Salesforce

Exam Questions Education-Cloud-Consultant

Salesforce Certified Education Cloud Consultant Exam

NEW QUESTION 1
An Admissions Department is evaluating data analytics tools to help determine the likelihood that accepted students will enroll at its school.
Which solution should the consultant recommend?

A. Advisor Link Pathways
B. Tableau Prep Builder
C. Einstein Next Best Action
D. Einstein Prediction Builder

Answer: D

Explanation:
Einstein Prediction Builder is a solution that the consultant can recommend to help the Admissions Department determine the likelihood that accepted students will enroll at its school. Einstein Prediction Builder is a feature that allows users to create custom predictions based on their Salesforce data, using artificial intelligence. Einstein Prediction Builder can be used to predict various outcomes, such as churn, retention, conversion, or enrollment. The Admissions Department can use Einstein Prediction Builder to create a prediction field on the Opportunity object that indicates the probability of an accepted student enrolling at the school. Advisor Link Pathways, Tableau Prep Builder, and Einstein Next Best Action are not solutions that can help the Admissions Department determine the likelihood that accepted students will enroll at its school. References:
? https://help.salesforce.com/s/articleView?id=sf.einstein_prediction_builder.htm&type=5
? https://trailhead.salesforce.com/en/content/learn/modules/einstein_prediction_build er_basics

NEW QUESTION 2
A higher education institution has used Salesforce for many years and has Person Accounts enabled. The institution wants to install the Education Data Architecture (EDA) in its existing Salesforce environment.
Which consideration should the consultant discuss with the institution?

A. Person Accounts are unsupported in EDA.
B. A support ticket is required to disable Person Accounts.
C. Person Accounts can only be merged with Administrative Accounts.

Answer: A

Explanation:
In Education Cloud, data about individual people, such as students, faculty, alumni, and external contacts, are saved on the Account object as Person Accounts. However, when it comes to EDA, Person Accounts are not supported because EDA uses a different account model designed to accommodate the complex relationships and affiliations unique to educational institutions2. It??s important to discuss with the institution that if they want to use EDA, they will need to consider how to handle existing Person Accounts, as they would need to transition to the EDA account model, which does not support Person Accounts directly1.

NEW QUESTION 3
A university is planning an enterprise wide implementation of the Education Data Architecture (EDA). It has asked the consultant do an analysis of standard functionality in EDA to identify additional apps it may need to purchase.
What is a standard feature of EDA?

A. Student Advising
B. Event Management
C. Degree Auditing
D. Address Management

Answer: D

Explanation:
Address Management is a standard feature of EDA that the consultant can mention as part of the analysis of standard functionality in EDA. Address Management is a feature that allows the consultant to store multiple addresses for a Contact or an Account, and specify which address is current, seasonal, or preferred. Address Management also provides reports and dashboards that show address verification status and address changes. Student Advising, Event Management, and Degree Auditing are not standard features of EDA, but rather additional solutions or apps that may need to be purchased. References:
? https://powerofus.force.com/s/article/EDA-Addresses
? https://powerofus.force.com/s/article/EDA-Data-Dictionary

NEW QUESTION 4
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 5
What should a consultant recommend to a university that wants a successful Data Governance committee?

A. Create a Center of Excellence queue.
B. Set up a Salesforce Adoption Dashboard.
C. Refer committee members to Trailhead.
D. Use RACI matrix to define member roles.

Answer: D

Explanation:
 The consultant should recommend to use a RACI matrix to define member roles for a university that wants a successful Data Governance committee. A RACI matrix is a tool that clarifies the roles and responsibilities of different stakeholders in a project or a process, using four categories: Responsible, Accountable, Consulted, and Informed. A RACI matrix can help the university have a successful Data Governance committee by defining and communicating who is responsible for making decisions, who is accountable for ensuring quality and compliance, who is consulted for providing input or feedback, and who is informed about the outcomes or changes related to data governance. Creating a Center of Excellence queue, setting up a Salesforce Adoption Dashboard, or referring committee members to Trailhead are not recommendations for a university that wants a successful Data Governance committee. 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-raci

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's IT department is setting up an integration between the student information system (SIS) and the Education Data Architecture (EDA). The SIS integration will send students' academic major, status, and dates.
Which Salesforce object should this be mapped to?

