CRT-271 Q&As

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QUESTION 1

You want to make sure that you drive adoption, monitor engagement, and build a vibrant community. What should an Administrator do to achieve this?

A. Build up a network of brand ambassadors and make them moderators in your community

B. Develop a lightning component that runs frequent promotions

C. Install the Communities Reports and Dashboards package from the AppExchange

D. Develop Reports and Dashboards built of the Network Object to understand insights from your communit

E. Ensure that you have community promotions built into your Journey Builder on Marketing Cloud

Correct Answer: C

QUESTION 2

What are the four stages of the Community Rollout framework?

A. Plan > Develop > Test > Review

B. Design > Implement > Grow > Review

C. Create > Communicate > Design > Implement

D. Analyse > Design > Implement > Maintain

E. Establish > Manage > Measure > Engage

Correct Answer: E

QUESTION 3

Universal Containers Community Manager needs to set up Reputation. Which two tasks should the Community Manager perform to meet this requirement? (Choose 2)

A. Create a custom Lightning component for Reputation and add it to the home page

B. Configure Reputation points and levels in the Community Management console

C. Enable Reputation in the Community

D. Add the Reputation Leaderboard component to a page in the Community

E. Add a Visualforce Reputation Leaderboard component

Correct Answer: BC

QUESTION 4

Northern Trail Outfitters uses Salesforce internally and needs to launch a Community for their customers. . Northern Trail Outfitters works with a survey partner and needs to extend that capability to the Community users. . Northern Trail Outfitters works with an electronic signature partner and needs to extend that capability to the Community users. . This Community needs to be built with the Napili template. All integrations must be mobilefirst. . Both partners have Community Lightning Components available. What should a Salesforce Admin do to accomplish this task?

A. Design and develop an API level integration with the survey and electronic signature partners and make it available for Community users

B. Install and configure the Community Lightning Components for surveys and electronic signatures available from the two partners

C. Install and configure the nonLightning Components for surveys and electronic signatures available from the partners

D. Design and develop custom Community Lightning Components for surveys and electronic signatures

Correct Answer: B

QUESTION 5

Universal Containers needs to add a page to their Napili Community. Authors will manually add the

content to the page.

What should be the first step to add this page to the site?

A. Create a standard page

B. Clone an object page

C. Create an object page

D. Clone a standard page

Correct Answer: A

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