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QUESTION 1

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 2

You have heard that one way to maximize your Community Engagement level is to leverage Community Reputation.

After having a coffee and a biscuit you think this is a brilliant idea for your community and want to enable it right away, where do you navigate to?

- A. Setup >> Community Settings > Enable Setup and Display of Reputation Levels
- B. Setup >> All Communities > Builder > Administration > Preferences > Enable Setup and Display of Reputation Levels
- C. Setup >> All Communities > Builder > Reputation > Enable Setup and Display of Reputation Levels
- D. Setup >> All Communities > Manage > Administration > Preferences > Enable Setup and Display of Reputation Levels

Correct Answer: D

QUESTION 3

Universal Containers builds their customer Community on Napili templates. They create several recommendations that are visible on the home page, including one for their annual conference event.

After the event, the Salesforce Admin needs to remove the event recommendation. Where should the Salesforce Admin delete the recommendation?

- A. From the All Communities setup page
- B. From the Community Workspace
- C. From the Community site



D. From the Community Builder

Correct Answer: A

QUESTION 4

Universal Containers wants to launch a Community where customers can complete a registration form to gain access to the Community. How should a Salesforce Admin add this capability to the Community? Choose one answer

- A. Implement a WebtoCase form to capture user details and use case details to create a Community user
- B. Create a publically accessible custom page with the registration details and add a link to the Community login page
- C. Use the registration form in the company website and allow users to register
- D. Enable the option Allow External Users to Selfregister in the Community Management page

Correct Answer: D

QUESTION 5

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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