

Salesforce

CRT-271 Exam

Certification Preparation For Community Cloud Consultants



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Version: 9.0

Question: 1

The Capricorn Coffee Community contains a section focused on Coffee Bean Types. That section contains areas focused on Java, Arusha, and Pacamara. A Salesforce Admin needs to make sure that end users can easily discover the Java, Arusha, and Pacamara sections. When setting up the Community, which two steps should a Salesforce Admin take to meet the requirement? Choose 2 answers

- A. Assign relevant articles to a group
- B. Add the More Topics link to the navigation menu
- C. Make sure subtopics are enabled in the page headline
- D. Enable Feed Tracking for these topics

Answer: A, C

Question: 2

Universal Containers plans to build a large-scale Community and expose Leads and Opportunities to their resellers. Universal Containers has the following requirements for their partner account: • 120,000 partner accounts • Minimize the number of partner account roles • Partner account is made up of sales employees and sales managers • Sales employees only have access to their data • Sales managers have access to all sales employees data. What are the two most efficient ways for the Salesforce Admin to fulfil these requirements? Choose 2 answers

- A. Set up partner accounts with two roles
- B. Set up partner accounts with one role
- C. Use sharing rules to grant sales managers access to sales employees' data
- D. Make the sales manager the Super User on the partner account

Answer: A, B

Question: 3

Universal containers has knowledge articles visible in their customer community for all users. The salesforce Admin creates and publishes a new article, but the article is NOT visible. What should the Salesforce Admin do to make this article visible in the Community?

- A. Create the article in the Community Management console
- B. Publish the Community so the changes take effect
- C. Add a Featured Topic in the Community Management console
- D. Select the Customer Channel in article setup

Answer: B

Question: 4

Universal Containers needs to roll out mobile access in their Community. Their Community environment is as follows:

- Five active Communities
- Four of the active Communities are built on the Napili template; one is built in a Visualforce/Tab container
- Mobile device: Apple iPhone (iOS)

What is the recommended method to ensure access of active Communities on a mobile device?

- A. Access four template -based Communities via Salesforce1 'OS app and Visualforce/Tab Community via mobile browser
- B. Access all Communities via Salesforce1 iOS app
- C. Access four template -based Communities via mobile browser and Visualforce/Tab community via Salesforce1 mobile browser app
- D. Access all Communities via mobile browser using the Community URL

Answer: C

Question: 5

Universal Containers builds a Customer Community on the Napili template. They add a record list component to the right column of the home page. This component needs to show customers their five most recent cases. They already created a 'My Cases' list view. How should a Salesforce Admin set the record list component properties?

- A. Use the Case object with compact layout, return five records, and use the 'My Cases' list view
- B. Use the Case object with full layout, return five records, and use the 'My Cases' list view
- C. Use the 'My Cases' list view with compact layout, return five records, and disable public access
- D. Use the Case object, return five records, use the 'My Cases' list view, and disable public access

Answer: D

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