Vendor: Salesforce

Exam Code:CRT-271

Exam Name: Certification Preparation For Community Cloud Consultants

Version: Demo

QUESTION 1

Universal Containers built a Community to expose Leads and Opportunities to their resellers. They set up

partner accounts with two roles and granted Super User access to the Sales Executives users who are

created at the top level of the account role hierarchy.

Universal Containers has the following requirements to expose dashboards to their partners:

Partners can NOT modify the dashboard.

Partners only see data within their account.

Partners see all the data on the partner account.

How should the Salesforce Admin fulfill these requirements?

A. Select the Channel Manager as the running user for the dashboards

B. Select the \\'Run as logged in user option for the dashboards

C. Select the Sales Executive as the running user for the dashboards

D. Select the owner of the partner account as the running user for the dashboards

Correct Answer: B

QUESTION 2

When allowing external users to Create and Edit reports, what important step must your complete first?

A. Enable Read and Write to Reports on the Community Profile

B. Enable the Enhanced Sharing Model

C. Create a Permission Set with Create and Edit reports checked so that you can manage which users within the Community are able to create Reports

D. Share each Report and Dashboard Folder required with the respective community profiles?

E. Ensure that Create and Edit reports in checked on the Community Profile

Correct Answer: B

QUESTION 3

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

QUESTION 4

Universal Containers needs to create a Support Community with the following requirements:

Customer and partner users will be members of this community and use the Customer Community and

Partner Community License, respectively.

A customer user should be able to see all cases opened for their account, including cases opened by their

colleagues.

Customer users must be able to collaborate with all Community users.

What two things should a Salesforce Admin do to accomplish this? (Choose 2)

A. Select the Community User Visibility checkbox

B. Enable Super User access for customer users

C. Set up Delegated Admin access for customer users

D. Create a Sharing Set on the Case object

Correct Answer: AB

QUESTION 5

You are creating a community whereby your customers will be able to upload photos of themselves with your products to a contest chatter group. You want to make sure only photo file extensions are allowed

e.g.

 (.jpg, .png, .gif) and only up to 500mb. What steps would you take to enable this?

A.

Define the file size limit in the Community Manager but it\\'s not possible to limit the file type

B.

Define the file types and size limit in the Community Manager under Administration

C.

Write an apex trigger on the Feed Object

D.

Define the file types in the Community Builder but it\\'s not possible to restrict the file size

E.

Download a 3rd party photo upload component from the AppExchange

Correct Answer: B

QUESTION 6

Universal Containers launched their Community built on the Napili template. They would like to update the Community with Live Agent support and additional menu option for Assets. What is the most efficient way for a Salesforce Admin to roll out the new features?

A. Deactivate the Community to make changes to the Community and reactivate with changes after testing in a Sandbox

B. Build a new Community with required features after testing in a Sandbox and deactivate the existing Community

C. Make changes to the existing Community after testing in a Sandbox and publish the Community when the changes are ready for customers.

D. Create new Community profiles with the modified features and assign them to customers when the Community is ready for customers.

Correct Answer: A

QUESTION 7

Your company is using the Koa Community Template and wishes to add a new custom page what steps should you take to complete this?

A. Install the Community Page Manager from the AppExchange

B. Create a new page from in the Community Manager

C. Create a new page in the Community Builder

D. Clone an existing page in the Community Builder

E. Ask your developer to create a new Visualforce Page

Correct Answer: C

QUESTION 8

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

Correct Answer: D

QUESTION 9

Northern Trail Outfitters launches a Community using the Napili template. Community members report that

they do NOT have a menu option to navigate to see their invoices. The Salesforce Admin has validated the

following on the Community user profile:

Users Profile has Read Access on the Invoice Object .

Users Profile has a tab visible for Invoice Object.

What should the Salesforce Admin do to troubleshoot this issue?

A. Verify that the Navigation Menu in Community Builder has \\'Type: Salesforce Object\\' and \\'Object Type: Invoices.\\'

B. Verify that the Navigation Menu in Community Management has \\'Type: Salesforce Object\\' and \\'Object Type: Invoices.\\'

C. Verify that the Invoices tab is under the Selected tab in Community Management

D. Verify that the Invoices tab is under the Selected tab in Community Settings Setup

Correct Answer: B

QUESTION 10

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

QUESTION 11

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

QUESTION 12

Universal Containers needs to roll out mobile access in their Community. Their Community environment is

as follows:

Five active Communities.

Four of the active Communities are built on the Napili template;

one is built in a Visualforce/Tab container. Mobile device: Apple iPhone (i0S)

What is the recommended method to ensure access of active Communities on a mobile device?

A. Access four template based Communities via Salesforce1 \\'OS app and Visualforce/Tab Community via mobile browser

B. Access all Communities via Salesforce1 iOS app

C. Access four template based Communities via mobile browser and Visualforce/Tab community via Salesforce1 mobile browser app

D. Access all Communities via mobile browser using the Community URL

Correct Answer: C