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Question 1

Question Type: MultipleChoice

Universal Containers is implementing a customer community.

What sharing mechanism should be used to allow customers to view their own cases even after those cases are assigned to a support agent?

Options:

- A- OWD and Apex Sharing
- B- Sharing Set
- C- Case co-ownership using Super User access
- D- Sharing Map and custom permission set

Answer:

B

Explanation:

A sharing set is a feature that grants community users access to records that have a lookup relationship with their user record or their account or contact record. For example, a sharing set can grant customers access to cases that have the same contact as their user record, regardless of the case owner or role hierarchy. Sharing sets are easy to configure and do not require code.

Question 2

Question Type: MultipleChoice

An Experience site is built in an Unlimited org. Some of the pages within the site are exposed to guest users.

How many page views are allowed per month?

Options:

- A- 1 million
- B- 5 million
- C- 100,000
- D- 500,000

Answer:

B

Explanation:

The page view limit for an Experience site depends on the org edition and the license type of the site users. For an Unlimited org, the page view limit is 5 million per month for guest users, and unlimited for authenticated users. A page view is counted when a user requests a page that is served by the site.

Question 3

Question Type: MultipleChoice

Ursa Major Solar (UM5) is evaluating Salesforce Partner Relationship Management (PRM) to help improve its current channel sales performance.

In which two ways can Salesforce PRM help UMS accelerate channel sales?

Choose 2 answers

Options:

- A- Enable partner lead routing
- B- Automate partner entitlement assignment in Channel Sales teams
- C- Extend automated quoting capabilities to partners
- D- Use partner tiering in channel sales hierarchy

Answer:

A, C

Explanation:

Partner lead routing allows UMS to assign leads to partners based on predefined criteria, such as location, product, or industry. This helps UMS distribute leads more efficiently and increase partner engagement. Automated quoting capabilities allow partners to generate quotes for customers using UMS's pricing and discount rules. This helps partners close deals faster and more accurately.

Question 4

Question Type: MultipleChoice

Cloud Kicks (CK) advises its diverse set of clients on how to use Experience Cloud. With new regulations taking effect, many of CK's clients want an easy and cost effective way to set up a site and gather their customers' communication preferences.

How should CK help compile these preferences?

Options:

- A- Create a Lightning Bolt solution that already includes all the preferences.
- B- Create a Lightning Bolt solution with a template and a login flow to gather the preferences.
- C- Use the standard Preferences Chatbot to gather the preferences.
- D- Build a Service Console to gather the preferences.

Answer:

B

Explanation:

To set up a site and gather their customers' communication preferences, CK should create a Lightning Bolt solution with a template and a login flow to gather the preferences. A Lightning Bolt solution is a package that contains an industry-specific template, theme, flows, apps, and components that can be used to create an Experience Cloud site. CK can create a Lightning Bolt solution that includes a template with the required pages and branding for its customers' site. CK can also include a login flow in the Lightning Bolt solution, which is a flow that runs when a user logs in to the site. CK can use the login flow to collect the customers' communication preferences

and store them in Salesforce.

Question 5

Question Type: MultipleChoice

DreamHouse Realty (DR) has active participation of home owners and prospective buyers in its Experience Cloud site that uses Chatter. Recently, DR observed a significant number of comments being marked as spam. OR's Salesforce and Security teams did further analysis and identified the posts made by the spammers.

OR's Management team has decided to remove all the spammers' posts and comments from the Experience Cloud site.

What should the Experience Cloud consultant recommend to remove them?

Options:

- A-** Utilize the Insights reports by creating and using a custom action to remove all the spammers' posts and comments.
- B-** Submit a high-priority case with Salesforce Support to remove all of the spammers' posts and comments. The site will be under maintenance state until resolution.
- C-** Experience Cloud site managers, moderators, and admms work together to remove all the spammers' posts and comments manually.

D- Enable Experience Cloud Einstein features to remove all the spammers' posts and comments as a background action.

Answer:

A

Explanation:

To remove all the spammers' posts and comments from the Experience Cloud site, DR should utilize the Insights reports by creating and using a custom action to remove them. Insights reports are reports that show the activity and engagement metrics on DR's site, such as page views, likes, comments, flags, and moderation actions. DR can use Insights reports to identify the spammers' posts and comments based on the flagging reasons or other criteria. DR can also create a custom action that allows DR to remove multiple posts or comments at once from the Insights reports.

Question 6

Question Type: MultipleChoice

A consultant for Cloud Kicks (CK) is asked to build a site for CK customers. As part of this site, a custom object will be used to manage customer subscriptions. These subscriptions will need to leverage advanced sharing rules to ensure that only appropriate customers can see these subscriptions.

Which two user license types should be granted to customers to support this sharing requirement?

Choose 2 answers

Options:

- A- Partner Community User
- B- Customer Community Login User
- C- Customer Community User
- D- Customer Community Plus Login User

Answer:

A, D

Explanation:

To support the sharing requirement of using advanced sharing rules for the custom object, CK should grant two user license types to customers: Partner Community User and Customer Community Plus Login User. These license types allow customers to access custom objects and a subset of standard CRM objects, such as accounts, contacts, cases, and dashboards. These license types also support advanced sharing features, such as role hierarchy, sharing rules, manual sharing, and Apex sharing.

Question 7

Question Type: MultipleChoice

Cloud Kicks (CK) is planning to introduce a User Acceptance Testing (UAT) process to ensure quality. UAT will take place In Partial and Full sandboxes. OC has also set up the Salesforce content Delivery Network (CDN) for its domain in production environment.

What should CK keep in mind about salesforce CDN?

Options:

- A- Salesforce CDN is only supported in Full sandbox environments.
- B- Salesforce CDN is not supported in sandbox environments.
- C- Salesforce CDH is only supported in Developer sandbox environments
- D- Salesforce CDN is supported in all sandbox environment

Answer:

B

Explanation:

CK should keep in mind that Salesforce CDN is not supported in sandbox environments. Salesforce CDN is a feature that allows CK to improve the performance of its site by caching static resources on servers that are closer to CK's site visitors. However, this feature is only available in production environments and not in sandbox environments, such as Partial and Full sandboxes. Therefore, CK should not use Salesforce CDN for its UAT process.

Question 8

Question Type: MultipleChoice

universal Containers UC maintains multiple customer-facing sites, but only one profile for all customer users. Ho customer has access to more than one site.

which two steps should the UC admin take to grant access to each customer?

Choose 2 answers

Options:

A- Select a permission set for a given site.

B- Edit the applicable user profile.

- C- Create a permission set.
- D- Select the profile for a given site.

Answer:

A, C

Explanation:

To grant access to each customer to only one site, UC should create a permission set and select a permission set for a given site. A permission set is a collection of settings and permissions that give users access to various tools and functions. UC can create a permission set for each site that specifies the site access and the object permissions for the customer users. UC can then select a permission set for a given site in the Experience Builder, which will assign the permission set to all new and existing users of that site.

Question 9

Question Type: MultipleChoice

Universal Containers is looking to build a new self-service site. Users will post questions, read Knowledge articles, and view case reports, users will not be registering deals or participating in any other sales activity.

Which external user license meets these requirements?

Options:

- A- Authenticated Service Site User
- B- External Community Plus
- C- External Identity
- D- Customer Community Plus

Answer:

D

Explanation:

This user license allows users to access cases, Knowledge articles, reports and dashboards, and custom objects in a self-service site. It also provides access to Chatter groups and files, and allows users to edit their own profiles. Customer Community Plus users can also use email-to-case functionality and create records that have lookups to accounts or contacts⁵

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