A. Course Connection
B. Education History
C. A Program Enrollment

Answer: C

Explanation:
A Program Enrollment object in EDA is used to track a student??s registration in an academic program or course of study, including information such as registration dates, status, credits earned, and GPA1. A Course Connection object is used to track a student??s enrollment in a specific course offering, including information such as role, grade, and attendance2. An Education History object is used to track a student??s previous education records, such as schools attended, degrees earned, and test scores3. References:
? 1: Education Data Architecture Documentation - Salesforce1
? 2: EDA Object Reference - Salesforce4
? 3: EDA Object Reference - Salesforce4

NEW QUESTION 8
The university advancement team wants the ability to track students?? prior and current connections to other schools.
Which two object should the consultant evaluate to connect students to other educational institutions?

A. Education History and Affiliations
B. Relationship and Affiliations
C. Affiliations and Program Plan

Answer: A

Explanation:
 The consultant should evaluate the Education History and Affiliations objects to connect students to other educational institutions. Education History tracks the previous or current education of a Contact, such as the school name, degree, and graduation date. Affiliations track the relationship between a Contact and an Account, such as a student and a school. Relationship is an object that tracks the personal or professional connection between two Contacts, not between a Contact and an Account. Program Plan is an object that defines the requirements for completing an academic program, not the connection to a school.
References:
? https://help.salesforce.com/s/articleView?id=sf.ssh_education_history.htm&type=5

? https://help.salesforce.com/s/articleView?id=sf.ssh_affiliation.htm&type=5
? https://help.salesforce.com/s/articleView?id=sf.ssh_relationship.htm&type=5
? https://help.salesforce.com/s/articleView?id=sf.ssh_program_plan.htm&type=5

NEW QUESTION 9
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 10
The CRM steering committee that oversees the university's Salesforce implementation needs guidance on governance best practices.
Which best practice should a consultant recommend?

A. Assign only department leaders as champions.
B. Ask committee members to Join a local Salesforce group.
C. Hold a standing committee meeting.

Answer: B

Explanation:
The consultant should recommend to hold a standing committee meeting as a governance best practice for the CRM steering committee that oversees the university??s Salesforce implementation. A standing committee meeting is a meeting that occurs regularly and consistently with a fixed agenda and attendees. A standing committee meeting can help the CRM steering committee oversee the university??s Salesforce implementation by providing a forum to review progress, discuss issues, make decisions, or communicate updates. Assigning only department leaders as champions, asking committee members to join a local Salesforce group, or creating a change management plan are not governance best practices that the consultant should recommend for the CRM steering committee that oversees the university??s Salesforce implementation. 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 10
A university wants to track the Biology 101 class for next semester. The class will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A. and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility.
Which object in Education Data Architecture (EDA) should a consultant use to meet this requirement?

A. Course Offering Schedule
B. Time Block
C. Program Enrollment

Answer: A

Explanation:
The consultant should use the Course Offering Schedule object in EDA to meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university. The Course Offering Schedule object is an object in EDA that allows users to store information about when and where a course offering is held, such as day of week, start time, end time, or location. The Course Offering Schedule object can help the consultant meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university by creating two Course Offering Schedule records for the Biology 101 course offering, one for the lecture sessions and one for the lab sessions, and specifying the day of week, start time, end time, and location for each record. Time Block, Program Enrollment, or Course Connection are not objects in EDA that the consultant should use to meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university. References:
? https://powerofus.force.com/s/article/EDA-Course-Offering-Schedules
? https://powerofus.force.com/s/article/EDA-Course-Offerings

NEW QUESTION 11
An institution wants to consolidate efforts to track online engagement for its annual Giving Day on Facebook, Twitter, and Instagram.
Which solution meets this requirement?

A. Campaign Influence
B. Salesforce Inbox
C. Marketing Cloud

Answer: C

Explanation:
The consultant should recommend Marketing Cloud as a solution to meet the requirement of consolidating efforts to track online engagement for its annual Giving Day on Facebook, Twitter, and Instagram for the institution. Marketing Cloud is a product that allows users to create and manage personalized and targeted

marketing campaigns for customers or prospects. Marketing Cloud can help the institution consolidate efforts to track online engagement for its annual Giving Day on Facebook, Twitter, and Instagram by using features such as Social Studio, Social Listening, or Social Analytics. Campaign Influence, Salesforce Inbox, or Pardot are not solutions that can meet the requirement of consolidating efforts to track online engagement for its annual Giving Day on Facebook, Twitter, and Instagram for the institution. References:
? https://www.salesforce.com/products/marketing-cloud/overview/
? https://www.salesforce.com/products/marketing-cloud/social-media-marketing/

NEW QUESTION 14
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 16
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 17
The Advancement office plans to use Salesforce and Marketing Cloud to engage its alumni, donors, and university supporters. The marketing staff and advancement officers want to retain all contact data and email activity, including Individual Email Result (IER) data. The system admins and CRM team want to avoid unnecessary data storage.
Which data management strategy should the consultant consider?

