Salesforce

Exam Questions Education-Cloud-Consultant

Salesforce Certified Education Cloud Consultant Exam

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NEW QUESTION 1
A college is experiencing a disconnect between the Advancement and Finance departments which causes a delay in the allocation of donations. The college wants to synchronize fundraising data between these two offices.
Which solution should a consultant recommend?

A. Financial Services Cloud
B. Payment Services
C. Accounting Subledger

Answer: C

Explanation:
 Accounting Subledger is a solution that allows education institutions to synchronize fundraising data between Advancement and Finance departments. It enables them to create accounting-ready summaries of donations and other transactions from Salesforce and export them to their accounting systems1. This solution can help the college avoid manual data entry, reduce errors, and streamline the allocation of donations. References: Salesforce Education Cloud Academy: Consultant Fundamentals, [Accounting Subledger Overview]

NEW QUESTION 2
The Student Services department wants a way for students and advisors to picture academic options more clearly and visualize degree requirements.
Which component should the consultant recommend to meet their needs?

A. Pathways
B. Success Plans
C. Path

Answer: A

Explanation:
 Pathways and Plan Requirements are two components that the consultant can recommend to meet the requirement of providing a way for students and advisors to picture academic options more clearly and visualize degree requirements. Pathways is a component that allows users to create and manage academic plans for students, such as majors, minors, or certificates. Pathways can help students and advisors picture academic options more clearly by showing the courses and requirements needed to complete an academic plan. Plan Requirements is a component that allows users to define and group the requirements for an academic plan, such as credits, courses, or electives. Plan Requirements can help students and advisors visualize degree requirements by showing the progress and status of each requirement for an academic plan. Success Plans and Path are not components that can meet the requirement of providing a way for students and advisors to picture academic options more clearly and visualize degree requirements. References:
? https://www.salesforce.org/products/student-success-hub/overview/
? https://powerofus.force.com/s/article/SSHub-Pathways
? https://powerofus.force.com/s/article/SSHub-Plan-Requirements

NEW QUESTION 3
A school district is reopening after global pandemic. It has an existing Salesforce org configured with the K-12 Architecture kit. The school district wants to leverage Work.com Command Center for schools in its existing org.
What should the consultant advise?

A. Work.com Command Center operates in a separate org.
B. Install Work.com Command Center in existing org.
C. Leverage Student Success Hub.
D. Use third-party app from AppExchange.

Answer: B

Explanation:
 The consultant should advise the school district to install Work.com Command Center in their existing org, because this can help them leverage Work.com Command Center for schools in their existing org. Work.com Command Center is a solution that helps organizations manage their reopening and recovery efforts after a global pandemic. Work.com Command Center for schools is a specific configuration of Work.com Command Center that helps schools monitor student and staff wellness, attendance, and engagement. Work.com Command Center can be installed in an existing org as a managed package from the AppExchange. Work.com Command Center does not operate in a separate org, nor does it require leveraging Student Success Hub or using a third-party app from AppExchange. References:
? https://www.salesforce.org/workdotcom/
? https://www.salesforce.org/wp-content/uploads/2020/08/WorkDotCom-for- Schools.pdf
? https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000FMk ZCUA1

NEW QUESTION 4
Why might key stakeholders participate in a Center of Excellence?

A. It standardizes the data definitions.
B. It ensures data is owned by one group.
C. It ensures feature requests will be implemented.

Answer: A

Explanation:
 The consultant should explain that one of the reasons why key stakeholders might participate in a Center of Excellence is that it standardizes the data definitions for the university. A Center of Excellence is a group of people who provide leadership, guidance, and best practices for a specific area or domain. A Center of Excellence can help standardize the data definitions for the university by creating and maintaining a common vocabulary and understanding of what data means, how it is used, or how it is measured across different departments or units. Standardizing the data definitions can help improve data quality, consistency, and accuracy for the university. It ensures data is owned by one group or it ensures feature requests will be implemented are not reasons why key stakeholders might participate in a Center of Excellence for the university. References:

? https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf
? https://trailhead.salesforce.com/en/content/learn/modules/org-change- management

NEW QUESTION 5
The Recruitment and Admissions office has an existing Salesforce environment they wants to expand to include all of the school's operations and service. The school has asked the consultant for recommendations to ensure the expansion is efficient, ..., and will meet the need of new existing user.
Which should the consultant recommend to meet the requirements?

A. Create a Trailmix for new users.
B. Build a Center of Excellence.
C. Grant System Admin access for each department leader.
D. Encourage users to post ideas on Chatter.

Answer: B

Explanation:
 The consultant should recommend the school to build a Center of Excellence, because this can ensure that the expansion of their Salesforce environment is efficient, scalable, and will meet the needs of new and existing users. A Center of Excellence is a team or a group of teams that provide leadership, best practices, governance, and support for Salesforce within an organization. A Center of Excellence can help the school align their Salesforce strategy with their business goals, manage change and adoption, optimize performance and security, and foster innovation and collaboration. Creating a Trailmix for new users, granting System Admin access for each department leader, and encouraging users to post ideas on Chatter are not recommendations that can ensure that the expansion of the Salesforce environment is efficient, scalable, and will meet the needs of new and existing users. References:
? https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf
? https://trailhead.salesforce.com/en/content/learn/modules/center-of-excellence- basics

NEW QUESTION 6
A primary school has switched to remote learning and wants to track student well-being, technology needs, and various family situations needing attention.
Which Education Cloud solution meets this requirement?

A. Student Success Hub
B. Pathways
C. K-12 Architecture Kit
D. Admissions Connect

Answer: A

Explanation:
Student Success Hub is a solution that enables schools to provide holistic support for students and families, especially in remote learning scenarios. It allows schools to create and track interventions, referrals, and services for students based on their needs and goals. It also provides dashboards and reports to monitor student progress and outcomes. Student Success Hub is built on top of the Education Data Architecture (EDA) and leverages the Program Management Module (PMM) and the Case Management Module (CMM) to deliver a comprehensive student support system. References:
? Student Success Hub
? Student Success Hub Implementation Guide
? Student Success Hub Trailhead Module

NEW QUESTION 7
A university wants a Salesforce solution that manages student applications and application reviewer assignments.
Which solution should the consultant recommend?

A. Program Management Module
B. Case Management
C. Admissions Connect
D. Student Success Hub

Answer: C

Explanation:
 Admissions Connect is a solution that the consultant can recommend to meet the requirement of managing student applications and application reviewer assignments. Admissions Connect is a solution that extends EDA to meet the needs of higher education admissions and enrollment. Admissions Connect provides features such as online application management, application review, decision delivery, and reviewer assignments. The consultant can help the university configure and customize Admissions Connect to support their recruitment and admissions processes. Program Management Module, Case Management, and Student Success Hub are not solutions that can manage student applications and application reviewer assignments. References:
? https://www.salesforce.org/products/admissions-connect/overview/
? https://trailhead.salesforce.com/en/content/learn/modules/admissions-connect- basics

NEW QUESTION 8
The Advancement office wants to replace its legacy system with Salesforce and has hired a consultant to help build a CRM strategy.
Which recommendation should the consultant make to meet this requirement?

A. Implement Nonprofit Success Pack (NPSP).
B. Start solution design during a discovery session.
C. Prioritize the organization's initiatives.

Answer: C

Explanation:
 A CRM strategy is a plan that outlines how an organization will use Salesforce to achieve its goals and objectives. A consultant should recommend prioritizing the organization??s initiatives as part of the CRM strategy, as this will help align the Salesforce solution with the most important and urgent needs of the Advancement office, such as fundraising, donor engagement, alumni relations, etc. Prioritizing the initiatives will also help define the scope, timeline, and budget of the project, as

well as the key stakeholders, success metrics, and risks involved2. Implementing Nonprofit Success Pack (NPSP) is a possible solution option, but not a recommendation for the CRM strategy. Starting solution design during a discovery session is a project management best practice, but not a recommendation for the CRM strategy.

NEW QUESTION 9
The Undergraduate Admissions office needs to track new students and their current course of study.
Which Education Data Architecture (EDA) object should the consultant use to meet the requirement?

A. Program Enrollment
B. Education History
C. Contact Role

Answer: A

Explanation:
Program Enrollment is an EDA object that tracks the enrollment of a student in a specific program or course of study. It can store information such as the program name, start and end dates, status, and credits earned. The consultant should use this object to meet the requirement of tracking new students and their current course of study for the Undergraduate Admissions office. References: [Salesforce Education Cloud Academy: Consultant Fundamentals], [EDA Data Model]

NEW QUESTION 10
An institution??s office of Career service wants to solution that allows student to schedule appointments with nay available counselor directly from a portal.
On which object is the availability configured?

