

Salesforce Community Cloud Consultant Practice Exam (Sample)

Study Guide



Everything you need from our exam experts!

Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

- Copyright** 1
- Table of Contents** 2
- Introduction** 3
- How to Use This Guide** 4
- Questions** 5
- Answers** 8
- Explanations** 10
- Next Steps** 16

SAMPLE

Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

SAMPLE

- 1. What key feature allows the customization of the look and feel of a community?**
 - A. Widgets**
 - B. Content Types**
 - C. Themes**
 - D. Layouts**

- 2. Partner Super Users with the role of Partner User can access data owned by?**
 - A. All partner users in the organization**
 - B. All partner users and partner super users in the same role**
 - C. All users above them in the hierarchy**
 - D. All external users**

- 3. Which action is necessary to allow guest users to access certain features in the community?**
 - A. Grant read and create permissions for the case object**
 - B. Enable feed tracking**
 - C. Add members to a profile**
 - D. Remove guest access to data categories**

- 4. What should you customize in the Chatter tab to enhance branding?**
 - A. The color scheme of the interface**
 - B. The icons for each section**
 - C. The name of the Chatter tab**
 - D. The layout of activity feeds**

- 5. What permission is required for using Community Builder in Salesforce?**
 - A. Create and Set Up Communities**
 - B. View Community Analytics**
 - C. Access External Data Sources**
 - D. Manage User Permissions**

- 6. Which feature allows community administrators to manage content moderation and user-generated content?**
- A. Feed Filters**
 - B. Content Moderation Rules**
 - C. User Segmentation**
 - D. Community Guidelines**
- 7. What can be an outcome of having a well-branded community?**
- A. Decreased interaction among users**
 - B. Increased member retention and participation**
 - C. Higher administrative overhead**
 - D. More complex dispute resolution**
- 8. What is considered a best practice for external OWD settings?**
- A. Always have external OWD settings set to public**
 - B. Always have external OWD defaults set to private**
 - C. Allow external access based on user roles**
 - D. Set OWD to default for all user types**
- 9. What can you do to brand your Salesforce community?**
- A. Define specific user roles and permissions**
 - B. Select colors, fonts, and upload images**
 - C. Create custom user dashboards**
 - D. Implement automatic data backup**
- 10. What is one capability that High Volume Community users lack regarding case teams?**
- A. They can add case teams to their own cases**
 - B. They cannot own cases or accounts**
 - C. They can add other users to case teams**
 - D. They cannot view cases owned by others**

Answers

SAMPLE

1. C
2. B
3. A
4. C
5. A
6. A
7. B
8. B
9. B
10. B

SAMPLE

Explanations

SAMPLE

1. What key feature allows the customization of the look and feel of a community?

A. Widgets

B. Content Types

C. Themes

D. Layouts

The key feature that allows for the customization of the look and feel of a community is themes. Themes enable you to change the visual aesthetics of a community, including color schemes, fonts, and overall style, to align with the branding and design guidelines of an organization or project. By using themes, administrators can easily create a more engaging and tailored user experience for community members, ensuring that the community reflects the organization's identity. This customization is important for enhancing user engagement and can help in establishing a strong brand presence within the community. Themes support a flexible and dynamic presentation of content, promoting a cohesive and visually appealing environment for users interacting with the community.

2. Partner Super Users with the role of Partner User can access data owned by?

A. All partner users in the organization

B. All partner users and partner super users in the same role

C. All users above them in the hierarchy

D. All external users

The correct choice indicates that Partner Super Users with the role of Partner User have access to data owned by all partner users and partner super users in the same role. This aligns with Salesforce's sharing model, which is structured around roles and hierarchy. Partner Super Users are typically granted wider access than standard partner users, enabling them to collaborate more effectively within the partner community. This access is essential for fostering a collaborative environment where knowledge and resources can be shared among users with similar roles, promoting best practices and enhancing the overall performance of the partner network. By having access to data owned by other partner users and those in the same role, Partner Super Users can facilitate better communication and streamline processes within their team. The other options do not accurately reflect the permissions structure for partner users and super users. The first choice implies a broader access that does not account for role specifications. The third choice suggests hierarchical access that does not consider the distinction between users within the partner role specifically. The fourth choice mentions external users, which is not relevant to the context of partner roles in Salesforce, as access rules typically govern internal sharing among users in defined roles.