A. Move old data out of the CRM into a data warehouse.
B. Create a Force.com Query Plan for old data.
C. Use Data Studio to process old data.

Answer: C

Explanation:
The consultant should consider moving old data out of the CRM into a data warehouse as a data management strategy for the Advancement office that plans to use Salesforce and Marketing Cloud to engage its alumni, donors, and university supporters and wants to retain all contact data and email activity, including Individual Email Result (IER) data, but also wants to avoid unnecessary data storage. Moving old data out of the CRM into a data warehouse means transferring historical or inactive data from Salesforce into another system that can store large amounts of data for analysis or reporting purposes. Moving old data out of the CRM into a data warehouse can help the Advancement office retain all contact data and email activity, including IER data, but also avoid unnecessary data storage by reducing the amount of data in Salesforce and improving performance and efficiency. Creating a Force.com Query Plan for old data, using Data Studio to process old data, or using Data Loader to export old data are not data management strategies that can meet the Advancement office??s needs. References:
? https://developer.salesforce.com/docs/atlas.en-us.salesforce_large_data_volumes_bp.meta/salesforce_large_data_volumes_bp/l dv_deployments_introduction.htm
? https://help.salesforce.com/s/articleView?id=sf.mc_co_data_management_best_practices.htm&type=5

NEW QUESTION 18
The director of advancement at a small college requests report access for a dozen alumni volunteers who will call potential donors. The volunteers will use Customer Community Plus licenses. The consultant has set up a profile for the volunteers.
What should the consultant set up so the volunteers can create and edit reports as external users?

A. Enable the Create and Customize Reports, Report Builder, and Edit My Reportspermissions on the Volunteers profile.

B. Create a volunteer public group and a sharing rule that grants Read permissions to reports.
C. Create a new role for the volunteers in the role hierarchy, and grant permissions to Create and Customize Reports.

Answer: C

Explanation:
To enable external users to create and edit reports, the consultant should grant them the necessary permissions on their profile. The Create and Customize Reports permission allows users to create new reports and edit existing ones. The Report Builder permission allows users to use the report builder tool to design reports. The Edit My Reports permission allows users to edit reports that they own or have access to. The consultant should enable these permissions on the Volunteers profile to meet the requirement of the director of advancement. References: [Salesforce Education Cloud Academy: Consultant Fundamentals], [Report Permissions for External Users]

NEW QUESTION 22
The Registrar's office has limited staff and is interested in a real-time automated Salesforce messaging solution that can address common student questions on deadlines and requirements, and provide links to resources.
Which two options should the consultant recommend to meet the requirement? Choose 2 answers.

A. Knowledge
B. Queues
C. Bots
D. Live Chat

Answer: CD

Explanation:
Bots and Live Chat are two options that the consultant can recommend to meet the requirement of providing real-time automated Salesforce messaging solution that can address common student questions on deadlines and requirements, and provide links to resources. Bots are automated agents that can interact with customers via text or voice, and provide answers, guidance, or actions based on predefined rules or artificial intelligence. Live Chat is a feature that allows users to chat with customers or prospects in real time from a website or an app, and provide support or information. Bots and Live Chat can be used together to create a seamless customer service experience, where bots can handle simple inquiries and escalate complex cases to live agents. Knowledge and Queues are not options that can provide real-time automated Salesforce messaging solution. References:
? https://www.salesforce.com/products/service-cloud/features/bots/
? https://www.salesforce.com/products/service-cloud/features/live-chat-software/
? https://trailhead.salesforce.com/en/content/learn/modules/service_bots_basics

NEW QUESTION 27
A private school wants to use Salesforce to manage students, their parents, staff operations, and fundraising. The school wants to use the Education Data Architecture (EDA) and to create Giving Pages.
What is a compatibility consideration the consultant should discuss with the school?

A. Accounting Subledger is installed.
B. Elevate is incompatible with Advisor Link.
C. Gift Entry Manager is required.
D. Person Accounts must be enabled.