A. Goal Definition
B. Benefit schedule
C. Case

Answer: B

Explanation:
? Configuring Availability for Appointments:
? Setting Up Benefit Schedule:
? Integration with Portals:
? Training and Adoption: References:
? Salesforce Education Cloud Documentation: Benefit Schedule

NEW QUESTION 10
A university's IT department and its consultant are integrating data from the Student Information System (SIS) to the Education Data Architecture (EDA). Advisors need to see a student's primary course of study.
Which object in EDA indicate a student's major?

A. Education History
B. Relationship
C. Program Plan Requirement
D. Program Enrollment

Answer: D

Explanation:
Program Enrollment is an object in EDA that indicates a student??s primary course of study or major. Program Enrollment is an object that represents a junction between a Contact and a Program Plan. Program Enrollment can be used to track various information about a student??s course of study, such as status, start date, end date, or level. The consultant can create a Program Enrollment record for each student and associate it with their primary course of study or major. Education History, Relationship, and Program Plan Requirement are not objects in EDA that indicate a student??s primary course of study or major. References:
? https://powerofus.force.com/s/article/EDA-Program-Enrollments
? https://powerofus.force.com/s/article/EDA-Program-Enrollments-Create

NEW QUESTION 15
A university is planning an enterprise-wide implementation of Education Cloud. It has asked the consultant to do an analysis of Education Cloud functionality to identify additional apps it may need to purchase.
What is a standard feature of Education Cloud?

A. Student Advising
B. Event Management
C. Order Management

Answer: A

Explanation:
? Features of Student Advising:
? Implementation:
References:
? Salesforce Education Cloud Documentation: Student Success Hub

NEW QUESTION 17
A college has a standard Salesforce environment and wants to use Student Success Hub for its undergraduate advising.
What is required to use Student Success Hub?

A. Education Data Architecture

B. Customer Community license
C. Pathways
D. Field Service

Answer: A

Explanation:

Education Data Architecture (EDA) is required to use Student Success Hub for the college??s undergraduate advising. EDA is a product that provides a flexible and scalable data architecture for higher education institutions to manage their student lifecycle. EDA provides objects and features such as Accounts, Contacts, Relationships, Affiliations, Attributes, or Course Connections. Student Success Hub is a solution that extends EDA to meet the needs of student services and support. Student Success Hub provides features such as Early Alerts, Success Plans, Pathways, and Advising Events. Student Success Hub requires EDA to be installed and configured in the Salesforce environment before installing Student Success Hub. A Customer Community license, Pathways, or Field Service are not required to use Student Success Hub for the college??s undergraduate advising. References:
? https://www.salesforce.org/products/education-cloud/overview/
? https://www.salesforce.org/products/student-success-hub/overview/

NEW QUESTION 21
A college needs to extend capabilities of its existing Salesforce environment that uses the Education Data Architecture (EDA). The college want to ensure that any future apps and configurations are compatible and support the Table Driven Trigger Management (TDTM) Functionality.

A. Use the yaml file from Salesforce.org GitHub.
B. Use a Salesforce.org community solution.
C. Use third-party apps that are powered by EDA.
D. Use third-party apps that are EDA ready.

Answer: D

Explanation:

The consultant should advise the college to use third-party apps that are EDA ready, because this can ensure that any future apps and configurations are compatible and support the Table Driven Trigger Management (TDTM) functionality. EDA ready apps are apps that have been certified by Salesforce.org as compatible with EDA and its features, such as TDTM. TDTM is a feature that allows users to customize the behavior of EDA triggers and disable or enable them as needed. EDA ready apps can help the college extend the capabilities of their existing Salesforce environment without compromising the functionality or performance of EDA. Using the yaml file from Salesforce.org GitHub, using a Salesforce.org community solution, or using third-party apps that are powered by EDA are not advice that the consultant should give to the college. References:
? https://powerofus.force.com/s/article/EDA-Certified-Apps
? https://powerofus.force.com/s/article/EDA-TDTM

NEW QUESTION 22
A university dean wants to refer students for summer engineering internships and requests a list of people who earned high final scores in the Intro to Civil Engineering class.
Which objects should the consultant include in the report?

A. Program Enrollment with Contact
B. Term Grades with Contact
C. Education History with Account
D. Course Connections with Academic Program

Answer: B

Explanation:

Term Grades with Contact is the object that the consultant should include in the report to show the people who earned high final scores in the Intro to Civil Engineering class. Term Grades is an object that stores the grades that a student receives for a course offering in a specific term. Contact is an object that stores the personal information of a student. Program Enrollment with Contact, Education History with Account, and Course Connections with Academic Program are not objects that can show the final scores of a class in EDA. References:
? https://powerofus.force.com/s/article/EDA-Data-Dictionary
? https://help.salesforce.com/s/articleView?id=sf.reports_builder_create.htm&type=5

NEW QUESTION 23
A consultant is working on an Advisor Link implementation for the undergraduate Advising departments. Advisors must be able to view a student's classes, track milestones, set student meetings, and integrate meetings with their Outlook calendar. The Advising department wants to know which functionality is included with Advisor Link and whether a third-party application is necessary.
Which function may require a third-party app?

A. Success Plans
B. Calendar syncing
C. Degree visualization
D. Appointment scheduling

Answer: C

Explanation:

Degree visualization is a function that may require a third-party app for Advisor Link. Degree visualization allows advisors and students to see the progress and requirements of a degree program in a graphical way. Advisor Link does not provide this function out of the box, so a third-party app may be needed to achieve it. Success Plans, calendar syncing, and appointment scheduling are functions that are included with Advisor Link and do not require a third-party app. References:
? https://www.salesforce.org/advisor-link/
? https://help.salesforce.com/s/articleView?id=sf.eda_advisor_link_features.htm&typ e=5

NEW QUESTION 26
A university has hired a consultant to advise on its technology and data strategy. Which tool should the consultant leverage?

A. Data Maturity Model
B. Program Management Module
C. Insights Platform Data Integrity

Answer: A

Explanation:

The consultant should leverage the Data Maturity Model as a tool to advise on the university??s technology and data strategy. The Data Maturity Model is a tool that helps organizations assess their current state of data management and identify areas for improvement and growth. The Data Maturity Model consists of five levels: Ad Hoc, Reactive, Proactive, Managed, and Optimized. The consultant can leverage the Data Maturity Model to advise on the university??s technology and data strategy by using features such as surveys, benchmarks, or best practices. Program Management Module, Insights Platform Data Integrity, or Salesforce Advisor Link are not tools that the consultant can leverage to advise on the university??s technology and data strategy. References:
? https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf
? https://www.salesforce.org/wp-content/uploads/2019/03/Data-Maturity-Model.pdf

NEW QUESTION 31
A Career Services department plans to implement Salesforce. The consultant is preparing for the discovery session will the director and advising staff.
Which question should the consultant ask during the discovery session?

A. Which users need system admin access?
B. What is the estimated project budget?
C. What are the success metrics for the project?

Answer: C

Explanation:

The consultant should ask about the success metrics for the project to understand the goals and expectations of the Career Services department and how to measure them. This will help the consultant design a solution that aligns with the department??s vision and needs. Which users need system admin access and what is the estimated project budget are questions that can be asked later in the project planning or execution phase, not during the discovery session.
References:
? https://trailhead.salesforce.com/en/content/learn/modules/education-cloud-basics/education-cloud-discovery
? https://trailhead.salesforce.com/en/content/learn/modules/education-cloud-basics/education-cloud-project-planning

NEW QUESTION 36
An Admissions office is using Admissions Connect to manage its student application review process. The office needs to make sure applications are unable to be edited after the submission deadline.
Which functionality should the consultant use to meet this requirement?

A. Create custom Open Date and Due Date fields.
B. Leverage the Open Date and Due Date fields.
C. Develop a custom trigger that checks the submission deadline against the current date.

Answer: B

Explanation:

The consultant should leverage the Open Date and Due Date fields to meet the requirement of making sure applications are unable to be edited after the submission deadline for the Admissions office that is using Admissions Connect to manage its student application review process. The Open Date and Due Date fields are fields on the Application object in Admissions Connect that allow users to specify when an application is open or closed for submission. The Open Date field indicates the date and time when an application can be submitted by an applicant. The Due Date field indicates the date and time when an application can no longer be submitted by an applicant. The consultant can leverage the Open Date and Due Date fields to meet the requirement of making sure applications are unable to be edited after the submission deadline for the Admissions office that is using Admissions Connect to manage its student application review process by configuring and customizing these fields to match their application deadlines and policies. Creating custom Open Date and Due Date fields, developing a custom trigger that checks the submission deadline against the current date, or activating the ApplicantCommunityHomePageController Apex class are not functionalities that the consultant should use to meet the requirement of making sure applications are unable to be edited after the submission deadline for the Admissions office that is using Admissions Connect to manage its student application review process. References:
? https://www.salesforce.org/products/admissions-connect/overview/
? https://www.salesforce.org/wp-content/uploads/2021/06/Salesforce.org-Admissions-Connect-Tableau-Accelerator.pdf

NEW QUESTION 40
A school for continuing education needs to track program costs within its budget and related revenue streams each program brings to the school.
Which Salesforce solution should the consultant consider?

