SalesForce CRT-271 Exam

Volume: 126 Questions

Question: 1
Universal Containers builds a Community on the Napili template. They need to use a survey tool to collect feedback from members. What two things should the Salesforce Admin do to achieve this? Choose 2 answers

A. Find and install a Lightning survey app from the AppExchange

B. Create a new page, add the standard survey components, and publish

C. Find and install a Visualforce survey app from the AppExchange

D. Build custom Lightning survey components for the template

Answer: A,D

Question: 2
Your team has drafted and published Knowledge Articles for the Customer Community but they are not visible to external users. What is one reason why this may be the case?

A. Knowledge Articles for Communities is not enabled

B. View Knowledge Articles has not been checked on the Community Profile

C. Knowledge Articles for Customers is not enabled

D. Customer sharing has not been checked on the Knowledge Article

E. The Articles are being viewed on unsupported mobile devices

Answer: D

Question: 3
Regional Containers have recently launched their Employee Community which is based off Tabs + Visualforce. As the administrator you have been asked in the team meeting about the best way to access the Community using iOS and Android devices, what do you recommend?

A. Android users should download the Salesforce1 app and access the community through the Salesforce1 switcher. iOS users should navigate to the Community URL via the browser as this

feature is not support in the Android version of Salesforce1

B. Navigate to the community URL in the browser and a mobile experience will be automatically rendered

C. All users should access a Visualforce + Tabs community via a Desktop browser only

D. Android & iOS users should download the Salesforce1 app and access the community through the Salesforce1 switcher

E. IOS users should download the Salesforce1 app and access the community through the Salesforce1 switcher. Android users should navigate to the Community URL via the browser as this feature is not support in the Android version of Salesforce1

Answer: D

Question: 4
Universal Pastries wish to survey their customers in the community after they close a case. How would they achieve this?

A. Build a Surveys Lighting Component

B. Use an AppExchange Survey Lightning Component

C. Build a Surveys Visualforce Page

D. Use the Standard Surveys Lightning Component

Answer: B

Question: 5
ACME Enterprises wish to establish two Customer Communities one for their VIP Customers and another for all Customers. ACME enterprises do not require different functionality from each Community but rather wish to increase the level of personal interactions from staff in the VIP community. How should the Administrator at ACME Enterprises configure access to the Community?

A. Sharing Rules

B. Permission Sets

C. Public Groups

D. Profiles

E. Chatter Groups

Answer: B

Question: 6
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

Answer: C

Question: 7
One of the features of Salesforce Communities is being able to nest Topics (i.e. Level 1 (parent), Level 2, Level 3) what is the maximum number of topics you are able to create for each level?

A. Level 1 = 25, Level 2 = 15, Level 3 = 10

B. Level 1 = 20, Level 2 = 20, Level 3 = 20

C. Level 1 = 10, Level 2 = 15, Level 3 = 20

D. Level 1 = 25, Level 2 = 10, Level 3 = 10

E. Level 1 = 35, Level 2 = 10, Level 3 = 15

Answer: D

Question: 8
Universal Containers is building a community to drive channel sales. They have 2000 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 or 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 fulfil these requirements? Choose 2 answers

A. Develop an Apex Managed Sharing Rule on the Account and Case Object

B. Configure an Owner -based Sharing Rule on the Account and Case Object

C. Set External User Organization Wide Defaults to Private on the Account and Case Object

D. Create a Criteria -based Sharing Rule with read/write access on the Account and Case Object

Answer: A,C

Question: 9
Regional Containers wish to establish a Community for their Partner network. They have complex requirements and from sampling their Partner network there is no need to provide mobile capabilities. What type of community best suits Regional Containers needs?

A. Koa

B. Visual Force + Tabs

C. Kookaburra

D. Aloha

E. Napili

Answer: B

Question: 10
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 answers

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

Answer: C,D,E

Question: 11
Northern Trail Outfitters is planning to launch a Community for their partners. Partner Sales Managers need to view Partner Sales Rep records. What is the most efficient way for the Salesforce Admin to fulfil this requirement?

A. Provide Super User Access to Partner Sales Reps

B. Set the number of partner roles to two

C. Create a criteria-based Sharing Rule

D. Enable the Partner Sales Manager as Super Admin

Answer: B

Question: 12
Your company wish to use their own URL for their community to maximize the brand impact to customers. How would you achieve this?

A. My Salesforce1

B. My Domain

C. Salesforce1

D. Custom URLs

E. Community Domains