

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

Certification Preparation For Community Cloud Consultants

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**QUESTION 1**

Universal Containers needs to build a partner community that supports multiple business units by providing the following abilities:. Each business unit can only collaborate with its partner network.. Partners only see Knowledge articles and content specific to their business unit.. Some business units allow partners to raise support cases.. Some partners work with multiple business units. How should a Salesforce Admin meet these requirements?

- A. Build a Community for each business unit and assign partners to the relevant Communities
- B. Build one Community and allow the partner profiles to be assigned based on the business unit
- C. Build one Community and segment partner visibility by turning off Community User Visibility
- D. Build a Community for each business unit and allow partners to have separate login credentials

Correct Answer: A

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**QUESTION 2**

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

Correct Answer: C

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**QUESTION 3**

Universal Containers needs their channel partners to collaborate on opportunities within their new partner Community based on the Napili template. What is the recommended way to accomplish this task?

- A. Create a page layout for leads and assign it to those profiles that have access to the Community
- B. Create a Detail page for invoices and add the page as a Navigation Menu item
- C. Add Opportunities as a Salesforce Object in the Navigation Menu
- D. Create a Visualforce page for Opportunities and add the page as a Navigation Menu item

Correct Answer: C

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**QUESTION 4**

You are planning to launch a Customer community and many of your customers are active on Facebook and Twitter.

What are the steps to enable Social Sign on in Salesforce Communities?

- A. Go into the Community Manager >> Settings >> Login and select which social networks you wish to allow for authentication.
- B. Select OpenID Connect from the Auth Provider Options in the Setup Menu and then go into Community Builder to enable them.
- C. Select Facebook and Twitter from the prebuilt connectors under Auth Providers within the setup menu and then go into Community Manager to enable them.
- D. Download the Social Signon Lightning Component for each social network and then configure them in the Community Builder.
- E. Select Facebook and Twitter from the prebuilt connectors under Auth Providers within the setup menu and then go into Community Builder to enable them.

Correct Answer: C

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**QUESTION 5**

You have recently deployed a Partner Community leveraging the Napili Template however you are getting requests to share all cases within an Account with the CEO of each organization. You are aware of the limitations of the number of roles you can have within a Salesforce Org and want to avoid adding new community roles. What steps would you take to achieve this requirement?

- A. Create a Custom Sharing Rule
- B. Enable Super User Access
- C. Increase the number of roles within the Community Settings
- D. Create an APEX Custom Permission
- E. Create a Custom Sharing Set

Correct Answer: B

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**QUESTION 6**

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 7

Universal Containers needs to add their own logo to the Community login page. What is the most efficient way for the Salesforce Admin to accomplish this?

- A. Upload the logo as an externally available Document and include it in the login page
- B. Add the logo to the Login and Registration setup page in Community Management
- C. Override the default Community login page to a custom login page with the logo
- D. Use URL redirect to redirect users to a custom login page with the logo

Correct Answer: B

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## QUESTION 8

What are three advantages of adjusting the markup code on the page in Community Builder? (Choose 2)

- A. Ability to define iframe settings
- B. Optimizing the load times of certain typefaces
- C. Optimizing SE by adjusting the SE meta tags for search engines
- D. Custom JavaScript blocks
- E. Custom, analytics code, such as Google Analytics

Correct Answer: ABE

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## QUESTION 9

You were really excited to read about the community template features in the latest Salesforce Release Notes, but you have noticed that after the release you still don't have the features available in your Community, what steps should you take to resolve this?

- A. Update your Template to the latest Version in Community Manager
- B. Deactivate and Reactive your Community
- C. Update your Template to the Latest Version in Community Settings

D. Log a case with Salesforce Support

E. Update your Template to the latest version in Community Builder

Correct Answer: E

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## QUESTION 10

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

Correct Answer: A

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## QUESTION 11

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 12**

You are setting up an Authenticated Community for your Customers many of them speak both English and French how will you ensure the most appropriate language(s) are available to them in your Napili Template Community?

- A. Develop a custom lightning component which will allow seamless transition between languages
- B. Install the Google Translation component which allows Authenticated users to swap between languages
- C. Language will be determined by the language set on their User Profile
- D. Place the Language Picker Component on the Community home page
- E. MultiLanguage support is not available for Napili Template communities

Correct Answer: C

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**QUESTION 13**

Your company has provided you with a list of '\\Bad Words\\' that they would like community users prevented from posting in the community. What do you use to achieve this?

- A. Enable Automatic Sensitive Word Filtering
- B. Content Criteria and Rate Rules
- C. Member Criteria and Rules
- D. Moderation Rules
- E. Content Criteria and Content Rules
- F. Member Rules

Correct Answer: E

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**QUESTION 14**

Universal Container\\'s Community Manager wants to better measure the Community adoption and engagement. What is the recommended approach?

- A. Use Google Analytics to generate the adoption report
- B. Install the Salesforce Community Management AppExchange package
- C. Install the Wave dashboards for Communities

D. Use Data Loader to download the user data to generate a pivot table in Excel

Correct Answer: B

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## QUESTION 15

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

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