A. Accounting Subledger
B. Program Management Module
C. Grants Management

Answer: B

Explanation:

The consultant should consider Program Management Module as a Salesforce solution to track program costs within its budget and related revenue streams each program brings to the school for the school for continuing education. Program Management Module is a product that allows users to manage programs, services, or interventions for their constituents. Program Management Module can help the school for continuing education track program costs within its budget and related revenue streams each program brings to the school by using features such as Programs, Services, Service Deliveries, or Service Reports. The consultant can also leverage other tools such as reports, dashboards, or formulas to track and analyze program costs and revenue streams. Accounting Subledger, Grants Management, or Marketing Cloud are not Salesforce solutions that can track program costs within its budget and related revenue streams each program brings to the school for the school for continuing education. References:
? https://www.salesforce.org/products/program-management-module/overview/
? https://powerofus.force.com/s/article/PMM-Overview

NEW QUESTION 42
The director of graduate recruitment is interested in Education Cloud. Recruitment staff need to access Opportunity and Campaign Member information about students. The IT director is concerned about costs and suggests using other license types for full-time recruitment users.
What should the consultant discuss with the client?

A. The business use case requires a Salesforce Platform license.
B. The business use case requires a full Salesforce license.
C. Education Cloud requires a Customer Community license.

Answer: B

Explanation:
? Understanding Licensing Requirements:
? Business Use Case for Full Salesforce License:
? Cost Considerations:
? Implementation Steps: References:
? Salesforce Licensing Guide: Salesforce Licenses

NEW QUESTION 43
A university using the Education Data Architecture (EDA) finds that some addresses in the system have minor data entry errors that need to be corrected. The university wants to ensure that the system to existing rather than creating new address records.
What should the do to meet this?

A. Check the Do Not Update before saving the
B. Enable the EDA Setting for Simple Address Change Treated as Update.
C. Check the Disable Error Handling setting in EDA System Settings.
D. Disable Multi-Addresses in EDA Account and Contact Settings.

Answer: B

Explanation:
According to the Salesforce Education Cloud Consultant documents, the EDA Setting for Simple Address Change Treated as Update allows the system to update existing address records when a user makes a minor change to an address, such as correcting a typo or adding an apartment number. This prevents the creation of duplicate address records and ensures data quality. If this setting is disabled, the system will create a new address record whenever an address is changed, even if the change is
minor. References:
? EDA Documentation: Address Management
? Trailhead: Education Data Architecture Basics

NEW QUESTION 48
The Dean of the Business school has a dashboard that displays the application yield by program, geographic distribution of applicants, and recruitment pipeline. The Dean wants the same reports for program directors. Sharing settings have been configured so program directors can only see recruitment and application information for their own program.
How can the consultant meet the business requirement?

A. Check the Let Dashboard Viewers Choose Whom They View the Dashboard As on the Dean's dashboard.
B. Set View Dashboard As to the Dean and share it with program directors.
C. Add a dashboard filter to the Dean's dashboard and save it to All Folders.
D. Set View Dashboard As to the dashboard viewer and share it with program directors.

Answer: D

Explanation:
The consultant can meet the business requirement by setting View Dashboard As to the dashboard viewer and sharing it with program directors. This will allow the program directors to see the same reports as the Dean, but filtered by their own program, based on the sharing settings. Checking the Let Dashboard Viewers Choose Whom They View the Dashboard As on the Dean??s dashboard, setting View Dashboard As to the Dean and sharing it with program directors, and adding a dashboard filter to the Dean??s dashboard and saving it to All Folders are not options that can meet the business requirement. References:
? https://help.salesforce.com/s/articleView?id=sf.dashboards_running_user.htm&type=5
? https://help.salesforce.com/s/articleView?id=sf.dashboards_dynamic_filters.htm&ty pe=5

NEW QUESTION 50
Where can a customer access the open-source common sprint project code repositories?

A. Trailblazer Community
B. Partner Community
C. GitHub

Answer: C

Explanation:
GitHub is a web-based platform that hosts open-source code repositories for developers to collaborate on projects1. Customers can access the common sprint project code repositories on GitHub by visiting the Salesforce.org Open Source Commons organization page2. There, they can find various community projects stemming from Salesforce.org Open Source Community Sprints, such as Data Generation Toolkit, Outbound Funds Module, and Membership Schema and Benefits2. These projects are compatible with Education Cloud and can be used to extend its functionality and
features. References:
? 1: What is GitHub? - GitHub Docs3
? 2: Salesforce.org Open Source Commons - Community Sprint Projects4

NEW QUESTION 55

A consultant needs to import a large volume of records into a university's Salesforce production environment that has the Education Data Architecture (EDA). The import file already defines Account and Address information. The university's environment has a private sharing model and several sharing rules.
Which of these temporary actions should the consultant take before importing the data?

A. Disable sharing rules using TDTM.
B. Change the account model to Household.
C. Disable unnecessary code using Table-Driven Trigger Management (TDTM).

Answer: C

Explanation:
 TDTM is a feature of EDA that allows you to manage the automation and custom logic that runs when data is inserted, updated, or deleted. By disabling unnecessary code, such as trigger handlers or validation rules, you can improve the performance and speed of the data import, avoid errors or unwanted data creation, and reduce the risk of hitting governor limits12.
Disabling sharing rules using TDTM is not a recommended action, because sharing rules are not controlled by TDTM, but by the Salesforce security model. Sharing rules are used to grant additional access to records based on criteria or ownership. Disabling them may affect the visibility and accessibility of the imported data for the users34.
Changing the account model to Household is not a necessary action, because the account model is a preference that depends on how the university wants to organize its contacts and accounts. EDA supports both the Administrative and Household account models, and the import file already defines the Account information. Changing the account model may cause data loss or duplication, and require additional configuration and mapping5 .

NEW QUESTION 57
A university joined the Open Source Commons & Community Sprints group in the Power of Us Hub. However, they were unable to find current or past Open Source Commons projects that meet their needs.
Which additional Power of Us Hub group can the consultant recommend so the university can find and collaborate on current open source projects?

A. Sector: Higher Education
B. SFDO Major Release Announcements
C. SFDO Open Source Contributors
D. CumulusCI (CCI)

Answer: C

Explanation:
 The SFDO Open Source Contributors group in the Power of Us Hub is an additional group that the consultant can recommend so the university can find and collaborate on current open source projects. The SFDO Open Source Contributors group is a group that connects users who are interested in contributing to or learning from open source projects that are supported by Salesforce.org. The SFDO Open Source Contributors group provides access to resources, events, discussions, and opportunities related to various open source projects, such as EDA, NPSP, CumulusCI, or Metecho. The Sector: Higher Education, SFDO Major Release Announcements, and CumulusCI (CCI) groups in the Power of Us Hub are not groups that can help the university find and collaborate on current open source projects. References:
? https://powerofus.force.com/s/group/0F980000000CjQOCA0/sfdo-open-source-contributors
? https://www.salesforce.org/open-source-commons/

NEW QUESTION 61
A university plans to implement Salesforce. The project lead is drafting a communication plan and has asked the consultant to provide examples of communications to send after implementation.
Which communication example should a consultant recommend?

A. User contest
B. Teaser email
C. Project sponsor profile

Answer: A

Explanation:
 User contest and post go-live recap are two communication examples that the consultant can recommend to send after implementation. User contest is a type of communication that encourages users to participate in a competition or a challenge related to using Salesforce, such as completing a certain number of tasks, earning badges on Trailhead, or submitting feedback or ideas. User contest can help increase user engagement, adoption, and satisfaction with Salesforce. Post go-live recap is a type of communication that summarizes the results and outcomes of the implementation project, such as key achievements, lessons learned, success stories, or next steps. Post go-live recap can help celebrate the project completion, acknowledge the project team and stakeholders, and provide guidance for future improvements. Teaser email and project sponsor profile are two communication examples that the consultant can recommend to send before implementation. References:
? https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf
? https://trailhead.salesforce.com/en/content/learn/modules/change_management/ch ange_management_communicate

NEW QUESTION 64
A university system purchased Salesforce and wants to move to an enterprise model for all of the schools in the system. The university needs to track students both as individuals and as part of a household. The Recruitment and Admissions office also wants to track events, the event locations, and the event vendors.
Which account model should the consultant recommend?

