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SalesForce

CRT-271

Certification Preparation For Community Cloud Consultants

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Question: 91

Which three actions should the Salesforce Admin take before the Community launches? A Salesforce Admin is launching a new Community in the Napili template for approximately one million members. The Community is built with native Community template features and is within published member limits.

- A. Prepare for cases logged by Community members and automation around auto response, case assignment, and escalation rules.
- B. Make sure customers are not members of other Salesforce Communities.
- C. Test the Community for member activity, including cases and articles.
- D. Formalize the member registration process, including automating the account assignment or person account creation.
- E. Performance test the Community with a large number of members with increased activity.

Answer: A,B

Question: 92

As a part of your Partner Community Roll-out strategy you plan to engage with stakeholder(s) within the business to understand what they are hoping to get out of the community being implemented.

Who do you meet with?

- A. Partner Relationship Manager and Sales Managers
- B. Executives and the Partner Relationship Manager
- C. Partner Relationship Manager and Marketing Managers
- D. Sales Team, Marketing Team, Service Team and Executives
- E. #AskForce on Twitter and the Success Community

Answer: D

Question: 93

When architecting a community strategy it is important to consider portal role count limitations .

What is the maximum number of portal roles that can exist in an organization?

- A. 10,000
- B. 2,500
- C. 1,000
- D. 4,000
- E. 5,000

Answer: E

Question: 94

Which three Lightning Components are available in Builder when customizing a home page? Choose 3 answers

- A. Related Topics List
- B. Feed Publisher
- C. Headline
- D. Search Results
- E. Home Page Tabs

Answer: A,B,D

Question: 95

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

Answer: A

Question: 96

Universal Containers (UC) is building a Community to drive channel sales. UC has 2,000 partner accounts. The high-level capabilities for UC Partners are:

- Partner users should only see Accounts and Cases that they have access to
- A Partner user must be able to create Cases for all Accounts in their account hierarchy, regardless of whether they are a parent or child Account
- Partner users must be able to collaborate within the private Groups of which they are members

What are two ways the Salesforce Admin should fulfil these requirements? Choose 2 answers

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What are two ways the Salesforce Admin should fulfil these requirements? Choose 2 answers

- A. Use Apex managed sharing on the Account and Case Object
- B. Set External User Organisation-wide Defaults to Private on the Account and Case Object
- C. Configure an Owner-based Sharing Rule on the Account and Case Object

D. Create a Criteria-based Sharing Rule with read/write access on the Account and Case Object

Answer: A,B

Question: 97

Universal Containers is experiencing an increase in spam in their Community. The Community Manager needs to put in some pre-moderation rules to be alerted when multiple posts occur from the same user over a short period of time.

What should the Community Manager do to meet this requirement?

- A. Create a rate rule and apply it to posts with newly registered members as the criteria
- B. Activate a content rule to flag member-generated content with a Review Moderation action
- C. Grant the 'Community Moderator' permission to allow access to view engagement reports
- D. Grant the 'Moderate Communities Feed' permission to Community members so they can flag content

Answer: D

Question: 98

Universal Containers (UC) is implementing a Customer Community which will have thousands of Accounts with tens of thousands of Community users (Contacts). UC wants to ensure that all Customer Community licensed users are able to access the assets tied to their Accounts.

Which action should the Salesforce administrator take when setting up asset sharing to ensure that Community users can see their account assets?

Select one or more of the following:

- A. Create a sharing rule for each accounts
- B. Use Apex managed sharing to grant access to the Community users
- C. Implement the role hierarchy on the Customer Community
- D. Set up a sharing set that references the Account ID on the asset

Answer: D

Question: 99

Universal Containers builds their customer Community on Napili templates. They create several recommendations that are visible on the home page, including one for their annual conference event. After the event, the Salesforce Admin needs to remove the event recommendation.

Where should the Salesforce Admin delete the recommendation?

- A. From the All Communities setup page
- B. From the Community Workspace
- C. From the Community site
- D. From the Community Builder

Answer: A

Question: 100

Salesforce releases an enhanced feed publisher component in the latest release of the Napili template. Universal Containers org is now on the latest version, but the collaboration component is NOT available in the Napili template .

What should the Salesforce Admin do to resolve this issue?

- A. Refresh the Salesforce component list In Community Builder
- B. Upgrade the template to like latest version
- C. Enable Chatter for the one
- D. Un publish and republish the Napili template

Answer: C

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