

DUMPS ARENA

Salesforce Certification Preparation For Community Cloud Consultants

Salesforce CRT-271

Version Demo

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QUESTION NO: 1

A Salesforce Admin is launching a new Community in the Napili template for approximately one million members. The Community is built with native Community template features and is within published member limits. Which three actions should the Salesforce Admin take before the Community launches? Choose 3 answers

- A.** Prepare for cases logged by Community members and automation around auto response, case assignment, and escalation rules
- B.** Performance test the Community with a large number of members with increased activity
- C.** Test the Community for member activity, including cases and articles
- D.** Formalize the member registration process, including automating the account assignment or person account creation
- E.** Make sure customers are NOT members of other Salesforce Communities

ANSWER: A C D**QUESTION NO: 2**

What are the two most efficient ways for the Salesforce Admin to fulfill the following requirements?

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:

- 120,00 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
- 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 D

QUESTION NO: 3

Universal Containers recently launched a Lightning Community. Members can access articles and answer each other's questions. The company wants to make sure that the Community is providing a highly engaging experience for its members. How can the Administrator help measure of the engagement and adoption in the Community on an ongoing

basis?

Select one or more of the following:

- A. Create custom reports and dashboards, and share them with Community managers
- B. Configure Google Analytics for the Community
- C. Download and install a Community Management package from AppExchange
- D. Set periodic email delivery for standard reports and dashboards

ANSWER: C**QUESTION NO: 4**

Salesforce releases an enhanced feed publisher component in the latest release of the Napili template.

Universal Containers org is now on the latest version, but the collaboration component is NOT available in the Napili template. What should the Salesforce Admin do to resolve this issue?

- A. Refresh the Salesforce component list In Community Builder
- B. Upgrade the template to like latest version
- C. Enable Chatter for the one
- D. Un publish and republish the Napili template

ANSWER: C**QUESTION NO: 5**

Universal Containers has built a Partner Community for its users. Users must accept an agreement when logging into the community for the first time.

What are three ways for a Salesforce administrator to meet this requirement? Choose 3 answers Select one or more of the following:

- A. Customise the user registration page to include the user agreement and "complete registration on acknowledgement"

- B. Leverage audiences and the page variations to hide content in the Community until the user agreement has been accepted
- C. Build a site.com page with a user agreement and replace the login page with "complete registration on acknowledgement"
- D. Redirect users to a custom page displaying a user agreement before users login for the first time
- E. Use login flows to show the user agreement when Community users log in for the first time

ANSWER: A B E

QUESTION NO: 6

What permission(s) would you assign a community manager?

- A. Communities Administrator
- B. Setup and Create Portals
- C. Manage Community Settings
- D. Create and Setup Communities
- E. Manage Portals

ANSWER: C

QUESTION NO: 7

You have just enabled Portal User Visibility in Setup > Sharing Settings. What is the benefit of doing this?

- A. Community Managers are able to view all Community Users regardless of the organisation-wide defaults
- B. Limited information on Community user profiles are publicly accessible e.g. Name, Photo, Reputation Level, Description
- C. Limited information on Community user profiles are publicly accessible e.g. Name, Photo, Reputation Level, Description
- D. All users with Write access to Cases on their profile are able to see all Cases owned by Community Members
- E. Community users in the same community can see each other, regardless of the organisation-wide defaults
- F. Portal users in the same customer or partner portal account can see each other, regardless of the organization-wide defaults

ANSWER: F

QUESTION NO: 8

Universal Containers needs to provide Super User Access to a few end users. Their end users are assigned several license types for these Communities: • Customer Community • Customer Community Plus • Employee Community • Partner Community. Which two license types allow a Salesforce Admin to provide Super User Access to the end users in this Community? Choose 2 answers

- A. Customer Community Plus License
- B. Employee Community License
- C. Partner Community License
- D. LI Customer Community License

ANSWER: A C**QUESTION NO: 9**

Universal Containers sets up and publishes a Community. What three things should a Salesforce Admin do to log into the Community and validate the Community features? Choose 3 answers

- A. Select a Customer user record and select the Login option.
- B. Choose Login to the Community as a user from the contact record in Salesforce.
- C. Select the Community from the App Launcher as an internal user.
- D. Log in as a customer to the Community with a Test customer login.
- E. Preview the Community as a specific Community user in the preview mode of the Community builder.

ANSWER: B C D**QUESTION NO: 10**

- Encourage collaboration among architects and builders
 - Ensure that members have access to technical expertise about the structural capabilities and limitations of containers
 - Facilitate the exchange and discussion of design ideas
- Which three actions should the Admin take prior to launch? Choose 3 answers

Select one or more of the following:

- A. Set up reputation levels that help users to identify people with greater expertise and incentivise participation
- B. Establish moderation rules and processes for addressing flagged content

- C. Make sure customers are members of only the Architect and Builder Community
- D. Test the member profile permissions to make sure they are able too find and post relevant information
- E. Load test Chatter groups to make sure file and member counts won't be exceeded

ANSWER: B C

QUESTION NO: 11

You have identified all the topics for your Community, as great as they all are, you need to specific the featured topics, where do you navigate to do this?

- A. Community Manager
- B. Force.com Site Settings
- C. Community Builder
- D. Sites Settings
- E. Community Settings

ANSWER: A

QUESTION NO: 12

Which three Lightning Components are available in Builder when customizing a home page? Choose 3 answers

- A. Related Topics List
- B. Feed Publisher
- C. Headline
- D. Search Results
- E. Home Page Tabs

ANSWER: A B D

QUESTION NO: 13

Universal Containers needs to allow customers to self-register for their Community for customers. Existing contacts must be given Community access without creating duplicate contacts. How should a Salesforce Admin perform this task?

- A. Customise the CommunitiesSelfregcontroller Apex controller to identify duplicates and show an error message during registration.
- B. Uncheck the option Allow Duplicates in Salesforce in Community Management.
- C. Create a validation rule to prevent duplicates and show an error message.
- D. Develop a batch process that will delete duplicate contacts in the Community and reassign users to existing contacts.

ANSWER: A

QUESTION NO: 14

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. Override the article detail page with a custom Visualforce page and hide these custom fields for customers
- D. Modify the article detail page with custom Lightning Components that hide these custom fields

ANSWER: B

QUESTION NO: 15

What do you recommend? Universal Containers have launched their Customer Community on the Koa template. Community members have asked your advice for accessing the community on iOS devices.

- A. IOS users should download the Salesforce1 app and access the community through the Salesforce1 switcher.
- B. Navigate to the community URL in the browser and a mobile experience will be automatically rendered.
- C. IOS users should download the OneCommunity app where they can use their regular community login credentials to access the Community.
- D. All users should access a Koa Community via a Desktop browser only.

ANSWER: B