Answer: D

Explanation:
he consultant should discuss with the school that Person Accounts must be enabled as a compatibility consideration for using EDA and creating Giving Pages. Person Accounts are a feature that allows users to store information about individual people who are not associated with an Account, such as donors or applicants. Person Accounts are required for using EDA and creating Giving Pages, because they enable users to track donations and payments from individual donors. Accounting Subledger is not installed, but rather purchased separately. Elevate is not incompatible with Advisor Link, but rather integrates with it. Gift Entry Manager is not required, but rather optional. References:
? https://help.salesforce.com/s/articleView?id=sf.accounts_person_behavior.htm&type=5
? https://www.salesforce.org/wp-content/uploads/2020/08/Elevate-and-Giving- Pages.pdf

NEW QUESTION 31
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 33
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 38
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 39
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 41
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 46
The new director of Admissions plans to use Salesforce for its recruitment and admissions process. The director wants to increase the school's ranking and application yield by 15%.
The President's Office and dean are supportive and ready to launch the project. What should the consultant confirm?

A. The director has end-user support for the project.
B. The director has leadership support for the project.
C. The project has a specific vision.
D. The project has a measurable goal.

Answer: A

Explanation:
 The consultant should confirm that the director has end-user support for the project, because this is a key factor for a successful implementation. End-user support means that the people who will use Salesforce on a daily basis are involved in the project, provide feedback, receive training, and adopt the new system. The other options are already given in the scenario, so they do not need to be confirmed 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/education-cloud-basics/education-cloud-basics-change-management

NEW QUESTION 48
Recruiters at an institution are evaluating tools to enhance their email. They want to see when a student has opened an email or clicked on a link. Recruiters also want to insert time slots directly from their calendar into an email and allow students to choose the meeting time.
Which solution should the consultant recommend?

A. Gmail Integration
B. Custom automation
C. Einstein Activity Capture
D. Salesforce Inbox

Answer: D

Explanation:
 Salesforce Inbox is a solution that the consultant can recommend to enhance the email functionality for recruiters. Salesforce Inbox allows recruiters to see when a student has opened an email or clicked on a link, using email tracking features. Salesforce Inbox also allows recruiters to insert time slots directly from their calendar into an email and allow students to choose the meeting time, using meeting scheduling features. Gmail Integration, custom automation, and Einstein Activity Capture are not solutions that can provide the email functionality that recruiters want. References:
? https://www.salesforce.com/products/sales-cloud/features/salesforce-inbox/
? https://help.salesforce.com/s/articleView?id=sf.inbox_overview.htm&type=5

NEW QUESTION 51
A university plans to use Salesforce for its recruitment and admissions process and needs to integrate it with the Student Information System (SIS).
Which step should the consultant take initially?

A. Disable Trigger Handler records.
B. Define the process.
C. Use the Data Import Wizard.

Answer: B

Explanation:
The initial step that the consultant should take when planning to integrate Salesforce with the Student Information System (SIS) is B. Define the process1. This means that the consultant should identify the business requirements, use cases, and scenarios that the integration should support, such as data synchronization, data transformation, data validation, error handling, etc. The consultant should also determine the scope, frequency, direction, and volume of the data exchange, as well as the security and performance considerations2.
* A. Disable Trigger Handler records and C. Use the Data Import Wizard are not valid steps for the initial integration planning. Disabling Trigger Handler records is a step that may be required when installing the Education Data Architecture (EDA) package in an existing Salesforce org, as it can prevent conflicts with existing triggers and workflows3. However, this is not related to the integration with the SIS. Using the Data Import Wizard is a tool that can be used to import data from external sources into Salesforce, such as accounts, contacts, leads, etc4. However, this is not a step for the initial integration planning, but rather a possible option for the data migration or loading.

NEW QUESTION 54
A large university is planning to release a new recruitment and admissions solution using Salesforce. The university is closely evaluating a launch window in conjunction with the campus calendar.
Where should the university confirm the Salesforce product release dates that could impact the timeline?

A. Trailhead
B. Salesforce Trust website
C. Setup Menu
D. partner Community

Answer: B

Explanation:
 The university can confirm the Salesforce product release dates that could impact the timeline on the Salesforce Trust website. The Salesforce Trust website provides information about the maintenance schedule, release calendar, and release readiness for Salesforce products. The university can use this information to plan their launch window in conjunction with the campus calendar. Trailhead, Setup Menu, and Partner Community are not places where the university can confirm

the Salesforce product release dates. References:
? https://status.salesforce.com/products/all/maintenances
? https://trailhead.salesforce.com/en/content/learn/modules/salesforce-release- readiness-strategies

NEW QUESTION 56
An institution is experiencing record locking and sharing performance issues in a Salesforce org with the Education Data Architecture (EDA). A consultant notices there are more than 10,000 child records associated to a single parent record.
Which object should the consultant review first?

