

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

Certification Preparation For Community Cloud Consultants

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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

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## QUESTION 2

What moderation capabilities does Salesforce communities provide to automate the process of identifying and replacing words that are offensive or inappropriate for the Community?

- A. Create Process flows to identify posts with the offensive or inappropriate words and replace with other content
- B. Enable Moderation for the Community to block offensive or inappropriate content
- C. Write a trigger to identify posts with the offensive or inappropriate words and replace with other content
- D. Use moderation rules in the Community to block offensive or inappropriate content

Correct Answer: D

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## QUESTION 3

Universal Containers needs to add a page to their Napili Community. Authors will manually add the content to the page.

What should be the first step to add this page to the site?

- A. Create a standard page
- B. Clone an object page
- C. Create an object page
- D. Clone a standard page

Correct Answer: A

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## QUESTION 4

Northern Trail Outfitters wants to launch their Community with the following requirements:

Enable ions.

Use Reputation for gamification.

View the Trending Articles. Optimized for mobile.

Which two requirements will the Salesforce Admin be able to accomplish with the Koa template? (Choose 2)

- A. Use Reputation for gamification
- B. View the Trending Articles
- C. Enable ions
- D. Optimized for mobile

Correct Answer: CD

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## QUESTION 5

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

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

Correct Answer: D

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## QUESTION 6

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 7

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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## QUESTION 8

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

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## QUESTION 9

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 10

Your company has provided you with 6,321 '\Bad Words\' they wish to prevent being used in the Customer Community.

How many Content Criteria are required to support this requirement?

- B. 2
- C. 3
- D. 1
- E. 6

Correct Answer: A

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## QUESTION 11

Select two ways you are able to integrate Google Analytics with a template based Community. (Choose 2)

- A. Community Builder >> Settings > > Analytics Setup
- B. Community Builder >> Settings >> Advanced >> Google Analytics Tracking
- C. Community Builder >> Settings >> Advanced >> Edit Head Markup
- D. Setup Menu >> Google Analytics >> Communities
- E. Community Manager >> Settings >> Advanced >> Google Analytics Tracking

Correct Answer: BC

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## QUESTION 12

Universal Containers builds a Customer Community on the Napili template. They add a record list component to the right column of the home page. This component needs to show customers their five most recent cases. They already created a '\My Cases\' list view. How should a Salesforce Admin set the record list component properties?

- A. Use the Case object with compact layout, return five records, and use the '\My Cases\' list view
- B. Use the Case object with full layout, return five records, and use the '\My Cases\' list view
- C. Use the '\My Cases\' list view with compact layout, return five records, and disable public access
- D. Use the Case object, return five records, use the '\My Cases\' list view, and disable public access

Correct Answer: D

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## QUESTION 13

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

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## QUESTION 14

Northern Trail Outfitters uses Knowledge Articles to address customer questions in their Napili Community. They need to know if these Articles are helpful to customers when they search for help in the Community. What is the most efficient way for a Salesforce Admin to get this information from customers?

- A. Build a custom Community page that shows the Knowledge Article and have custom fields to capture customer comments.
- B. Create a customer survey using custom Lightning components and add it to the home page.
- C. Redirect customers to a survey form in an external website that captures their comments on the Knowledge Article.
- D. Enable the article voting property on the Article Content component in the article detail page in the Community Builder.

Correct Answer: B

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## QUESTION 15

It's been a long and exciting week of developing your new Customer Community, so exciting in fact you just removed the Administrator profile from the Selected Community Profiles and can no longer access the Community. What should you do next?

- A. Create a case with Salesforce support
- B. Disable the community and reactivate it as this automatically adds the Administrator Profile
- C. Perform Community Membership updates using the API
- D. Go into Setup >> Community Settings and Select >> Apply default access settings

Correct Answer: C

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