



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

Certification Preparation For Community Cloud Consultants

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### QUESTION 1

Universal Containers needs to add a page to their Napili Community. Authors will manually add the content to the page.

What should be the first step to add this page to the site?

- A. Create a standard page
- B. Clone an object page
- C. Create an object page
- D. Clone a standard page

Correct Answer: A

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### QUESTION 2

Your company wish to use their own URL for their community to maximise the brand impact to customers. How would you achieve this?

- A. Community Domains
- B. Custom URLs
- C. My Domain
- D. My Salesforce1
- E. Salesforce1

Correct Answer: B

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### 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



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Correct Answer: A

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#### QUESTION 4

Northern Trail Outfitters has a Customer Community for viewing discussions and Knowledge articles. The Customer Support team needs to add custom fields on articles for internal comments and additional references. What is the most efficient way for the Salesforce Admin to hide the custom fields from customers? Choose one answer

- A. Create separate articles without these custom fields for the Customer channel and include in the Community
- B. Update the customer profile by removing access to these custom fields on all article types
- C. Override the article detail page with a custom Visualforce page and hide these custom fields for customers
- D. Modify the article detail page with custom Lightning Components that hide these custom fields

Correct Answer: B

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#### QUESTION 5

You have created a custom object to list all upcoming company events, including speaker bio's and location and now wish to expose this publicly on your Customer Community. How are you are able to edit the public access settings? (Choose 2)

- A. Go into the Community Page Manager and update the Page Access control to Public
- B. Go into the Setup Menu >> Profiles >> edit the object settings on the guest community profile
- C. Add the sample code provided on help.salesforce.com to the head markup and add the object name you want to expose publicly
- D. Install the Community Object Permissions Manager from the AppExchange for advanced data sharing options
- E. Go into the Community Manager and select the objects that are available publicly
- F. Go into the Community Builder and navigate to settings and click on the hyperlink to the Guest User Profile

Correct Answer: BF

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