, configuring, building, and implementing Salesforce Communities applications, using the declarative customization capabilities of the Communities platform.

The Salesforce Certified Community Cloud Consultant is able to meet customer business requirements that are maintainable and scalable, and contribute to long-term customer success. The credential is relevant to customers, partners, employees, and anyone interested in demonstrating competence with Community Cloud. In order to qualify to take the Salesforce Certified Community Cloud Consultant exam, candidates must have earned the Salesforce Certified Administrator credential.

## SECTION 1. PURPOSE OF THIS EXAM GUIDE

This exam guide is designed to help you evaluate if you are ready to successfully complete the Salesforce Certified Community Cloud Consultant exam. This guide provides information about the target audience for the certification exam, recommended training and documentation, and a complete list of exam objectives—all with the intent of helping you achieve a passing score. Salesforce highly recommends a combination of on-the-job experience, course attendance, and self-study to maximize your chances of passing the exam.

## SECTION 2. AUDIENCE DESCRIPTION: SALESFORCE CERTIFIED COMMUNITY CLOUD CONSULTANT

The Salesforce Certified Community Cloud Consultant has experience using the Salesforce Communities applications. The Salesforce Certified Community Cloud Consultant is also able to troubleshoot and solve platform issues.

The Salesforce Certified Community Cloud Consultant generally has six months of hands-on experience administrating or developing on the Salesforce platform. The Salesforce Certified Community Cloud Consultant possesses facilitation and consultative skills at a technical level. The candidate may work internally as an employee or as a consultant. Typical job roles may be:

- Consultant/Senior Consultant
- Solution Architect
- Delivery Manager/Director
- Business Analyst or Business Consultant
- Salesforce Developer

The Salesforce Certified Community Cloud Consultant candidate has the experience, skills, knowledge, and ability to:

- Enable, Create, Configure, Manage Membership, and Deploy Communities.
- Employ architecture design options.
- Configure the community management console.
- Describe the infrastructure of communities.
- Employ build options.
- Describe the capabilities of different deployment types.
- Differentiate between the capabilities of different license types.
- Exercise the capabilities of the Community Workspaces (Dashboards, Recommendations, Reputation, Moderation, Insights, Topics, etc.).
- Exercise the capabilities of the Community Builder and Visualforce (Modify templates, Create new pages, Add / Remove Components, Custom Objects, Custom navigation, Branding, Articles/Knowledge).
- Implement the appropriate security model for a given use case (Sharing & Users, Person Accounts, Profiles, etc.).
- Determine if a community is SEO-enabled.
- Employ fundamental best practices for adoption and engagement.

- Invest time in studying the resources listed in this Exam Guide and the additional required study materials provided by Salesforce.

A candidate for this exam is not expected to know the following:

- Capabilities and limitation of custom domains
- Advanced best practices for adoption and engagement
- Optimization of SEO
- Implementation of single sign-on
- Scaling issues
- Setting up Person accounts

## SECTION 3. ABOUT THE EXAM

The Salesforce Certified Community Cloud Consultant exam has the following characteristics:

- Content: 60 scored multiple-choice/multiple-select questions\* (5 unscored questions added)
- Time allotted to complete the exam: 90 minutes (time allows for unscored questions)
- Passing Score: 57%
- Registration fee: USD 200, plus applicable taxes as required per local law
- Retake fee: USD 100, plus applicable taxes as required per local law
- Delivery options: Proctored exam delivered onsite at a testing center or in an online proctored environment. Click [here](#) for information on scheduling an exam.
- References: No hard-copy or online materials may be referenced during the exam.
- Prerequisite: Salesforce Certified Administrator credential

\*Please note that as of November 16, 2017, all Salesforce certification exams will contain five additional, randomly placed, unscored questions to gather data on question performance. The duration of each exam has been evaluated and adjusted to accommodate the inclusion of the unscored questions. These five questions will be in addition to the 60 scored questions on your exam, and will have no impact whatsoever on your score.

## SECTION 4. RECOMMENDED TRAINING AND REFERENCES

As preparation for this exam, Salesforce recommends a combination of: hands-on experience, training course completion, Trailhead trails, and self-study in the areas listed in the Exam Outline section of this exam guide.