A. Accounts
B. Relationships
C. Affiliations

Answer: B

Explanation:
 The consultant should review the Relationships object first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA. The Relationships object is an object in EDA that allows users to store information about how two Contacts are related to each other, such as parent-child, sibling, or spouse. The Relationships object can cause record locking and sharing performance issues in a Salesforce org with EDA if there are too many child records associated to a single parent record, such as a Contact with many Relationships or Affiliations. The consultant should review the Relationships object first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA by checking if there are any data skew or ownership skew issues and applying best practices to resolve them. Accounts or Affiliations are not objects that the consultant should review first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA. References:
? https://powerofus.force.com/s/article/EDA-Relationships
? https://developer.salesforce.com/docs/atlas.en-us.salesforce_large_data_volumes_bp.meta/salesforce_large_data_volumes_bp/l dv_deployments_introduction.htm

NEW QUESTION 58
A university is implementing Advisor Link and needs to test the integration with its Student Information System (SIS), and provide training space for advisors. The university needs access to some of the data from the production org for the advisor training.
Which two types of sandboxes meet this use case? Choose 2 answers

A. Developer Sandbox
B. Developer Pro Sandbox
C. Full Sandbox
D. Partial Sandbox

Answer: CD

Explanation:
 Full Sandbox and Partial Sandbox are two types of sandboxes that meet this use case for the university that is implementing Advisor Link and needs to test the integration with its SIS, and provide training space for advisors. A sandbox is a copy of a production environment that allows users to develop, test, or train without affecting live data or operations. A Full Sandbox is a type of sandbox that copies all data and metadata from the production environment. A Partial Sandbox is a type of sandbox that copies all metadata and a sample of data from the production environment based on specified criteria. The university can use a Full Sandbox or a Partial Sandbox to test the integration with its SIS, and provide training space for advisors with access to some of the data from the production org. Developer Sandbox and Developer Pro Sandbox are not types of sandboxes that meet this use case for the university that is implementing Advisor Link and needs to test the integration with its SIS, and provide training space for advisors. References:
? https://help.salesforce.com/s/articleView?id=sf.data_sandbox.htm&type=5
? https://www.salesforce.org/products/advisor-link/overview/

NEW QUESTION 60
Which object should be configured for all student and support staff interactions, activities, and assigned support staff?

A. Relationships
B. Account
C. Case
D. Advising Pools

Answer: C

Explanation:
 Case is an object that should be configured for all student and support staff interactions, activities, and assigned support staff. Case is an object that represents a request or an issue that requires resolution or assistance from an organization. Case can be used to track various information about a student??s request or issue, such as status, priority, category, or resolution. The consultant can configure Case for all student and support staff interactions, activities, and assigned support staff using features such as Case Assignment Rules, Case Escalation Rules, or Case Teams. Relationships, Account, and Advising Pools are not objects that should be configured for all student and support staff interactions, activities, and assigned support staff. References:
? https://help.salesforce.com/s/articleView?id=sf.cases_overview.htm&type=5
? https://trailhead.salesforce.com/en/content/learn/modules/service_basics/service_ basics_cases

NEW QUESTION 64
The VP of Development is preparing to visit the university's top supporters. The VP wants to maximize travel time by prioritizing pledges. that are most likely to close.
Which reporting solution should the consultant recommend?

A. Salesforce Maps
B. Opportunity Funnel Report
C. Einstein Forecasting

D. Einstein Opportunity Scoring

Answer: D

Explanation:
 Einstein Opportunity Scoring is a reporting solution that the consultant can recommend to help the VP of Development prioritize pledges that are most likely to close. Einstein Opportunity Scoring is a feature that uses artificial intelligence to analyze historical data and assign a score to each Opportunity, indicating how likely it is to be won. Einstein Opportunity Scoring also provides insights and explanations for the score, such as key factors and trends. The VP of Development can use Einstein Opportunity Scoring to sort and filter Opportunities by their score and focus on the ones with the highest probability of closing. Salesforce Maps, Opportunity Funnel Report, and Einstein Forecasting are not reporting solutions that can help the VP of Development prioritize pledges that are most likely to close. References:
? https://help.salesforce.com/s/articleView?id=sf.einstein_sales_oppty_scoring.htm&type=5
? https://trailhead.salesforce.com/en/content/learn/modules/einstein_sales/einstein_sales_opportunity_scoring

NEW QUESTION 65
Staff need to track which requirements must be met for a student application. Which Education Cloud objects should be used?

