CRT-271^{Q&As}

Certification Preparation For Community Cloud Consultants

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QUESTION 1

When allowing external users to Create and Edit reports, what important step must your complete first?

A. Enable Read and Write to Reports on the Community Profile

B. Enable the Enhanced Sharing Model

C. Create a Permission Set with Create and Edit reports checked so that you can manage which users within the Community are able to create Reports

D. Share each Report and Dashboard Folder required with the respective community profiles?

E. Ensure that Create and Edit reports in checked on the Community Profile

Correct Answer: B

QUESTION 2

Universal Containers adds e commerce capability to its Community built on the Napili template. They track customer shipments in a Salesforce custom object. How should the Salesforce Admin expose customer shipment data in Community Builder?

A. Create an object page associated to the Shipment object

B. Create a standard page associated to the Shipment object

C. Clone an object page and associate it to the Shipment object

D. Clone a standard page and associate it he Shipment object

Correct Answer: B

QUESTION 3

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 4

The Capricorn Coffee Community contains a section focused on Coffee Bean Types. That section contains areas focused on Java, Arusha, and Pacamara. A Salesforce Admin needs to make sure that end users can easily discover the Java, Arusha, and Pacamara sections. When setting up the Community, which two steps should a Salesforce Admin take to meet the requirement? (Choose 2)

A. Assign relevant articles to a group

B. Add the More Topics link to the navigation menu

C. Make sure subtopics are enabled in the page headline

D. Enable Feed Tracking for these topics

Correct Answer: AD

QUESTION 5

Your team has drafted and published Knowledge Articles for the Customer Community but they are not visible to external users. What is one reason why this may be the case?

A. Knowledge Articles for Communities is not enabled

B. View Knowledge Articles has not been checked on the Community Profile

C. Knowledge Articles for Customers is not enabled

D. Customer sharing has not been checked on the Knowledge Article

E. The Articles are being viewed on unsupported mobile devices

Correct Answer: D