CRT-271^{Q&As}

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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

QUESTION 2

Universal Containers needs to enhance the customer experience by providing a capability to support French and Italian languages to their Community guest users. Their Community is built using the Napili template. What two things should a Salesforce Admin do to accomplish this requirement? (Choose 2)

A. Add French and Italian languages to the Community using the Community Builder Page Editor

B. Add French and Italian languages to the Community using Site.com configuration

C. Add the Language Picker Component to make French and Italian available on the Community Pages

D. Add French and Italian to Language Settings under Admin Setup

Correct Answer: AB

QUESTION 3

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 4

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

QUESTION 5

You are creating a community whereby your customers will be able to upload photos of themselves with your products to a contest chatter group. You want to make sure only photo file extensions are allowed

e.g.

 (.jpg, .png, .gif) and only up to 500mb. What steps would you take to enable this?

A.

Define the file size limit in the Community Manager but it\\'s not possible to limit the file type

B.

Define the file types and size limit in the Community Manager under Administration

C.

Write an apex trigger on the Feed Object

D.

Define the file types in the Community Builder but it\\'s not possible to restrict the file size

E.

Download a 3rd party photo upload component from the AppExchange

Correct Answer: B

QUESTION 6

Universal Containers recently built a Community for their customers. They would like to allow access of files maintained in their SharePoint server with customers. Which Salesforce feature should the Salesforce Admin recommend?

A. Chatter and Files

B. Files Connect

C. Files Sync

D. Content Library

Correct Answer: D

QUESTION 7

Universal Containers has a community for their partners. They would like to add a new partner company and grant their users access to the Community. What is the first step the Salesforce Admin must complete to set up the partner users?

A. Create the account and enable it as a partner account

B. Allow partner users to selfregister and gain access

C. Create a partner profile for the company

D. Add partner contacts to the Community as members

Correct Answer: C

QUESTION 8

Your company has provided you with 6,321 \\'Bad Words\\' they wish to prevent being used in the Customer

Community.

How many Content Criteria are required to support this requirement?

B. 2

C. 3

D. 1

E. 6

Correct Answer: A

QUESTION 9

You wish to share cases created and owned by your community users (Customer Community Plus) with the internal product support team, what is the best way to achieve this?

A. Custom Permission

B. Custom Sharing Rule

C. Records owned by community members are automatically shared with all internal users

D. Custom Sharing Set

E. Custom Sharing Group

Correct Answer: E

QUESTION 10

Your company is using the Koa Community Template and wishes to add a new custom page what steps should you take to complete this?

A. Install the Community Page Manager from the AppExchange

B. Create a new page from in the Community Manager

C. Create a new page in the Community Builder

D. Clone an existing page in the Community Builder

E. Ask your developer to create a new Visualforce Page

Correct Answer: C

QUESTION 11

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

QUESTION 12

You have created a custom object to list all upcoming company events, including speaker bio\\'s and location and now wish to expose this publicly on your Customer Community. How are you are able to edit the public access settings? (Choose 2)

A. Go into the Community Page Manager and update the Page Access control to Public

B. Go into the Setup Menu >> Profiles >> edit the object settings on the guest community profile

C. Add the sample code provided on help.salesforce.com to the head markup and add the object name you want to

expose publicly

D. Install the Community Object Permissions Manager from the AppExchange for advanced data sharing options

E. Go into the Community Manager and select the objects that are available publicly

F. Go into the Community Builder and navigate to settings and click on the hyperlink to the Guest User Profile

Correct Answer: BF

QUESTION 13

What permission(s) would you assign a community manager?

A. Communities Administrator

B. Setup and Create Portals

C. Manage Community Settings

D. Create and Setup Communities

E. Manage Portals

Correct Answer: C

QUESTION 14

A salesforce admin at Universal Containers notices that a large number of unauthenticated users are accessing Community pages built using Force.com sites. Their org is on the Salesforce Enterprise Edition. What is the maximum number of monthly page views allowed?

A. 500,000

B. 300,000

C. 1,000,000

D. 100,000

Correct Answer: A

QUESTION 15

Universal Containers builds a Customer Community on the Napili template. They add a record list component to the right column of the home page. This component needs to show customers their five most recent cases. They already created a \\'My Cases\\' list view. How should a Salesforce Admin set the record list component properties?

A. Use the Case object with compact layout, return five records, and use the \\'My Cases\\' list view

B. Use the Case object with full layout, return five records, and use the \\'My Cases\\' list view

C. Use the \\'My Cases\\' list view with compact layout, return five records, and disable public access

D. Use the Case object, return five records, use the \\'My Cases\\' list view, and disable public access

Correct Answer: D

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