



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

Certification Preparation For Community Cloud Consultants

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### QUESTION 1

Wendy, the Community Manager at Regional Containers has come to you for advice on managing the Community (Community Manager and Community Builder) from a Mobile Device, what do you recommend?

- A. Navigate to the community URL and append /manage/one.app and you will be able login to the mobile community management site
- B. Wendy should access Community Manager and Community Builder via a Desktop browser only
- C. Wendy should download the OneCommunity Manager app where she will be able to make limited administrative changes to the Community
- D. Wendy should download the Salesforce1 app and access the Community Manager through the Salesforce1 switcher

Correct Answer: B

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### QUESTION 2

A Salesforce Admin needs to add Reputation to the home page in the Customer Service Napili Community. Reputation points and levels have been created. What should the Salesforce Admin do in Community Builder to accomplish this task? Choose one answer

- A. Add a generic component and name it Leaderboard
- B. Enable Chatter for the Customer Service Napili Community
- C. Drag and drop the Reputation Leaderboard component onto the home page
- D. Create a custom Lightning component and add it to the home page

Correct Answer: C

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### QUESTION 3

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

Correct Answer: B

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### QUESTION 4



Universal Containers needs to add their own logo to the Community login page. What is the most efficient way for the Salesforce Admin to accomplish this?

- A. Upload the logo as an externally available Document and include it in the login page
- B. Add the logo to the Login and Registration setup page in Community Management
- C. Override the default Community login page to a custom login page with the logo
- D. Use URL redirect to redirect users to a custom login page with the logo

Correct Answer: B

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#### QUESTION 5

Universal Containers rolled out a Community in the Customer Service Napili template for their employees.

The CEO has the following requirements:

All employees can participate in discussions within the Community. .

Create a Chatter group for corporate announcements where all employees can participate and comment. .

The posts in this group should be visible in the feed of all employees.

How should the Salesforce Admin accomplish this task? Choose one answer

- A. Create a Chatter group in the internal org and create a trigger to make the posts visible to everyone
- B. Create a Chatter group in the Community and include all employees
- C. Create a Chatter group in the internal Salesforce org and include all employees
- D. Create a post on a custom object, Announcements that all employees follow

Correct Answer: B

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