A. Education Data Architecture (EDA) Account Model
B. Person Account Model
C. Standard Account Model

Answer: A

Explanation:
 The consultant should recommend the Education Data Architecture (EDA) Account Model as the account model for the university system that purchased Salesforce and wants to move to an enterprise model for all of the schools in the system. The EDA Account Model is an account model that allows users to store information about individuals or organizations that are related to an educational institution, such as students, parents, faculty, staff, alumni, or donors. The EDA

Account Model can help the university system track students both as individuals and as part of a household using features such as Contacts, Accounts, Relationships, or Affiliations. The EDA Account Model can also help the Recruitment and Admissions office track events, the event locations, and the event vendors using features such as Campaigns or Campaign Members. The Person Account Model and the Standard Account Model are not account models that can meet the requirements of the university system that purchased Salesforce and wants to move to an enterprise model for all of the schools in the system.
References:
? https://powerofus.force.com/s/article/EDA-Accounts
? https://powerofus.force.com/s/article/EDA-Campaigns

NEW QUESTION 65
The IT department at a university has asked its consultant to build a Salesforce integration strategy.
Which integration consideration should the consultant outline?

A. Data element
B. Salesforce license type
C. Sandbox environment

Answer: A

Explanation:
The consultant should outline data element as an integration consideration when building a Salesforce integration strategy for the IT department at a university. Data element is an integration consideration that refers to the type, format, quality, or volume of data that will be exchanged between systems. The consultant should outline data element as an integration consideration when building a Salesforce integration strategy for the IT department at a university by identifying what data needs to be integrated, how it will be transformed or mapped, how it will be validated or cleansed, or how it will be stored or archived. Salesforce license type, sandbox environment, or security model are not integration considerations that the consultant should outline when building a Salesforce integration strategy for the IT department at a university. References:
? https://trailhead.salesforce.com/en/content/learn/modules/api_basics/api_basics_data
? https://www.salesforce.org/wp- content/uploads/2019/03/Education_Cloud_COE_Guide.pdf

NEW QUESTION 67
A help desk at a large university wants to track and measure average resolution times and escalations associated with student requests for password resets.
Which solution should a consultant recommend?

A. Salesforce Identity
B. Digital Engagement
C. Einstein Next Best Action
D. Service Cloud

Answer: D

Explanation:
Service Cloud is a solution that the consultant can recommend to track and measure average resolution times and escalations associated with student requests for password resets. Service Cloud allows the help desk to create, manage, and resolve cases that represent student issues or problems. Service Cloud also provides reports and dashboards that show key metrics such as resolution time, escalation rate, and customer satisfaction. Salesforce Identity, Digital Engagement, and Einstein Next Best Action are not solutions that can track and measure average resolution times and escalations associated with student requests for password resets. References:
? https://www.salesforce.com/products/service-cloud/overview/
? https://trailhead.salesforce.com/en/content/learn/modules/service_cloud_basics

NEW QUESTION 71
International Programs wants to track the emergency contacts for students who are studying abroad.
Which functionality should a consultant implement to meet this requirement?

A. Relationships
B. Household Accounts
C. Affiliations
D. Success Teams

Answer: A

Explanation:
Relationships is a functionality that the consultant can implement to meet the requirement of tracking the emergency contacts for students who are studying abroad. Relationships is a feature that allows the consultant to create and manage connections between Contacts in EDA. Relationships can be used to track various types of connections, such as family, friends, mentors, or emergency contacts. The consultant can create a custom Relationship Type for emergency contacts and associate it with the students who are studying abroad. Household Accounts, Affiliations, and Success Teams are not functionalities that can track the emergency contacts for students who are studying abroad. References:
? https://powerofus.force.com/s/article/EDA-Relationships
? https://powerofus.force.com/s/article/EDA-Relationships-Create

NEW QUESTION 72
A college wants to extend its existing Education Data Architecture org to support the Advancement department's fundraising needs.
What should the consultant recommend to meet the requirement?

A. Gift Entry Manager
B. Nonprofit Success Pack
C. Giving Pages
D. Elevate

Answer: B

Explanation:

Nonprofit Success Pack (NPSP) is a solution that the consultant can recommend to meet the requirement of extending EDA org to support fundraising needs. NPSP is built on top of EDA and provides features such as donations management, gift processing, donor engagement, and reporting. Gift Entry Manager, Giving Pages, and Elevate are not solutions that can extend EDA org to support fundraising needs, but rather tools that can work with NPSP to enhance the fundraising experience. References:
? https://www.salesforce.org/education/education-cloud-for-advancement/
? https://www.salesforce.org/nonprofit/nonprofit-success-pack/

NEW QUESTION 77
A CRM committee for a university has asked a consultant about the major release cadence of Salesforce.org and Salesforce.com platform enhancements. When are Salesforce.org releases?

A. Approximately two weeks after Salesforce.com releases
B. Approximately one month before Salesforce.com releases
C. Approximately two weeks before Salesforce.com releases
D. Approximately one month after Safesforce.com releases

Answer: A

Explanation:

Salesforce.org releases are approximately two weeks after Salesforce.com releases. This means that Salesforce.org customers can benefit from both platform enhancements and industry-specific solutions in a timely manner. The other options are incorrect because they do not reflect the actual release cadence of Salesforce.org. References:
? https://powerofus.force.com/s/article/SFDO-Release-Schedule
? https://www.salesforce.org/blog/salesforce-org-release-schedule/

NEW QUESTION 80
An academic advisor is preparing for a meeting with a student. The advisor wants to review the classes associated with the student's course of study to ensure the student is on track for gradual to review the academic options with the using Salesforce.
Which functionality should a consultant recommend?

A. Academic program
B. pathways
C. Affiliation

Answer: B

Explanation:

The consultant should recommend Pathways for the academic advisor to review the classes associated with the student??s course of study and ensure the student is on track for graduation. Pathways allow advisors to create and monitor academic plans for students based on their program requirements and course offerings. Academic Program is an object that defines the program of study that a student is enrolled in, but it does not show the classes or progress. Affiliation is an object that tracks the relationship between a Contact and an Account, such as a student and a school, but it does not show the classes or progress. References:
? https://help.salesforce.com/s/articleView?id=sf.ssh_pathways.htm&type=5
? https://help.salesforce.com/s/articleView?id=sf.ssh_academic_program.htm&type= 5
? https://help.salesforce.com/s/articleView?id=sf.ssh_affiliation.htm&type=5

NEW QUESTION 84
The Law school's dean, recruitment director, and end users want to implement Salesforce so they can have a central, shared reporting system of engagement for recruitment and admission processes and raise enrollment by 10%. The Law school plans to grow and expand its use of Salesforce to other departments in the future; however, the IT department can only support system integration.
What should the consultant discuss first with the school?

A. Leadership sponsorship
B. Business objectives
C. Metric identification
D. Capacity to administer

Answer: D

Explanation:

The consultant should discuss the capacity to administer with the school first, because this is a critical factor for a successful implementation and adoption of Salesforce. The capacity to administer means having the resources, skills, and processes to manage and maintain the Salesforce system on an ongoing basis. The consultant should assess whether the school has a dedicated Salesforce administrator or team, or whether they need to hire or train one. The consultant should also advise the school on the best practices and tools for administering Salesforce. Leadership sponsorship, business objectives, and metric identification are important factors for a successful implementation, but they are already given in the scenario, so they do not need to be discussed first by the consultant. References:
? https://trailhead.salesforce.com/en/content/learn/modules/education-cloud-basics/education-cloud-basics-key-stakeholders
? https://trailhead.salesforce.com/en/content/learn/modules/admin_intro

NEW QUESTION 85
The director of advising wants to better understand why students are meeting with their advisors.
Which Advisor Link Feature should the consultant include in a report?

A. Success Plan Type
B. Alert Reason
C. Appointment Topic
D. Case Status

Answer: C

Explanation:
Appointment Topic is an Advisor Link feature that the consultant should include in a report to better understand why students are meeting with their advisors. Appointment Topic is a field on the Appointment object that indicates the reason or subject of the meeting. Success Plan Type, Alert Reason, and Case Status are not Advisor Link features that show why students are meeting with their advisors. References:
? https://help.salesforce.com/s/articleView?id=sf.eda_appointment_topic.htm&type=5
? https://help.salesforce.com/s/articleView?id=sf.eda_advisor_link_reports.htm&type=5

NEW QUESTION 90
A university is interested in using Student Success Hub and a calendar integration tool to sync student appointments with the faculty advisors' Google accounts.
What should the consultant recommend?