To access the most comprehensive training list, download a copy of our Salesforce Guide to Certification available [here](#).

To enroll in instructor-led courses and launch online training from your Salesforce application, click the **Help & Training** link in the upper right corner of the screen (requires login) and search for the desired courses. Non-Salesforce customers can register for instructor-led courses [here](#).

Instructor Led Training recommended for this exam:

- Virtual Instructor-Led Course: [Get Started with Communities \(ADM-271\)](#)

To review online Documentation, Tip Sheets, and User Guides – search for the topics listed in the Exam Outline section of the exam guide and study the information related to those topics. Documentation, Tip Sheets, and User Guides can also be accessed through **Help & Training**.

Trailhead trails can be accessed [here](#).

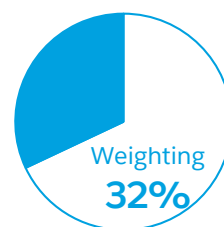


## SECTION 5. EXAM OUTLINE

The Salesforce Certified Community Cloud Consultant exam measures a candidate's knowledge and skills related to the following objectives. A candidate should have hands-on experience with the Community Cloud application and demonstrate knowledge and expertise in each of the areas below.

### IMPLEMENTATION

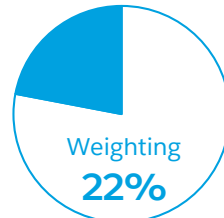
- Determine license types based on Community member persona.
- Evaluate the infrastructure of a Community.
- Describe the capabilities of different deployment types.
- Determine the mobility requirements for a Community.
- Evaluate integration strategies for a given use case.
- Explain the steps required for a successful Community rollout.
- Given a scenario, determine which limits will influence a Community (e.g., Community user limits).
- Explain how to set up a custom domain for a Community.



---

### SHARING AND SECURITY

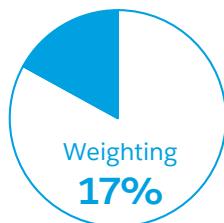
- Determine security requirements given a scenario that includes collaboration, business process, and/or document requirements.
- Determine the appropriate security model for a given use case (e.g., Sharing & Users, Person Accounts, Profiles, Objects).
- Determine the steps to build a public Community.
- Given a scenario, determine the steps to provision Community users.



---

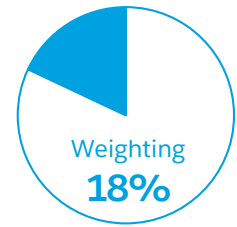
### COMMUNITY SETUP

- Determine the steps to expose appropriate tabs based on the needs of the Community constituents.
- Determine the steps to configure and set up topics, and map to the associated knowledge articles.
- Determine the steps to configure and set up Knowledge within a Community.
- Identify the Community user login requirements.
- Determine how to set up email for Community users.
- Explain the multilingual capabilities in Communities.



## COMMUNITY BUILDER

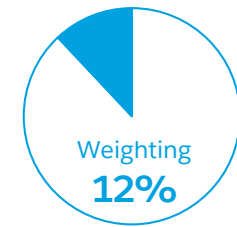
- Determine how to customize a Community to match a company's branding using Community Builder.
- Determine how to customize navigation to given requirements in a template-based Community.
- Given a scenario, determine optimal ways to deliver targeted web or data content.
- Explain how to customize template components to given requirements.
- Determine the steps to install and set up lightning components.



---

## COMMUNITY MANAGEMENT

- Given the user access requirements, determine how to add members to a Community.
- Determine the steps to set up Community dashboards and insights.
- Explain Community moderation features.
- Given a scenario, determine the steps to create recommendations in a Community.
- Given a scenario, determine the steps to set up reputation levels in a Community.



## SECTION 6. SAMPLE EXAM QUESTIONS

The following questions are representative of those on the Salesforce Certified Community Cloud Consultant exam. These questions are not designed to test your readiness to successfully complete the certification exam, but should be used to become familiar with the types of questions on the exam. The actual exam questions may be more or less difficult than the questions below.