3. Which action is necessary to allow guest users to access certain features in the community?

- A. Grant read and create permissions for the case object**
- B. Enable feed tracking**
- C. Add members to a profile**
- D. Remove guest access to data categories**

To allow guest users to access certain features in a Salesforce community, granting read and create permissions for the case object is essential. Guest users are typically limited in their access to the data and functionalities provided by Salesforce. By granting specific permissions, such as read and create for the case object, you enable these users to view and create cases directly within the community. This access is critical for features that involve customer service interactions, like submitting new cases or tracking existing ones. The other actions listed do not directly address permissions for guest users in a way that would enable them to interact meaningfully with community features. For example, enabling feed tracking relates more to how records are updated and displayed within the community rather than directly impacting guest user access. Similarly, adding members to a profile pertains to managing user access more broadly within the community rather than specifically for guest users, who do not require membership in the same sense. Removing guest access to data categories would restrict access rather than enhance it, which is contrary to the goal of allowing access to certain community features.

4. What should you customize in the Chatter tab to enhance branding?

- A. The color scheme of the interface**
- B. The icons for each section**
- C. The name of the Chatter tab**
- D. The layout of activity feeds**

Customizing the name of the Chatter tab is an effective way to enhance branding within the platform. By giving the Chatter tab a name that reflects the organization's identity or purpose, you create a more cohesive user experience that aligns with the branding strategy. This personalization allows users to immediately associate the Chatter functionality with the company's overall branding themes, values, or messaging. While changing the color scheme, icons, or layout of the activity feeds can also contribute to the overall appearance and utility of the interface, these options are less directly related to clear branding communication. The name of the Chatter tab serves a crucial role in how users perceive and interact with the community, making it a pivotal customization for branding enhancement.

5. What permission is required for using Community Builder in Salesforce?

- A. Create and Set Up Communities**
- B. View Community Analytics**
- C. Access External Data Sources**
- D. Manage User Permissions**

To use Community Builder in Salesforce, the necessary permission is "Create and Set Up Communities." This permission allows administrators and users to create new communities as well as customize their settings using Community Builder. Community Builder is a powerful tool that provides a user-friendly interface for designing and managing the look and feel of a community, which includes pages, themes, and components. Having "Create and Set Up Communities" permission ensures that the user has the capability to not only access Community Builder but also manage the broader aspects of community configuration. This includes the ability to set up community branding, layouts, and configuration settings that are crucial for tailoring the community to meet the business needs and user expectations. While the other permissions listed may be related to broader community management and analytics, they do not specifically grant the ability to utilize the Community Builder for design and setup purposes. Therefore, "Create and Set Up Communities" is the key permission needed for this specific functionality.

6. Which feature allows community administrators to manage content moderation and user-generated content?

- A. Feed Filters**
- B. Content Moderation Rules**
- C. User Segmentation**
- D. Community Guidelines**

The feature that enables community administrators to manage content moderation and user-generated content is content moderation rules. By utilizing these rules, administrators can set specific guidelines for how content submitted by users is handled, including approval processes, visibility, and actions to take on inappropriate content. This ensures the community remains a safe and welcoming space, promoting positive engagement while taking necessary actions against any harmful or off-topic contributions. Feed filters, while useful in managing the visibility of content within the community's feed, do not specifically address the moderation of user-generated content. User segmentation is focused more on targeting specific groups within the community for personalized experiences rather than moderation. Community guidelines provide standards for behavior but lack the operational capability to enforce moderation directly. Therefore, content moderation rules stand out as the most effective means for administrators to actively manage and oversee interactions and submissions from community members.