A. A third-party app
B. Salesforce Scheduler
C. Einstein Activity Capture

Answer: A

Explanation:
A third-party app is the best option for syncing student appointments with the faculty advisors?? Google accounts. Student Success Hub does not have a native calendar integration tool that can sync with Google Calendar5. Salesforce Scheduler is a tool that allows customers to schedule appointments with service providers, but it does not integrate with Google Calendar either6. Einstein Activity Capture is a tool that syncs emails and events between Salesforce and Gmail or Microsoft Exchange, but it does not work with Student Success Hub appointments7. Therefore, a third-party app that can connect Student Success Hub and Google Calendar is the most suitable solution. References:
? 5: Manage Calendar Sync (Support Staff) - Salesforce8
? 6: Salesforce Scheduler Implementation Guide - Salesforce9
? 7: Einstein Activity Capture Implementation Guide - Salesforce

NEW QUESTION 94
A consultant is working with a customer who already uses Salesforce and wants to enable Education Cloud. The consultant has confirmed that Education Cloud can work in the customer's existing environment.
Starting in a sandbox, which location should the consultant visit to enable Education Cloud in the existing environment?

A. App Launcher
B. Setting
C. My Account

Answer: B

Explanation:
? Enabling Education Cloud in Existing Environment:
? Steps to Enable Education Cloud:
? Verification: References:
? Salesforce Help: Enable Education Cloud

NEW QUESTION 95
A university's Advancement office plans to implement the Education Data Architecture to manage its alumni, donors, and supporters. The university wants to set up a system default that will automatically create a family record when a Contact record is created by staff members.
Which Default Account Model should the consultant recommend?

A. Household
B. Administrative
C. Educational Institution
D. Person

Answer: A

Explanation:
The consultant should recommend Household as the Default Account Model for the university??s Advancement office that plans to implement EDA to manage its alumni, donors, and supporters. Household is an account model that allows users to store information about individuals who are related by family or household relationships, such as spouses or siblings. Household can be used to track various information about an individual or a family unit, such as name, email, phone, address, or total household income. The consultant can help the university set up Household as the Default Account Model in EDA Settings so that a family record will be automatically created when a Contact record is created by staff members. Administrative, Educational Institution, and Person are not account models that can meet the requirement of setting up a system default that will automatically create a family record when a Contact record is created by staff members. References:
? https://powerofus.force.com/s/article/EDA-Accounts
? https://powerofus.force.com/s/article/EDA-Settings

NEW QUESTION 99
A system admin has an idea for a custom solution for their org and thinks it might be useful to others as well. The system admin discusses it with colleagues from two other schools. They are excited about the system admin's idea and offer to help.
What should the system admin consider doing as a next step?

A. Post the idea in the Trailblazer Idea Exchange.
B. Download and install the project from GitHub.
C. Ask colleagues to sign a nondisclosure agreement.
D. Join the Open Source Commons & Community Sprints group

Answer: D

Explanation:

 The system admin should consider joining the Open Source Commons & Community Sprints group in the Power of Us Hub as a next step for their custom solution idea. The Open Source Commons & Community Sprints group is a group that connects users who are interested in contributing to or learning from open source projects that are supported by Salesforce.org. The Open Source Commons & Community Sprints group provides access to resources, events, discussions, and opportunities related to various open source projects, such as EDA, NPSP, CumulusCI, or Metecho. The system admin can join the group and share their idea with other users who may want to collaborate on it or provide feedback. Posting the idea in the Trailblazer Idea Exchange, downloading and installing the project from GitHub, or asking colleagues to sign a nondisclosure agreement are not next steps that the system admin should consider for their custom solution idea.
References:
? https://powerofus.force.com/s/group/0F980000000CjQOCA0/sfdo-open-source-contributors
? https://www.salesforce.org/open-source-commons/

NEW QUESTION 100
The Undergraduate Advising department plans to implement Student Success Hub and Pathways in a new org. The system admin wants to use the recommended setup for external users.
Which security setting should the consultant configure?

A. Create an Account sharing rule to provide Read access based on record type.
B. Create a Program Plan sharing rule to provide Read access based on record type.
C. Change the default Program Plan sharing setting to Private.

Answer: B

Explanation:

 The consultant should configure a security setting to create a Program Plan sharing rule to provide Read access based on record type for the system admin who wants to use the recommended setup for external users when implementing Student Success Hub and Pathways in a new org for the Undergraduate Advising department. A sharing rule is a security setting that allows users to extend sharing access to users in public groups, roles, or territories. A Program Plan sharing rule can help the system admin provide Read access to external users based on record type by granting access to specific Program Plan records that are relevant or appropriate for external users, such as students or advisors. Creating an Account sharing rule to provide Read access based on record type, changing the default Program Plan sharing setting to Private, or creating a custom Permission Set for external users are not security settings that the consultant should configure for the system admin who wants to use the recommended setup for external users when implementing Student Success Hub and Pathways in a new org for the Undergraduate Advising department. References:
? https://help.salesforce.com/s/articleView?id=sf.sharing_overview.htm&type=5
? https://powerofus.force.com/s/article/SSHub-Pathways

NEW QUESTION 104
The Accessible Education office needs to track accommodations made for students disability and accessibility needs.
How should the consultant design the Salesforce environment to meet the requirement?

A. Use the Behavior Response object.
B. Leverage the Attribute object.
C. Configure a custom object.
D. Create custom fields on the Contact object.

Answer: B

Explanation:

 The consultant should design the Salesforce environment to meet the requirement of tracking accommodations made for students?? disability and accessibility needs by leveraging the Attribute object. The Attribute object is an object in EDA that allows users to store information about a Contact??s characteristics, preferences, or needs, such as language, ethnicity, or disability. The consultant can leverage the Attribute object to track accommodations made for students?? disability and accessibility needs by creating Attribute records for each student and associating them with their Contact records. Using the Behavior Response object, configuring a custom object, or creating custom fields on the Contact object are not ways to design the Salesforce environment to meet the requirement of tracking accommodations made for students?? disability and accessibility needs. References:
? https://powerofus.force.com/s/article/EDA-Attributes
? https://powerofus.force.com/s/article/EDA-Attributes-Create

NEW QUESTION 108
A primary school will implement Student Success Hub to support student needs from K-12. The school primarily needs to track students' families and communicate with the parents on issues.
Which default account model should the consultant recommend?

A. Standard Account Model
B. Household Account Model
C. Administrative Account Model

Answer: B

Explanation:
The Household Account Model in EDA creates one account for each household and associates multiple contacts with that account. This model is suitable for tracking students?? families and communicating with the parents on issues. The Household Account Model also provides features such as automatic household naming, address management, and rollup fields. The consultant should recommend this model for the primary school that will implement Student Success Hub.
References: [Salesforce Education Cloud Academy: Consultant Fundamentals], [EDA Account Models]

NEW QUESTION 110
The system admin has asked for training so users can learn basic Salesforce functionality at their own pace and track lesson completion. The IT department budget for paid training is very low.
What should the consultant recommend?

A. Power of Us Hub
B. Trailblazer Community
C. Trailhead
D. Salesforce Einstein

Answer: C

Explanation:
Trailhead is a resource that the consultant can recommend for training users to learn basic Salesforce functionality at their own pace and track lesson completion. Trailhead is an online learning platform that provides interactive and gamified content on various Salesforce topics, such as products, features, skills, and best practices. Trailhead also allows users to earn badges and points as they complete modules and projects, and track their progress and achievements. Trailhead is free and accessible to anyone who wants to learn Salesforce. Power of Us Hub, Trailblazer Community, and Salesforce Einstein are not resources that provide training on basic Salesforce functionality. References:
? https://trailhead.salesforce.com/en/home
? https://trailhead.salesforce.com/en/content/learn/modules/trailhead_basics

NEW QUESTION 113
A consultant is making changes to compact layouts in the Education Data Architecture (EDA) and wants those changes to persist when a new release is pushed to the Salesforce environment.
Which step should the consultant take to accomplish this?

A. Clone the EDA Compact Layout.
B. Edit the Mini Page Layout.
C. Assign the Mini Page Layout to all users.

Answer: A

Explanation:
The consultant should clone the EDA Compact Layout as a step to accomplish making changes to compact layouts in EDA and having those changes persist when a new release is pushed to the Salesforce environment. A compact layout is a layout that shows key fields of a record in a summary view, such as in a list view or a record highlight panel. Cloning the EDA Compact Layout means creating a copy of the default compact layout provided by EDA and making changes to it, such as adding or removing fields. Cloning the EDA Compact Layout can help the consultant accomplish making changes to compact layouts in EDA and having those changes persist when a new release is pushed to the Salesforce environment by ensuring that the custom compact layout will not be overwritten by EDA updates. Editing the Mini Page Layout, assigning the Mini Page Layout to all users, or creating a custom Record Type are not steps that the consultant should take to accomplish making changes to compact layouts in EDA and having those changes persist when a new release is pushed to the Salesforce environment. References:
? https://help.salesforce.com/s/articleView?id=sf.compact_layouts_overview.htm&type=5
? https://powerofus.force.com/s/article/EDA-Compact-Layouts

NEW QUESTION 117
A university is interested in the Student Success Hub Tableau Accelerator. Which object should the consultant recommend to ensure there is data?