1. Universal Containers rolled out a Community in the Customer Service template for their employees. The CEO has the following requirements:
  - All employees can participate in discussions within the Community.
  - Create a Chatter group for corporate announcements where all employees can participate and comment.
  - The posts in this group should be visible in the feed of all employees.

How should the Salesforce Admin accomplish this task?

*Choose one answer*

- A. Create a Chatter group in the internal org and create a trigger to make the posts visible to everyone.
  - B. Create a post on a custom object, Announcements that all employees follow.
  - C. Create a Chatter group in the Community and include all employees.
  - D. Create a Chatter group in the internal Salesforce org and include all employees.
2. Universal Containers is launching a Community to drive their channel sales. The requirements are as follows:
    - Integration with a Back-Office Legacy System that supports API-Level Integration and Salesforce Connect. This integration does not exist today.
    - Integration with a pricing and quoting tool. This integration exists today for internal users in the Salesforce org.
    - External partner users must be able to configure the quote using the pricing and quoting tool from the Community.
    - The pricing and quoting tool must support Community users.
    - Universal Containers owns licenses for Salesforce Connect.

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

*Choose two answers*

- A. Integrate the Back-Office Legacy System using custom code development.
- B. Integrate the 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.
3. A Salesforce Admin needs to add Reputation to the home page in the Customer Service Community. Reputation points and levels have been created.

What should the Salesforce Admin do in Community Builder to accomplish this task?

*Choose one answer*

- A. Create a custom Lightning component and add it to the home page.
  - B. Drag and drop the Reputation Leaderboard component onto the home page.
  - C. Add a generic component and name it Leaderboard.
  - D. Enable Chatter for the Customer Service Community.
4. Northern Trail Outfitters has a Customer Community for viewing discussions and Knowledge articles. The Customer Support team needs to add custom fields on articles for internal comments and additional references.

What is the most efficient way for the Salesforce Admin to hide the custom fields from customers?

*Choose one answer*

- A. Create separate articles without these custom fields for the Customer channel and include in the Community.
  - B. Update the customer profile by removing access to these custom fields on all article types.
  - C. Modify the article detail page with custom Lightning Components that hide these custom fields.
  - D. Override the article detail page with a custom Visualforce page and hide these custom fields for customers.
5. Universal Containers wants to launch a Community where customers can complete a registration form to gain access to the Community.

How should a Salesforce Admin add this capability to the Community?

*Choose one answer*

- A. Use the registration form in the company website and allow users to register.
- B. Enable the option Allow External Users to Self-register in the Community Management page.
- C. Create a publically accessible custom page with the registration details and add a link to the Community login page.
- D. Implement a Web-to-case form to capture user details and use case details to create a Community user.

## SECTION 7. ANSWERS TO SAMPLE EXAM QUESTIONS

1. C
2. B, C
3. B
4. B
5. B

## SECTION 8. MAINTAINING A CERTIFICATION

One of the benefits of holding a Salesforce credential is always being up to date on new product releases. Our release exams are designed to ensure you have the latest information you need to be a successful Salesforce Certified expert.

Bookmark these useful resources for maintaining your credentials:

- [Maintenance Exam Due Dates](#)
- [Credential Status Request Overview](#)
- [Overall Maintenance Requirements](#)

**Don't let your hard-earned credential expire!** Once you earn the credential, if you do not complete all maintenance requirements by the due date, your credential will expire, or in some cases, become suspended. For more information, click [here](#).

### ABOUT TRAILHEAD

Trailhead is your path into the Salesforce economy. It's the fun way to learn the skills you need to transform your company, earn credentials that grow your career, and connect with a global movement of Trailblazers to continue learning together.

© Copyright 2018 salesforce.com, inc. All rights reserved



#### LEARN

Learn at your own pace, from our experts, and your peers.

#### EARN

Earn points, badges, and skill-based credentials that grow your resume.

#### CONNECT

Connect with fellow Trailblazers to learn, inspire, and blaze new trails.

#### CONTACT US

[sfdc.co/learnsalesforce](https://sfdc.co/learnsalesforce)  
1 (877) 872-4610

[/SalesforceTrailhead](https://www.facebook.com/SalesforceTrailhead)  
[@Trailhead](https://twitter.com/Trailhead)