



CRT-271^{Q&As}

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QUESTION 1

What must you enable at the User level to ensure External Users are able to view Knowledge?

- A. Check Knowledge Use
- B. Check the Data Categories you want to be Visible
- C. Assign the Knowledge User Permission Set
- D. Assign the Knowledge One Permission Set
- E. Check KnowledgeOne User

Correct Answer: D

QUESTION 2

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

QUESTION 3

What is the maximum number of keyword list criteria in Moderation Settings your Salesforce Org (not Community) can have?

- A. 10
- B. 20
- C. 30
- D. 50
- E. 40

Correct Answer: C



QUESTION 4

As a part of your Partner Community Rollout 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

Correct Answer: D

QUESTION 5

Universal Containers builds a Partner Community for their dealers. They set up the partner account with two roles to represent sales employees and their managers. After going live, the dealerships inform Universal Containers that they need a CEO type of access for specific users who need to access all of the data on the partner account. How should the Salesforce Admin fulfil this requirement?

- A. Promote the CEO partner user to delegated admin on the partner account
- B. Assign Super User access to the CEO partner user on the Contact page
- C. Add a third role to the partner account hierarchy for the CEO partner user
- D. Make the CEO partner user the owner of the partner account

Correct Answer: B

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