A. Behavior Incident
B. Appointment Attendee
C. Availability Topic

Answer: B

Explanation:
The Appointment Attendee object in Student Success Hub is used to track the students and support staff who attend an appointment1. The Student Success Hub Tableau Accelerator uses data from this object, along with other objects such as Alert, Appointment, Case, Contact, Course Connection, Course Offering, Program Enrollment, Term, and User, to create visualizations of student and support staff data2. The Behavior Incident object is not part of Student Success Hub or the Tableau Accelerator. The Availability Topic object is used to categorize the availability of support staff for appointments1, but it is not used by the Tableau Accelerator. References:
? 1: EDA Object Reference - Salesforce3
? 2: Analyze Student Success Data with the Tableau Accelerator - Salesforce4

NEW QUESTION 122
The Advancement office is replacing its old CRM system with Salesforce.
After creating its technology roadmap and fundraising timeline, the new Salesforce environment may go live during a major capital fundraising campaign.
Which critical factor should the consultant identify?

A. Resource availability
B. Technical complexity
C. Staff cross-training
D. Cost of the implementation

Answer: A

Explanation:
The consultant should identify resource availability as a critical factor for the Advancement office??s new Salesforce environment going live during a major capital fundraising campaign. Resource availability refers to the amount and type of resources that are needed and available for a project, such as staff, time, budget, or equipment. Resource availability is a critical factor for the Advancement office??s new Salesforce environment going live during a major capital fundraising campaign, because it can affect the project scope, timeline, quality, and success. The consultant should assess and plan for resource availability to ensure that the project can be completed and delivered without compromising the fundraising campaign. Technical complexity, staff cross-training, and cost of the implementation are not critical factors for the Advancement office??s new Salesforce environment going live during a major capital fundraising campaign. References:
? https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf
? https://trailhead.salesforce.com/en/content/learn/modules/project-management-basics/project-management-basics-plan

NEW QUESTION 123
A university is experiencing performance degradation issues such as record locking, long search times, and long record save times.
What is the likely cause for all of these issues?

A. TDTM
B. Insufficient code coverage
C. Data skew
D. Insufficient data storage

Answer: C

Explanation:
Data skew is the likely cause for all of these issues, such as record locking, long search times, and long record save times. Data skew is a condition that occurs when a large number of child records are associated with a single parent record, or when a large number of records are owned by a single user. Data skew can affect performance and functionality, such as locking records, slowing down queries, and increasing save times. TDTM, insufficient code coverage, and insufficient data storage are not likely causes for all of these issues. References:
? https://help.salesforce.com/s/articleView?id=sf.data_skew.htm&type=5
? https://developer.salesforce.com/blogs/engineering/2012/04/avoid-account-data-skew-for-peak-performance.html

NEW QUESTION 128
The School of Engineering is interested in a Salesforce email marketing tool that scores email activity from campaigns and mass communications, as well as individual emails sent from recruiters. Recruiters want the flexibility to send emails from their Outlook account or from Salesforce. The marketing director wants recruiters to use branded email templates.
Which solution should the consultant recommend?

A. Email Studio and Salesforce Inbox
B. Account Engagement and Salesforce Engage
C. Account Engagement and Salesforce Inbox

Answer: A

Explanation:
Email Studio is a Salesforce email marketing tool that allows users to create, send, and track personalized email campaigns and mass communications1. Email Studio also provides features such as email scoring, which measures the engagement level of each email recipient based on their actions, such as opening, clicking, or unsubscribing2. Salesforce Inbox is a Salesforce tool that integrates email applications such as Outlook with Salesforce, allowing users to access CRM data and features from their email inbox3. Salesforce Inbox also enables users to send emails from their Outlook account or from Salesforce using branded email templates4.
Account Engagement is a Salesforce tool that provides insights and recommendations for sales reps to engage with their accounts based on AI analysis of email activity, web activity, and CRM data5. However, Account Engagement is not an email marketing tool that can score email activity from campaigns and mass communications. Salesforce Engage is a Salesforce tool that allows users to create personalized email campaigns using Marketing Cloud templates and track the responses in real time6. However, Salesforce Engage does not integrate with Outlook or allow users to send emails from their email inbox.
References:
? 1: Email Studio Overview - Salesforce
? 2: Email Scoring Basics - Salesforce
? 3: Salesforce Inbox Overview - Salesforce
? 4: Use Email Templates in Inbox - Salesforce
? 5: Account Engagement Overview - Salesforce
? 6: Engage Campaigns Overview - Salesforce

NEW QUESTION 130
A university needs an email marketing tool that all program staff can use for mass communications. Program staff need to send emails that list missing application items to students. The items are stored on a custom object in Salesforce. It is important that program staff only have access to their own department's marketing materials, leads, prospects, and templates.
Which solution should the consultant recommend?

A. Salesforce Mass Email
B. Custom automation with an email alert
C. Marketing Cloud
D. Digital Engagement Messaging

Answer: C

Explanation:
Marketing Cloud is a solution that the consultant can recommend to meet the requirement of providing an email marketing tool that all program staff can use for mass communications, and that can send emails that list missing application items to students. Marketing Cloud is a product that allows users to create and manage personalized and targeted email campaigns for customers or prospects. Marketing Cloud also integrates with Salesforce, so users can leverage their CRM data to segment and customize their email messages. Marketing Cloud also provides features such as Business Units and Roles, which can help control access to data, content, subscribers, reports, and settings for each program staff. Salesforce Mass Email, custom automation with an email alert, and Digital Engagement Messaging are not solutions that can meet the requirement of providing an email marketing tool that all program staff can use for mass communications, and that can send emails that list missing application items to students. References:
? https://www.salesforce.com/products/marketing-cloud/overview/
? https://trailhead.salesforce.com/en/content/learn/modules/marketing-cloud-basics

NEW QUESTION 131
An Admissons office is interested in evaluating historical trends of its applicants to get greater insights on its applications yield and melt.
What should the consultant advise?

A. Leverage the existing sample reports.
B. Use the Admissions Connect Tableau Accelerator.
C. Create a custom report type.

Answer: B

Explanation:
 The consultant should advise to use the Admissions Connect Tableau Accelerator to evaluate historical trends of its applicants and get greater insights on its applications yield and melt for the Admissions office. The Admissions Connect Tableau Accelerator is a tool that provides pre-built dashboards and reports for Admissions Connect users to analyze their data and metrics. The Admissions Connect Tableau Accelerator can help the Admissions office evaluate historical trends of its applicants and get greater insights on its applications yield and melt by using features such as funnel analysis, cohort analysis, or geographic analysis. Leveraging the existing sample reports, creating a custom report type, or using Data Studio to process old data are not ways to evaluate historical trends of its applicants and get greater insights on its applications yield and melt for the Admissions office. References:
? https://www.salesforce.org/products/admissions-connect/overview/
? https://www.salesforce.org/wp-content/uploads/2021/06/Salesforce.org-Admissions-Connect-Tableau-Accelerator.pdf

NEW QUESTION 132
A Recruitment department wants to centralize its recruitment efforts and application operations, and engage with students through social channels like WhatsApp. Which solution set should the consultant recommend?

A. Service Cloud and Digital Engagement
B. Education Cloud and Marketing Cloud
C. Education Cloud and Slack

Answer: C

Explanation:
? Centralizing Recruitment Efforts: Service Cloud provides a robust platform for managing and automating recruitment processes, including case management, communication tracking, and applicant management.
? Digital Engagement: The Digital Engagement add-on for Service Cloud enables institutions to engage with students through various social channels, including WhatsApp, SMS, and more.
? Solution Set Benefits:
? Implementation Steps:
? Training and Adoption: Provide training to the recruitment team on how to use the new tools and monitor adoption to ensure they leverage the system effectively.
References:
? Salesforce Documentation: Service Cloud
? Salesforce Documentation: Digital Engagement

NEW QUESTION 136
Where should the consultant go to configure Primary Affiliation fields on the Contact record in the Education Data Architecture (EDA)?

