



Free Questions for *ADX-271* by *certscare*

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Question 1

Question Type: MultipleChoice

Ursa Major Solar (UMS) uses a third party to manage low-severity tickets using its legacy system. Sometimes, third-party agents have to create cases on behalf of UMS customers.

Which user licenses should the implementation practitioner recommend for third-party staff?

Options:

- A- Partner Community
- B- Customer Identity
- C- Customer Community Plus
- D- Customer Community

Answer:

A

Explanation:

This license type allows third-party staff to access cases, leads, opportunities, contracts, and custom objects on behalf of UMS customers. Partner Community users can also create cases from questions, escalate questions to cases, and view Knowledge articles. Partner Community users cannot access quotes or reports and dashboards.

Question 2

Question Type: MultipleChoice

Universal Containers (UC) maintains multiple customer-facing sites, but only one profile for all customer users. No customer has access to more than one site.

Which step should the UC system administrator take to grant customers access to the appropriate site?

Options:

- A- Enable the Customer Identity profile or permission set.
- B- Assign the profile to the site membership.
- C- Create and assign a permission set to the users and site.
- D- Add user to the All Customer Portal Users public group.

Answer:

B

Explanation:

This option allows UC to grant customers access to the appropriate site. Site membership is a feature that defines which users can access a site and what permissions they have. UC can assign the profile for all customer users to the site membership of each site and specify the default page access and object permissions for that profile. UC can also assign permission sets to the site membership to grant additional permissions to specific users⁴

Question 3

Question Type: MultipleChoice

Ursa Major Solar (UMS) is using the Customer Account Portal template where both customers and employees can log in to view information about the company. UMS would like the Home page to

showcase internal resources at the top for its employees, and would like self-help resources to be available for logged-in customers. UMS wants to exclude employee resources from the layout of

the Home page when customers are logged in.

Which functionality should UMS utilize to showcase the Home page in different ways?

Options:

- A- Case Feeds
- B- Page Variations
- C- Sharing Sets
- D- Developer Console

Answer:

B

Explanation:

This option allows UMS to showcase the Home page in different ways for its employees and customers. Page variations are different versions of a page with different layouts, components, and content. UMS can create page variations for the Home page and use audience targeting to display different variations to different audiences based on user attributes, such as profile or user type³

Question 4

Question Type: MultipleChoice

Universal Containers (UC) is implementing a community for its retailers.

How can UC give retail store managers access to the records owned by their peers and subordinates?

Options:

- A- Put retail managers in a manager role.
- B- Set OWD to public, and manage access via Apex Sharing.
- C- Email retail managers best practices on how to manually share data.
- D- Give retail managers Super User access.

Answer:

D

Explanation:

This option allows UC to give retail store managers access to the records owned by their peers and subordinates. Super User access is a feature that grants community users access to records that are owned by users who have the same role or a role below them in the role hierarchy. Super User access can be enabled for partner users or customer users with Customer Community Plus or Partner Community licenses²

Question 5

Question Type: MultipleChoice

No More Homelessness (NMH) recently launched a public site. The Support team has received feedback that some of the articles aren't showing up in the search results for unauthenticated or guest users.

How can NMH ensure that articles are shared with all guest users?

Options:

- A- Select 'Visible in Public Knowledge Base' at the article level.
- B- Create a custom permission set for Public access.
- C- Select 'Public' organization-wide default for the article type at the org level.
- D- Create a custom profile for Public access.

Answer:

A

Explanation:

To dynamically populate the site with blog posts as new ones are added, CK should use a Grid component with CMS Collections. A Grid component is a component that displays content in a grid layout with rows and columns. A CMS Collection is a collection of content items that are created and managed in Salesforce CMS. CK can use a Grid component and select a CMS Collection as the content source. This will allow CK to showcase blog posts written by AW Computing thought leaders on its site and automatically update them as new ones are added.

Question 6

Question Type: MultipleChoice

AW Computing is using the Build Your Own (LWR) template to create a site for its customers. The site will showcase blog posts written by AW Computing thought leaders.

Which component should the site creator use to dynamically populate the site with blog posts as new ones are added?

Options:

- A- CMS Connect (JSON)
- B- CMS - Single
- C- Grid component with CMS Collections
- D- Grid component with list.views

Answer:

C

Explanation:

To dynamically populate the site with blog posts as new ones are added, CK should use a Grid component with CMS Collections. A Grid component is a component that displays content in a grid layout with rows and columns. A CMS Collection is a collection of content items that are created and managed in Salesforce CMS. CK can use a Grid component and select a CMS Collection as the content source. This will allow CK to showcase blog posts written by AW Computing thought leaders on its site and automatically update them as new ones are added.

Question 7

Question Type: MultipleChoice

Cloud Kicks (CK) wants potential customers to use self-registration to sign up and gain access to its new site. CK uses Person Accounts for its customers.

How should the CK system administrator configure self-registration?

Options:

- A- Leave the Account field blank.
- B- Create a trigger on User to convert the Contact to a Person Account.
- C- Set the profile to the standard Person Account profile.
- D- Create a flow to convert the Contact to a Person Account.

Answer:

A

Explanation:

To configure self-registration for customers who use Person Accounts, CK should leave the Account field blank. This will allow CK to create individual customers without associating them with an account. CK can use the standard self-registration configuration under Experience Workspace and select a profile or permission set that supports Person Accounts. CK can also customize the self-registration page and Apex handler to create Person Accounts for customers based on their information.

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