



CRT-271^{Q&As}

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QUESTION 1

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

QUESTION 2

Universal Containers needs to create a Support Community with the following requirements:

Customer and partner users will be members of this community and use the Customer Community and Partner Community License, respectively.

A customer user should be able to see all cases opened for their account, including cases opened by their colleagues.

Customer users must be able to collaborate with all Community users.

What two things should a Salesforce Admin do to accomplish this? (Choose 2)

- A. Select the Community User Visibility checkbox
- B. Enable Super User access for customer users
- C. Set up Delegated Admin access for customer users
- D. Create a Sharing Set on the Case object

Correct Answer: AB

QUESTION 3

What features are you able to take advantage of in the Topic Management section of the Community Manager?

- A. Create, Merge, Rename and Delete Topics
- B. Define Knowledge Articles that will be displayed against each topic
- C. Assign Featured and Navigational Topics



D. Assign Featured Topics Only

E. Assign Navigational Topics Only

Correct Answer: A

QUESTION 4

One of the features of Salesforce Communities is being able to nest Topics (i.e. Level 1 (parent), Level 2, Level 3) what is the maximum number of topics you are able to create for each level?

A. Level 1 = 25, Level 2 = 15, Level 3 = 10

B. Level 1 = 20, Level 2 = 20, Level 3 = 20

C. Level 1 = 10, Level 2 = 15, Level 3 = 20

D. Level 1 = 25, Level 2 = 10, Level 3 = 10

E. Level 1 = 35, Level 2 = 10, Level 3 = 15

Correct Answer: D

QUESTION 5

Universal Containers launched their Community built on the Napili template. They would like to update the Community with Live Agent support and additional menu option for Assets. What is the most efficient way for a Salesforce Admin to roll out the new features?

A. Deactivate the Community to make changes to the Community and reactivate with changes after testing in a Sandbox

B. Build a new Community with required features after testing in a Sandbox and deactivate the existing Community

C. Make changes to the existing Community after testing in a Sandbox and publish the Community when the changes are ready for customers.

D. Create new Community profiles with the modified features and assign them to customers when the Community is ready for customers.

Correct Answer: A

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