

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

Certification Preparation For Community Cloud Consultants

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**QUESTION 1**

Regional Containers want to ensure any Community members without Community contributions are moderated by the Community Manager, how would this requirement be implemented?

- A. Download the Advanced Community Moderation lightning component and configure it in the Community Builder
- B. Use a Community Moderation Rule
- C. Define Community Member Criteria
- D. Leverage the Community Cloud Moderation API with APEX

Correct Answer: C

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**QUESTION 2**

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 3**

You wish to edit the Community Head Markup, where do you go to do this?

- A. Developer Console
- B. Community Builder >> Settings >> Advanced
- C. Upload a HTML static resource named 'Head Markup'
- D. Community Manager >> Administration >> Settings
- E. Modify the hidden Community Lightning Component which is displayed when editing the community

Correct Answer: B

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**QUESTION 4**

Universal Containers builds a Community with public access to Knowledge Articles and QandA. The developer builds a

Visualforce page that shows Known Issues on their products. The developer uses a custom object to store Known Issues with an orgwide default sharing setting to Public Read/Write. Unauthenticated users receive an error message when they try to load the page. What should the Salesforce Admin do to troubleshoot this issue?

- A. Select \\Allow access without login\\ from Community Management
- B. Go to the Guest User profile and give access to the Visualforce page
- C. Change the orgwide default sharing to Public Full Access
- D. Dd the Guest User profile to the members in Community Management

Correct Answer: D

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#### QUESTION 5

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

Correct Answer: C

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