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QUESTION 1

Universal Containers built a Community to expose Leads and Opportunities to their resellers. They set up partner accounts with two roles and granted Super User access to the Sales Executives users who are created at the top level of the account role hierarchy.

Universal Containers has the following requirements to expose dashboards to their partners:

Partners can NOT modify the dashboard.

Partners only see data within their account.

Partners see all the data on the partner account.

How should the Salesforce Admin fulfill these requirements?

- A. Select the Channel Manager as the running user for the dashboards
- B. Select the \\Run as logged in user option for the dashboards
- C. Select the Sales Executive as the running user for the dashboards
- D. Select the owner of the partner account as the running user for the dashboards

Correct Answer: B

QUESTION 2

Universal Containers plans to build a largescale Community and expose Leads and Opportunities to their resellers. Universal Containers has the following requirements for their partner account:

120,000 partner accounts. Minimize the number of partner account roles.

Partner account is made up of sales employees and sales managers.

Sales employees only have access to their data.

Sales managers have access to all sales employees data.

What are the two most efficient ways for the Salesforce Admin to fulfil these requirements? (Choose 2)

- A. Set up partner accounts with two roles
- B. Set up partner accounts with one role
- C. Use sharing rules to grant sales managers access to sales employees\\' data
- D. Make the sales manager the Super User on the partner account

Correct Answer: AB



QUESTION 3

You have just enabled Portal User Visibility in Setup > Sharing Settings. What is the benefit of doing this?

- A. Community Managers are able to view all Community Users regardless of the organisationwide defaults
- B. Limited information on Community user profiles are publicly accessible e.g. Name, Photo, Reputation Level, Description
- C. Limited information on Community user profiles are publicly accessible e.g. Name, Photo, Reputation Level, Description
- D. All users with Write access to Cases on their profile are able to see all Cases owned by Community Members
- E. Community users in the same community can see each other, regardless of the organisation wide defaults
- F. Portal users in the same customer or partner portal account can see each other, regardless of the organizationwide defaults

Correct Answer: F

QUESTION 4

You have been asked to create a Community leveraging Outofthebox login, logout, self registration, and error pages.

Would you recommend the use of Community Builder or Force.com site?

- A. Community Builder but only with the Napili or Koa template
- B. Force.com Sites
- C. It doesn't matter, both will work
- D. Community Builder
- E. Neither, only Customer and Partner Portals currently support error pages

Correct Answer: C

QUESTION 5

Universal Containers is launching a support Community with the following requirements:

The Community will be launched on the existing Salesforce org leveraged by the internal support team.

The Napili template must be used.

The following support channels need to be provided on the Community: Live Chat, Click to Call, and Case



Creation Form.

They have 50 Salesforce Live Agent Licenses provisioned in their org.

Which two actions should the Salesforce Admin take to meet these requirements? (Choose 2)

- A. Enable Live Agent in Community Settings
- B. Add a custom Live Agent Lightning component
- C. Set up Live Agent in Community Management
- D. Configure Live Agent in the Salesforce org

Correct Answer: AD

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