

CRT-271^{Q&As}

Certification Preparation For Community Cloud Consultants

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QUESTION 1

The headphones alliance wish to engage with their customers in a whole new way and at Dreamforce they saw Communities in action. They have identified that they have a lot of great content but what to make sure that articles and discussions are grouped logically so that it is easy to find, post questions and navigate the site. What Communities feature would you recommend to use?

- A. Data Categories
- B. Topics
- C. Chatter Groups
- D. Article Groups
- E. Knowledge Groups

Correct Answer: B

QUESTION 2

Universal Containers needs their channel partners to collaborate on opportunities within their new partner Community based on the Napili template. What is the recommended way to accomplish this task?

- A. Create a page layout for leads and assign it to those profiles that have access to the Community
- B. Create a Detail page for invoices and add the page as a Navigation Menu item
- C. Add Opportunities as a Salesforce Object in the Navigation Menu
- D. Create a Visualforce page for Opportunities and add the page as a Navigation Menu item

Correct Answer: C

QUESTION 3

Company X has created a community and wishes to change the branding to match their website. Which 3 actions could they take? (Choose 3)

- A. Import the company logo and a custom color palette will be generated
- B. Use custom CSS
- C. Link to an external website and the CSS will be automatically generated
- D. Use HEX values within the color swatch

Correct Answer: ABD

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QUESTION 4

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 5

Universal Containers is leveraging Salesforce Content and needs to make it available to their Community users (Customers, Partners, and Employees). Which users will be able to view Salesforce Content based on their license?

- A. Users with the High Volume Customer Portal license
- B. Users with the Customer Community license
- C. Users with the Customer Community Login license
- D. Users with the Customer Community Plus license

Correct Answer: A

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