CRT-271 Q&As

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QUESTION 1

The headphones alliance wish to engage with their customers in a whole new way and at Dreamforce they saw Communities in action. They have identified that they have a lot of great content but what to make sure that articles and discussions are grouped logically so that it is easy to find, post questions and navigate the site. What Communities feature would you recommend to use?

A. Data Categories

B. Topics

C. Chatter Groups

D. Article Groups

E. Knowledge Groups

Correct Answer: B

QUESTION 2

A salesforce admin at Universal Containers notices that a large number of unauthenticated users are accessing Community pages built using Force.com sites. Their org is on the Salesforce Enterprise Edition. What is the maximum number of monthly page views allowed?

A. 500,000

B. 300,000

C. 1,000,000

D. 100,000

Correct Answer: A

QUESTION 3

Wendy, the Community Manager at Regional Containers has come to you for advice on managing the Community (Community Manager and Community Builder) from a Mobile Device, what do you recommend?

A. Navigate to the community URL and append /manage/one.app and you will be able login to the mobile community management site

B. Wendy should access Community Manager and Community Builder via a Desktop browser only

C. Wendy should download the OneCommunity Manager app where she will be able to make limited administrative changes to the Community

D. Wendy should download the Salesforce1 app and access the Community Manager through the Salesforce1 switcher

Correct Answer: B

QUESTION 4

Universal Containers recently built a Community for their customers. They would like to allow access of files maintained in their SharePoint server with customers. Which Salesforce feature should the Salesforce Admin recommend?

A. Chatter and Files

B. Files Connect

C. Files Sync

D. Content Library

Correct Answer: D

QUESTION 5

Regional Containers have asked you for help in setting up their Custom Domain for their Customer Community so that the community URL looks like it is hosted on the company website. Why type of record will you need to add to the DNS in order to achieve this?

A. MX Record

B. TXT Record

C. NS Record

D. CName Record

E. AAAA Record

Correct Answer: D

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