



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

Certification Preparation For Community Cloud Consultants

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### QUESTION 1

Select two ways you are able to integrate Google Analytics with a template based Community. (Choose 2)

- A. Community Builder >> Settings > > Analytics Setup
- B. Community Builder >> Settings >> Advanced >> Google Analytics Tracking
- C. Community Builder >> Settings >> Advanced >> Edit Head Markup
- D. Setup Menu >> Google Analytics >> Communities
- E. Community Manager >> Settings >> Advanced >> Google Analytics Tracking

Correct Answer: BC

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### QUESTION 2

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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### QUESTION 3

Universal containers has knowledge articles visible in their customer community for all users. The salesforce Admin creates and publishes a new article, but the article is NOT visible. What should the Salesforce Admin do to make this article visible in the Community?

- A. Create the article in the Community Management console
- B. Publish the Community so the changes take effect
- C. Add a Featured Topic in the Community Management console
- D. Select the Customer Channel in article setup

Correct Answer: B

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#### QUESTION 4

Universal Containers needs a Community for distributors who manage their sales with the following requirements:

Each distributor has multiple users.

Users within the same distributor should be able to talk with each other.

Users should NOT be able to talk with users from other distributors.

The Knowledge articles and other Community features should be the same for all distributors.

How should the Salesforce Admin meet these requirements?

- A. Create Sharing groups to share users within a distributor. Allow users, keeping the OWD for Users as private
- B. Create a separate Community for each distributor. Allow members to talk within the Community and enable the Community user visibility
- C. Enable the Portal user visibility and disable the Community user visibility under Sharing settings. Keep OWD for Users as private for external users
- D. Create a Sharing set to share the users within a distributor in the Community. Allow users, keeping the OWD for Users as private

Correct Answer: C

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#### QUESTION 5

When testing the Community, the Salesforce Admin notices that the Knowledge tab is NOT visible to all partner Community users. What should the Salesforce Admin do to fix this problem?

- A. Add the Global Header permission set to all Community users
- B. Edit the Partner Community profile so that the Knowledge tab is visible
- C. Update the Admin profile so that the Knowledge tab is visible
- D. Create a Knowledge article and make it visible to the appropriate channel

Correct Answer: D

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