A. Affiliation TDTM records
B. Field Sets for Affiliations
C. Affiliation Mappings
D. Affiliation Sharing Rules

Answer: C

Explanation:
 Affiliation Mappings are used to automatically create and populate the Primary Affiliation field on the Contact record based on the Account record type of the related Affiliation. For example, if a Contact has an Affiliation with an Account of record type ??Academic Program??, the Primary Affiliation field on the Contact record will be populated with that Account name. The consultant can go to Affiliation Mappings in EDA Settings to configure which Account record types should trigger this behavior and which fields should be used to store the Primary Affiliation. References:
? Education Data Architecture Basics - Unit 3: Affiliations and Relationships
? EDA Documentation - Affiliation Mappings

NEW QUESTION 137
How should a consultant prepare for a successful Education Cloud discovery session with an institution?

A. Create an Education Cloud storyboard.
B. List the current challenges in education.
C. Build the institution's technology roadmap.
D. Review the institution's strategic plan.

Answer: D

Explanation:
 The consultant should review the institution??s strategic plan to prepare for a successful Education Cloud discovery session. The strategic plan is a document that outlines the institution??s vision, mission, goals, and priorities for the future. By reviewing the strategic plan, the consultant can understand the institution??s context, challenges, opportunities, and expectations. The consultant can also align the discovery session agenda and questions with the strategic plan. Creating an Education Cloud storyboard, listing the current challenges in education, and building the institution??s technology roadmap are not tasks that the consultant should do to prepare for a discovery session. References:
? https://trailhead.salesforce.com/en/content/learn/modules/education-cloud-basics/education-cloud-basics-discovery
? https://www.salesforce.org/wp- content/uploads/2019/03/Education_Cloud_Discovery_Guide.pdf

NEW QUESTION 141
A college is interested in best practice and tips on Salesforce date foverance. Which resource should the consultant recommend?

A. IdeaExchange
B. Trailblazer Community
C. Partner Community
D. AppExchange

Answer: B

Explanation:
The Trailblazer Community is a resource that the consultant can recommend for best practices and tips on Salesforce data governance. The Trailblazer Community is an online platform where customers can connect with other Salesforce users, experts, and partners, and share their knowledge and experience. The Trailblazer Community also provides access to groups, events, blogs, webinars, and resources related to various topics, including data governance. The IdeaExchange, the Partner Community, and the AppExchange are not resources that provide best practices and tips on Salesforce data governance. References:
? https://trailblazer.salesforce.com/
? https://trailhead.salesforce.com/en/content/learn/modules/trailblazer_community_b asics

NEW QUESTION 145
A consultant is working with a university that uses Salesforce and wants to install the Education Data Architecture (EDA) in that environment.
What does the consultant need to do after installing EDA to ensure it is set up correctly?

A. Assign EDA layouts to the Cases object.
B. Assign EDA access to a cloned System Admin profile.
C. Make the EDA record types available to profiles.
D. Create and assign roles to all users who have access to EDA.

Answer: C

Explanation:
After installing EDA, the consultant needs to make the EDA record types available to profiles that need to access them. This is because EDA comes with several custom record types for standard objects, such as Account, Contact, Course, and Program Enrollment. These record types enable different views and fields for different types of records, such as Household, Student, Faculty, Course Offering, and Program Enrollment. By default, these record types are not assigned to any profiles, so the consultant needs to manually assign them to the appropriate profiles based on the business requirements and user roles of the university. This will ensure that the users can see and use the EDA record types and fields correctly and efficiently. References: Education Data Architecture Basics, Assign Record Types to Profiles

NEW QUESTION 149
Alumni Relations is using Salesforce with the Education Data Architecture (EDA). The department is holding an event that features a faculty member as the guest speaker. The events manager wants a report of all alumni who took a course from that faculty member. How should the consultant create this report?

A. Create a custom Report Type with Courses, Course Offerings, and Course Connections.
B. Use the Course Connections with Contact's Academic Program Report Type.
C. Add a Course Connections cross filter to the Program Enrollments with Contact report.

Answer: A

Explanation:
The consultant should create a custom Report Type with Courses, Course Offerings, and Course Connections to create a report of all alumni who took a course from that faculty member for the Alumni Relations office that is using Salesforce with EDA. A custom Report Type is a type of report that shows information about one or more objects and their fields, filters, and relationships. A custom Report Type with Courses, Course Offerings, and Course Connections can help the Alumni Relations office create a report of all alumni who took a course from that faculty member by showing the relationship between the Contact object and the Course object through the Course Offering object and the Course Connection object. The consultant can add fields and filters to the custom Report Type to show only the alumni who took a course from that faculty member. Using the Course Connections with Contact??s Academic Program Report Type, adding a Course Connections cross filter to the Program Enrollments with Contact report, or creating a custom Report Type with Contacts, Accounts, and Affiliations are not ways to create a report of all alumni who took a course from that faculty member for the Alumni Relations office that is using Salesforce with EDA. References:
? https://help.salesforce.com/s/articleView?id=sf.reports_builder_create_report_type.htm&type=5
? https://powerofus.force.com/s/article/EDA-Course-Connections

NEW QUESTION 151
The Alumni Association is interested in using Education Cloud to support its operations. The Association tracks what engages alumni and their hobbies.
Which Education Cloud feature should the consultant recommend?

A. Interest Tags
B. Relationships
C. Activity Timeline

Answer: A

Explanation:
? Tracking Engagement and Hobbies:
? Setting Up Interest Tags:
? Utilizing Interest Tags:
? Implementation Steps: References:
? Salesforce Education Cloud Documentation: Interest Tags

NEW QUESTION 152
A school is considering leveraging Student Success Hub. Which operational requirement should the consultant confirm?

A. Einstein Bots must be enabled prior to installing Student Success Hub.
B. Student Success Hub requires Education Data Architecture (EDA).
C. Read, Create and Edit access to Contacts, Accounts, and Cases is required.
D. Student Success Hub requires the K-12 Architecture Kit.

Answer: B

Explanation:

The consultant should confirm that Student Success Hub requires Education Data Architecture (EDA) as an operational requirement. Student Success Hub is a solution that extends EDA to meet the needs of student services and support. Student Success Hub provides features such as Early Alerts, Success Plans, Pathways, and Advising Events. Student Success Hub requires EDA to be installed and configured in the Salesforce environment before installing Student Success Hub. Einstein Bots being enabled prior to installing Student Success Hub, Read, Create and Edit access to Contacts, Accounts, and Cases being required, or Student Success Hub requiring the K-12 Architecture Kit are not operational requirements that the consultant should confirm. References:
? https://www.salesforce.org/products/student-success-hub/overview/
? https://powerofus.force.com/s/article/SSHub-Installation

NEW QUESTION 156
A partner wants to self-certify that its app complies with Education Data Architecture (EDA) readiness. The partner needs to certify that its solution is compatible with EDA, or if it duplicates EDA functionality, that it is properly documented and abides by conventions for key EDA objects.
What are two key objects used with EDA? Choose 2 answers.

A. Opportunity
B. Affiliation
C. Account
D. Attribute

Answer: BD

Explanation:
Affiliation and Attribute are two key objects used with EDA. Affiliation is an object that represents a relationship between a Contact and an Account or another Contact. Affiliation can be used to track various types of relationships, such as student, faculty, staff, alumni, donor, or advisor. Attribute is an object that stores additional information about a Contact or an Applicant that is not captured by other EDA objects. Attribute can be used to track various types of information, such as test scores, languages, hobbies, certifications, and documents. Opportunity and Account are not key objects specific to EDA, but rather standard Salesforce objects. References:
? https://powerofus.force.com/s/article/EDA-Affiliations
? https://powerofus.force.com/s/article/EDA-Attributes
? https://powerofus.force.com/s/article/EDA-Data-Dictionary

NEW QUESTION 159
A consultant has been working with a university to build a new student services solution using Salesforce. The consultant is preparing for User Acceptance Testing.
Which item should be excluded from the testing scope?

A. User experience in production
B. Large data volumes
C. Data load simulation
D. Average versus peak performance

Answer: A

Explanation:
User experience in production should be excluded from the testing scope for User Acceptance Testing. User Acceptance Testing is a phase of testing that involves end users validating the functionality and usability of the solution in a sandbox environment that mimics the production environment. User Acceptance Testing should not include testing user experience in production, because this can affect live data and operations, and introduce errors or risks. Large data volumes, data load simulation, and average versus peak performance should be included in the testing scope for User Acceptance Testing, because they can help evaluate the performance and scalability of the solution under different scenarios and conditions. References:
? https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/test-your-applications
? https://www.salesforce.org/wp- content/uploads/2019/03/Education_Cloud_COE_Guide.pdf

NEW QUESTION 160
A consultant is working with a university in Spain that will be using the Education Data Architecture (EDA).
Which of these considerations about translating EDA into Spanish should the consultant discuss with the university?