7. What can be an outcome of having a well-branded community?

- A. Decreased interaction among users**
- B. Increased member retention and participation**
- C. Higher administrative overhead**
- D. More complex dispute resolution**

Having a well-branded community leads to increased member retention and participation because a strong brand fosters a sense of belonging and trust among community members. A well-branded community effectively communicates its values, mission, and benefits, making it more appealing and engaging for users. When members identify with the brand, they are more likely to participate actively, share insights, and build relationships within the community. This sense of connection enhances user experience, encouraging users to return frequently and maintain their involvement. Conversely, decreased interaction among users, higher administrative overhead, and more complex dispute resolution are typically associated with poorly managed or less engaging communities, where branding and user experience do not resonate well with members. A negative experience in these areas can lead to disengagement rather than the growth and activity that a strong brand can inspire.

8. What is considered a best practice for external OWD settings?

- A. Always have external OWD settings set to public**
- B. Always have external OWD defaults set to private**
- C. Allow external access based on user roles**
- D. Set OWD to default for all user types**

Having external OWD (Organization Wide Default) settings set to private is considered a best practice because it ensures that sensitive data is protected and only accessible to those who need to interact with it. When the OWD defaults are set to private, it restricts the visibility of records to the owner and those with whom they explicitly share the records. This is particularly important in external-facing environments where confidential information may be involved. Setting the OWD to private mitigates the risk of unintended data exposure, allowing organizations to maintain tighter control over their data. It encourages explicit sharing rules where access can be granted on a case-by-case basis, providing flexibility while also ensuring that confidentiality is upheld. Other options suggest less secure configurations that could potentially risk unauthorized access to sensitive data. For example, having OWD always set to public could lead to data being available to individuals or groups who do not require access. Similarly, while allowing external access based on user roles has its merits, it may inadvertently grant access to individuals who should not have it, especially if roles are not well-defined. Setting OWD to default for all user types disregards the unique access needs of different user groups, which could lead to security vulnerabilities.

9. What can you do to brand your Salesforce community?

- A. Define specific user roles and permissions
- B. Select colors, fonts, and upload images**
- C. Create custom user dashboards
- D. Implement automatic data backup

Branding a Salesforce community involves customizing its visual presentation to align with organizational identity and enhance user experience. Selecting colors, fonts, and uploading images allows for a tailored look that reflects the brand's identity. This visual customization enables organizations to create an engaging environment that resonates with users, ensuring that their community feels consistent with other branding elements, such as websites or marketing materials. The other options, while important in their own contexts, do not directly relate to the act of branding. Defining user roles and permissions is crucial for managing security and access, and creating custom user dashboards is about functionality and user experience rather than visual branding. Implementing automatic data backup is essential for data integrity and security, but again, it does not pertain to the visual and branding aspects of the community. Therefore, selecting visual elements such as colors, fonts, and images is the key action when it comes to branding in a Salesforce community.

10. What is one capability that High Volume Community users lack regarding case teams?

- A. They can add case teams to their own cases
- B. They cannot own cases or accounts**
- C. They can add other users to case teams
- D. They cannot view cases owned by others

High Volume Community users are designed specifically to interact within Salesforce Communities while having certain limitations compared to standard users. One significant limitation is their inability to own cases or accounts. This means that while they can participate in case management activities, they do not have the authority to take ownership of cases, effectively limiting their control and responsibility in managing customer issues. In practice, this impacts their interaction with case teams; although they can be part of the process and collaborate with others, their role is more about participation than ownership. This limitation is part of Salesforce's design to ensure that High Volume Community users can engage effectively without the full privileges that might be granted to standard internal users. Other functionalities, such as adding users to case teams or viewing cases owned by others, may still be accessible to them, which allows for some degree of collaboration within the community framework.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://salesforce-communitycloudconsultant.examzify.com>

We wish you the very best on your exam journey. You've got this!

SAMPLE