

# CRT-271<sup>Q&As</sup>

Certification Preparation For Community Cloud Consultants

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**QUESTION 1**

Universal Containers needs to announce their upcoming Annual Conference to all members of their Customer Community.

In which two ways should this be set up? (Choose 2)

- A. In the Community Workspaces, target all Recommendations to a new Audience Type.
- B. In Community Builder, add the Featured Recommendations Component to the page.
- C. In the Community Workspaces, create the Recommendation.
- D. In the Community Workspaces, add a new Custom Recommendations Channel.
- E. In Community Builder, add the Recommendations Component to the page.

Correct Answer: CE

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**QUESTION 2**

What declarative Community Branding features are available in the Community Builder? (Choose 3)

- A. Custom Fonts
- B. Company Logo
- C. Accessibility Colours Selection
- D. Overlay Colour
- E. Header Fonts

Correct Answer: BDE

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**QUESTION 3**

What must you enable at the User level to ensure External Users are able to view Knowledge?

- A. Check Knowledge Use
- B. Check the Data Categories you want to be Visible
- C. Assign the Knowledge User Permission Set
- D. Assign the Knowledge One Permission Set
- E. Check KnowledgeOne User

Correct Answer: D

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**QUESTION 4**

Universal Containers is launching a Community to drive their channel sales. The requirements are as follows:

Integration with a BackOffice 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 2)

- A. Integrate the BackOffice Legacy System using custom code development.
- B. Integrate the pricing and quoting tool by configuring external users to make it available in the Community.
- C. Integrate the BackOffice Legacy System using Salesforce Connect.
- D. Integrate the pricing and quoting tool by creating custom code to make it available in the Community.

Correct Answer: BC

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**QUESTION 5**

A Community Admin is planning to add users and wants to send a welcome email for the community. Which three checks must the Community Admin perform? (Choose 3)

- A. Make sure the users have their profiles established in the community
- B. Make sure the community is in Published status
- C. Make sure the community is in Active status
- D. Set the community in preview status to review before changing it to Active status
- E. Set the email check box option at the community level

Correct Answer: CDE

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