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## Certification Preparation For Community Cloud Consultants

Salesforce CRT-271

Version Demo

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**QUESTION NO: 1**

- A. Add an HTML component with the the link to the Store Locations Community page
- B. Define the Store Locations object in the Global Search Results component
- C. Add the Store Locations object pages to the Community navigation
- D. Associate a tab to the Store Locations object
- E. Enable read access on the user profile to the Store Locations object

**ANSWER: B D E****QUESTION NO: 2**

Universal containers want to make sure their customers can get access to their (authenticated) customer community on demand. What are the steps required to set up Community Self Registration?

- A. Enable Self Registration in the Community Builder and modify the Communities Self Registration APEX controller with the Community ID
- B. Enable Self Registration in Community Settings and modify the Communities Self Registration APEX controller with the Account ID
- C. Enable Self Registration in Community Settings and modify the Communities Self Registration APEX controller with the Community ID
- D. Enable Self Registration in Settings and modify the profile lookup to associate the profile to the new user on creation
- E. Enable Self Registration in the Community Manager and modify the Communities Self Registration APEX controller with the Account ID

**ANSWER: E****QUESTION NO: 3**

Universal Containers (UC) has a new Customer Community where users can collaborate on Topics through Chatter Groups and Chatter Questions. UC wants to ensure the following:

- Users have quick access to new and recommended discussions and articles
- Users have the ability to contact Universal Containers quickly to help

- Users have visibility into how their activity compares to other users within the Community

Which three lightning components could do Community Cloud consultant recommend placing on the Community homepage?  
Choose 3 answers

Select one or more of the following:

- A.** Reputation leaderboard
- B.** Featured topics
- C.** Breadcrumb
- D.** Contact support button
- E.** Record detail

**ANSWER: B C D**

#### **QUESTION NO: 4**

Universal Containers build a Community on the Customer Service (Napili) Template. The Salesforce Admin customised a few pages by adding custom-built Lightning components. The Salesforce Admin upgraded the template to the latest version.

What is the status of the custom Lightning components on the page after the upgrade?

- A.** The Lightning components are on the page, but will NOT load until the Community is published.
- B.** The Lightning components are NOT on the page, but are available in the Community Builder
- C.** The Lightning components are neither on the page nor in the Community Builder
- D.** The Lightning components are on the page and load as expected.

**ANSWER: D**

#### **QUESTION NO: 5**

Where do you go to do this? You wish to edit the Community Head Markup.

- A.** Developer Console
- B.** Community Builder >> Settings >> Advanced
- C.** Community Manager >> Administration >> Settings
- D.** Modify the hidden Community Lightning Component which is displayed when editing the community

E. Upload a HTML static resource named Head Markup

**ANSWER: B**

#### QUESTION NO: 6

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

**ANSWER: D**

#### QUESTION NO: 7

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 answers

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

**ANSWER: C D**

#### QUESTION NO: 8

Universal Containers is building a Community to drive channel sales. They have 2,000 partner accounts. The high-level capabilities for their partners are as follows:

- Partner users should NOT be able to access accounts and cases that they do NOT have access to.

- A Partner user must be able to create cases for all accounts in their account hierarchy irrespective if they are parent of child account.

- Partner users must be able to collaborate within the private groups they are members of. What are two ways the Salesforce Admin should fulfill these requirements? Choose 2 answers.

- A. Create a Criteria-based Sharing Rule with read/write access on the Account and Case Object.
- B. Set External User Organisation Wide Defaults to Private on the Account and Case Object.
- C. Configure an Owner-based Sharing Rule on the Account and Case Object.
- D. Develop an Apex Managed Sharing Rule on the Account and Case Object.

**ANSWER: B D**

#### QUESTION NO: 9

Universal Containers has created a new LightningCommunity in the sandbox using the partner central template. The partner Community is built using standard Lightning components, custom Lightning components, and object pages. What should the admin use to migrate changes from sandbox to production?

Select one or more of the following:

- A. Metadata AP
- B. Force.com IDE
- C. Template export
- D. Change sets

**ANSWER: D**

#### QUESTION NO: 10

A Salesforce Admin at Universal Containers needs an efficient way to update the colour palette in their newly created Community.

What three things should the Salesforce Admin do to brand this Community using Community Builder? Choose 3 answers.

- A. Upload the Universal Containers logo image to create a custom color palette.
- B. Choose colors for the text and border elements.
- C. Adjust the colour palette from the Salesforce1 mobile app.
- D. Apply a colour scheme that is appropriate for the template all at once with the colour palette.

E. Submit a URL reference of a site where the colour palette will be matched automatically.

**ANSWER: A B D**

#### QUESTION NO: 11

The Universal Containers marketing department has approved a digital experience concept. The CTO has specified that all pages must always load within two seconds and be supported by older browsers.

What underlying Community infrastructure should the Community Cloud consultant utilise to build the Community?

Select one or more of the following:

- A. Tabs + Visualforce Community
- B. Salesforce Sites
- C. Koa or Kokua Community template
- D. Lightning Community

**ANSWER: A**

#### QUESTION NO: 12

Universal Containers uses discussions to engage with its customers and wants to pin posts to the top of the thread when a solution to question is provided. Which three options will allow Universal Containers to meet

its requirements?

Choose 3 answers

- A. Any community member can pin a post to the top of the feed
- B. The person who posted the question can select the best answer
- C. The person who answered the question can select the best answer
- D. An authorised user can pin a post to the top of the feed
- E. The community moderator can select the best answer

**ANSWER: A C E**

**QUESTION NO: 13**

Universal Containers needs to add a page to their Customer Service Template-based Community. Authors will manually add the content to the page. What should be the first step to add this page to the site?

Select one or more of the following:

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

**ANSWER: D****QUESTION NO: 14**

Universal Containers needs to provide Community access to a select set of customers. Customers will NOT be asked to register.

In which two ways can a Salesforce Admin accomplish this task? Choose 2 answers.

- A. Use external ETL tools to extract customers and load into Salesforce.
- B. Use the Salesforce Community User API to create Community users.
- C. Use the Data loader to extract the customers and upload the customers to be set up as Community users.
- D. Use the Community import wizard to create users.

**ANSWER: A C****QUESTION NO: 15**

You want to make sure that you drive adoption, monitor engagement, and build a vibrant community. What should an Administrator do to achieve this?

- A. Build up a network of brand ambassadors and make them moderators in your community
- B. Develop a lightning component that runs frequent promotions
- C. Install the Communities Reports and Dashboards package from the AppExchange
- D. Develop Reports and Dashboards built of the Network Object to understand insights from your community

E. Ensure that you have community promotions built into your Journey Builder on Marketing Cloud

**ANSWER: C**

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