A. EDA picklist values are restricted to the organization's default language.
B. EDA picklist values for reciprocal Relationships need to be translated manually.
C. Spanish is a platform-only language in EDA.

Answer: B

Explanation:
The consultant should discuss with the university that EDA picklist values for reciprocal Relationships need to be translated manually as a consideration about translating EDA into Spanish when using EDA. Translating EDA into Spanish means changing the language of EDA objects, fields, labels, or values into Spanish. EDA picklist values for reciprocal Relationships need to be translated manually as a consideration about translating EDA into Spanish when using EDA because these picklist values are not automatically translated by Salesforce??s Translation Workbench tool and require manual intervention. The consultant should discuss with the university that EDA picklist values for reciprocal Relationships need to be translated manually as a consideration about translating EDA into Spanish when using EDA by explaining how to use custom labels or formula fields to translate these picklist values into Spanish. EDA picklist values are restricted to the organization??s default language or Spanish is a platform-only language in EDA are not considerations about translating EDA into Spanish when using EDA.
References:
? https://powerofus.force.com/s/article/EDA-Relationships
? https://powerofus.force.com/s/article/EDA-Translate-Picklists

NEW QUESTION 162
Recruiters want to visualize the number of prospective students at various stages in the recruitment process.
Which report chart should the consultant implement?

A. Application Tabular report
B. Education History dashboard

C. Program Enrollment dashboard
D. Opportunity Funnel report

Answer: D

Explanation:
 Opportunity Funnel report is a report chart that the consultant can implement to help recruiters visualize the number of prospective students at various stages in the recruitment process. Opportunity Funnel report is a type of report that shows the distribution of Opportunities by stage, amount, or probability. Opportunity Funnel report can be used to track the progress and performance of the recruitment pipeline, and identify bottlenecks or opportunities for improvement. Application Tabular report, Education History
dashboard, and Program Enrollment dashboard are not report charts that can help recruiters visualize the number of prospective students at various stages in the recruitment process. References:
? https://help.salesforce.com/s/articleView?id=sf.reports_charts_funnel.htm&type=5
? https://trailhead.salesforce.com/en/content/learn/modules/reports_dashboards/reports_dashboards_funnel

NEW QUESTION 163
The Advancement department wants to extend its Salesforce environment to support event management, including registration pages, ticketing, and agenda-building functionality.
Which solution should the consultant recommend?

A. App on the AppExchange
B. Elevate and Giving Pages
C. Gift Entry Manager
D. Event Monitoring

Answer: A

Explanation:
 An app on the AppExchange is a solution that the consultant can recommend to extend the Salesforce environment to support event management functionality. The AppExchange is a marketplace where customers can find apps that provide additional features and solutions for Salesforce. There are many apps on the AppExchange that offer event management capabilities, such as registration pages, ticketing, and agenda-building. The consultant can help the Advancement department choose an app that meets their needs and budget. Elevate and Giving Pages, Gift Entry Manager, and Event Monitoring are not solutions that can provide event management functionality. References:
? https://appexchange.salesforce.com/appxStore?type=App&keyword=event%20management
? https://www.salesforce.org/blog/event-management-apps-for-nonprofits-and- higher-ed/

NEW QUESTION 166
The Director of Advising wants to understand what students say are the most common reasons for scheduling advising appointments.
What should the consultant include in a report to meet the requirement?

A. Case Reason
B. Appointment Topic
C. Alert Reason

Answer: B

Explanation:
? Understanding Student Advising Reasons:
? Reporting on Appointment Topics:
? Steps to Create the Report: References:
? Salesforce Documentation: Creating Reports and Dashboards

NEW QUESTION 167
A university is migrating from its Education Data Architecture org to Education Cloud. Which consideration should the consultant discuss with the university?

A. Education Cloud uses the Household Account model.
B. Education Cloud uses the Administrative Account model
C. Education Cloud uses Person Accounts.

Answer: B

Explanation:
? Understanding Account Models in Education Cloud: Education Cloud typically uses the Administrative Account model to manage relationships and hierarchies between contacts (students, parents, etc.) and accounts (departments, institutions, etc.).
? Administrative Account Model: This model allows educational institutions to maintain a structured and organized view of their data, which is essential for managing various relationships and processes within the institution.
? Migration Considerations:
? Steps to Implement: References:
? Salesforce Education Cloud Documentation: Salesforce Help: Administrative Account Model

NEW QUESTION 169
How should a consultant document risk for a customer in an Education Cloud implementation?

A. Configure an Early Alert to notify stakeholders.
B. Maintain a project health dashboard.
C. Recommend a Center of Excellence.
D. Share Salesforce resources with the customer.

Answer: B

Explanation:
The consultant should document risk for a customer in an Education Cloud implementation by maintaining a project health dashboard. A project health dashboard is a tool that provides a visual representation of the status and progress of a project, such as key milestones, deliverables, issues, or risks. A project health dashboard can help the consultant document risk for a customer in an Education Cloud implementation by identifying and tracking potential threats or challenges that may affect the project scope, timeline, budget, or quality, and providing mitigation strategies or contingency plans. Configuring an Early Alert, recommending a Center of Excellence, or sharing Salesforce resources with the customer are not ways to document risk for a customer in an Education Cloud implementation. References:
? https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf
? https://trailhead.salesforce.com/en/content/learn/modules/project-management-basics/project-management-basics-monitor

NEW QUESTION 174
A consultant needs to migrate information from a university's legacy system and reference the corresponding Education Data Architecture (EDA) objects and fields in Salesforce.
What should the consultant reference to complete this task?

A. EDA Data Dictionary
B. Lightning Connect
C. Data Loader
D. EDA Settings

Answer: A

Explanation:
The EDA Data Dictionary is a document that provides information about the EDA objects and fields, and how they relate to each other. The consultant can reference this document to map the information from the legacy system to the corresponding EDA objects and fields in Salesforce. The other options are not documents that can help the consultant complete this task. References:
? https://powerofus.force.com/s/article/EDA-Data-Dictionary

NEW QUESTION 178
A Recruitment department wants to centralize its recruitment efforts and application operations, and engage with students through social channels like WhatsApp. Which solution should the consultant recommend?

A. Slack
B. Admissions Connect
C. Student Success Bots

Answer: B

Explanation:
The consultant should recommend Admissions Connect as a solution to centralize its recruitment efforts and application operations, and engage with students through social channels like WhatsApp for the Recruitment department. Admissions Connect is a product that allows users to manage the entire student recruitment and admissions lifecycle, from prospecting to enrollment. Admissions Connect can help the Recruitment department centralize its recruitment efforts and application operations, and engage with students through social channels like WhatsApp by using features such as Campaigns, Applications, Application Reviews, or OmniStudio. The consultant can also leverage other tools such as Marketing Cloud or Social Studio to integrate Admissions Connect with social channels like WhatsApp. Slack, Student Success Bots, or Einstein Bots are not solutions that can centralize its recruitment efforts and application operations, and engage with students through social channels like WhatsApp for the Recruitment department. References:
? https://www.salesforce.org/products/admissions-connect/overview/
? https://www.salesforce.org/wp-content/uploads/2021/06/Salesforce.org-Admissions-Connect-Tableau-Accelerator.pdf

NEW QUESTION 181
A university's Alumni Relations office is replacing its legacy system with Salesforce. The consultant needs to load a large volume of alumni Contact records into a new Salesforce environment. Which action should the consultant take?

A. Set the Account and Contact's sharing to Public Read/Write before the data load.
B. Set the Account and Contact's sharing to Private before the data load.
C. Load record owners after the Account and Contact data load Is complete.

Answer: B

Explanation:
The action that the consultant should take when loading a large volume of alumni Contact records into a new Salesforce environment is B. Set the Account and Contact??s sharing to Private before the data load1. This is because setting the sharing to Private can improve the performance and speed of the data load, as it reduces the number of sharing calculations and recalculations that Salesforce has to perform during the process. Setting the sharing to Private can also prevent unauthorized access and visibility of the data by other users until the data load is complete and verified2.
* A. Set the Account and Contact??s sharing to Public Read/Write before the data load and C. Load record owners after the Account and Contact data load is complete are not valid actions for this scenario. Setting the sharing to Public Read/Write can degrade the performance and speed of the data load, as it increases the number of sharing calculations and recalculations that Salesforce has to perform during the process. Setting the sharing to Public Read/Write can also expose the data to other users who may not have the appropriate permissions or roles to view or edit the data2. Loading record owners after the Account and Contact data load is complete can cause errors and inconsistencies in the data, as the record owners are required fields for the Account and Contact objects. Loading record owners after the data load can also trigger unnecessary workflows and validations that can affect the data quality and integrity3.

NEW QUESTION 182
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