

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

Certification Preparation For Community Cloud Consultants

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### QUESTION 1

Universal Containers has a customer Community in Europe and plans to roll out a separate Community for their US customers. They have separate profiles for their US, Europe, and Asia customers. How could the Salesforce Admin limit the membership of this new community to US customers?

- A. Add each US customer as a Community member from their contact record
- B. Add only US customer profiles as Community members
- C. Add US users to the Community sharing set
- D. Add the US customer public group to the Community as members of the Community

Correct Answer: A

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### QUESTION 2

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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### QUESTION 3

Universal Containers launches a Partner Community for their resellers who have access to Leads, Opportunities, and Dashboards. Universal Containers has the following requirements to support their partners during the sales cycle:

Universal Containers can engage with partners during the Sales cycle.

Universal Containers can have internal ions NOT visible to partners.

The Channel Manager can bring any Universal Containers employee to the ion.

Universal Containers employees may or may NOT have access to the Partner Community.

How should a Salesforce Admin fulfill those requirements?

- A. Leverage Opportunity feed and manual shares for access control

- B. Leverage unlisted groups and record sharing for access control
- C. Leverage private groups and record sharing for access control
- D. Leverage Opportunity feed and group record layout for access control

Correct Answer: C

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#### QUESTION 4

Universal Containers is launching a Community to provide a selfhelp channel to their customers and partners. Customers and partners will search for articles, participate in discussions, and raise cases. Partners will be able to raise cases for their customers, but will NOT need channel sales capabilities. Which license should a Salesforce Admin use for the partner users?

- A. Customer Community Plus License
- B. Support Community License
- C. Partner Community Plus License
- D. Service Cloud License

Correct Answer: B

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#### QUESTION 5

Universal Containers has knowledge articles visible in their customer community for all users. The Salesforce Admin creates and publishes a new article, but the article is NOT visible. What should the Salesforce Admin do to make this article visible in the Community?

- A. Create the article in the Community Management console
- B. Publish the Community so the changes take effect
- C. Add a Featured Topic in the Community Management console
- D. Select the Customer Channel in article setup

Correct Answer: B

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#### QUESTION 6

Universal Containers needs their channel partners to collaborate on opportunities within their new partner Community based on the Napili template. What is the recommended way to accomplish this task?

- A. Create a page layout for leads and assign it to those profiles that have access to the Community
- B. Create a Detail page for invoices and add the page as a Navigation Menu item
- C. Add Opportunities as a Salesforce Object in the Navigation Menu

D. Create a Visualforce page for Opportunities and add the page as a Navigation Menu item

Correct Answer: C

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**QUESTION 7**

Universal Containers is launching a support Community with the following requirements:

The Community will be launched on the existing Salesforce org leveraged by the internal support team.

The Napili template must be used.

The following support channels need to be provided on the Community: Live Chat, Click to Call, and Case Creation Form.

They have 50 Salesforce Live Agent Licenses provisioned in their org.

Which two actions should the Salesforce Admin take to meet these requirements? (Choose 2)

- A. Enable Live Agent in Community Settings
- B. Add a custom Live Agent Lightning component
- C. Set up Live Agent in Community Management
- D. Configure Live Agent in the Salesforce org

Correct Answer: AD

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**QUESTION 8**

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

Correct Answer: E

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**QUESTION 9**

Universal Containers is leveraging Salesforce Content and needs to make it available to their Community users (Customers, Partners, and Employees). Which users will be able to view Salesforce Content based on their license?

- A. Users with the High Volume Customer Portal license
- B. Users with the Customer Community license
- C. Users with the Customer Community Login license
- D. Users with the Customer Community Plus license

Correct Answer: A

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**QUESTION 10**

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 11**

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

Correct Answer: C

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**QUESTION 12**

What are three advantages of adjusting the markup code on the page in Community Builder? (Choose 2)

- A. Ability to define iframe settings
- B. Optimizing the load times of certain typefaces
- C. Optimizing SE by adjusting the SE meta tags for search engines
- D. Custom JavaScript blocks
- E. Custom, analytics code, such as Google Analytics

Correct Answer: ABE

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**QUESTION 13**

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

- A. Build a Surveys Lightning Component
- B. Use an AppExchange Survey Lightning Component
- C. Build a Surveys Visualforce Page
- D. Use the Standard Surveys Lightning Component

Correct Answer: B

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**QUESTION 14**

Universal Containers wants to build a Community for all their employees. Currently, some of their employees are NOT Salesforce users. How should the Salesforce Admin enable access to the Community for the users who are currently NOT Salesforce users?

- A. Allow the users to self register to the Community
- B. Create the users as contacts and enable them as Community users
- C. Create the users in Salesforce and add their profile to the Community
- D. Add the users to the Community as members

Correct Answer: B

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**QUESTION 15**

Universal Containers has a Community for partners and another Community for their customers. They want to give their partners access to their Community for customers as well. How should the Salesforce Admin do this?

- A. Include the partner profile as a member of the Community for customers.

- B. Create Partner users as members in the Customer Community and send login details to the users
- C. Add the Customer community to the Partner Community user profile
- D. Select the Enable Customer Community user option in the Partner contact in Salesforce

Correct Answer: C

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