

CRT-271^{Q&As}

Certification Preparation For Community Cloud Consultants

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QUESTION 1

What are three ways you can maximize engagement within your Salesforce Community? (Choose 3)

- A. Ompany Branding and a Custom Domain
- B. Reputation Points and Levels
- C. Frequent Promotions
- D. Establish Etiquette Rules
- E. Measure Community Success

Correct Answer: BDE

QUESTION 2

Universal Containers needs to create a Support Community with the following requirements:

Customer and partner users will be members of this community and use the Customer Community and Partner Community License, respectively.

A customer user should be able to see all cases opened for their account, including cases opened by their colleagues.

Customer users must be able to collaborate with all Community users.

What two things should a Salesforce Admin do to accomplish this? (Choose 2)

- A. Select the Community User Visibility checkbox
- B. Enable Super User access for customer users
- C. Set up Delegated Admin access for customer users
- D. Create a Sharing Set on the Case object

Correct Answer: AB

QUESTION 3

Universal Containers adds e commerce capability to its Community built on the Napili template. They track customer shipments in a Salesforce custom object. How should the Salesforce Admin expose customer shipment data in Community Builder?

- A. Create an object page associated to the Shipment object
- B. Create a standard page associated to the Shipment object

- C. Clone an object page and associate it to the Shipment object
- D. Clone a standard page and associate it he Shipment object

Correct Answer: B

QUESTION 4

Universal Containers rolled out a Community in the Customer Service Napili 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 Chatter group in the Community and include all employees
- C. Create a Chatter group in the internal Salesforce org and include all employees
- D. Create a post on a custom object, Announcements that all employees follow

Correct Answer: B

QUESTION 5

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)

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

Correct Answer: AC