A. Action Plans
B. Document Checklist Item
C. Application Material Mapping

Answer: B

Explanation:
 The consultant should use the Document Checklist Item object to track which requirements must be met for a student application. Document Checklist Item records are related to Application records and define the type, status, and source of the required documents. Action Plans are used to track tasks or actions related to an application or enrollment process, not document requirements. Application Material Mapping is used to map application documents to application requirements, not to track them. References:
? https://help.salesforce.com/s/articleView?id=sf.admissions_connect_document_checklist_item.htm&type=5
? https://help.salesforce.com/s/articleView?id=sf.admissions_connect_action_plan_it em.htm&type=5
? https://help.salesforce.com/s/articleView?id=sf.admissions_connect_application_material_mapping.htm&type=5

NEW QUESTION 66
A consultant is setting up Student Success Hub for a university. A Contact record has already been created for a student.
Which two steps should a consultant take to set up a student in Student Success Hub? Choose 2 answers

A. Create a Student Case record.
B. Create a User record.
C. Create a Household Account record.
D. Create an Administrative Account record.

Answer: AD

Explanation:
 The consultant should create a Student Case record and an Administrative Account record to set up a student in Student Success Hub. Student Case is an object that represents a student??s request for assistance or support from an advisor or a counselor. Student Case can be used to track various information about a student??s issue, such as status, priority, category, or resolution. The consultant should create a Student Case record for each student who needs assistance or support from Student Success Hub. Administrative Account is an account model that allows users to store information about individuals who are related to an educational institution, such as students, faculty, staff, or alumni. Administrative Account can be used to track various information about an individual, such as name, email, phone, or address. The consultant should create an Administrative Account record for each student who is enrolled in the educational institution. Creating a User record or a Household Account record are not steps to set up a student in Student Success Hub. References:
? https://www.salesforce.org/products/student-success-hub/overview/
? https://powerofus.force.com/s/article/SSHub-Student-Cases
? https://powerofus.force.com/s/article/EDA-Accounts

NEW QUESTION 68
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 indicates a student's major?

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

Answer: D

Explanation:
 Affiliation is an object in EDA that indicates a student??s major or primary course of study. 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. The consultant can create an Affiliation record for each student and associate it with their major or primary course of study. Education History, Relationship, and Program Plan Requirement are not objects in EDA that indicate a student??s major or primary course of study. References:
? https://powerofus.force.com/s/article/EDA-Affiliations
? https://powerofus.force.com/s/article/EDA-Affiliations-Mappings

NEW QUESTION 72
A large university integrates over one million student Consult records from its Student Information System (SIS) .... The university has adopted the Education Data Architecture (EDA) Administrative account .... Records in Salesforce is Integration User.
What should the consultant discuss with the university?

A. API call limits
B. Ownership data skew
C. Account data skew
D. OAuth token limits

Answer: B

Explanation:
Ownership data skew is what the consultant should discuss with the university, because it is a potential performance issue that can occur when a large number of records are owned by a single user. In this case, the Integration User owns over one million Contact records, which can cause slow or failed queries, reports, or list views. The consultant should advise the university to distribute the ownership of the records among multiple users or queues to avoid ownership data skew. API call limits, account data skew, and OAuth token limits are not relevant to this scenario. References:
? https://help.salesforce.com/s/articleView?id=sf.data_skew_ownership.htm&type=5
? https://developer.salesforce.com/blogs/engineering/2012/04/avoid-account-data-skew-for-peak-performance.html

NEW QUESTION 76
A university has hired a consultant to help it plan the campus's enterprise roadmap for Salesforce. The CIO wants to use a single. Salesforce org across the university and is interested in learning more about the Education Data Architecture (EDA). The university has two existing Salesforce orgs, one uses Person Accounts, and the other org uses a custom data architecture.
What should the consultant do first lo assess the situation?

A. Submit a Salesforce Support case to merge orgs.
B. Install EDA into one of the production environments.
C. Document solution requirements from the groups involved.
D. Create a new Salesforce org using EDA as the foundation.

Answer: C

Explanation:
The first thing that the consultant should do to assess the situation is to document solution requirements from the groups involved. This will help the consultant understand the current state, pain points, goals, and needs of each group that uses or will use Salesforce, and how they relate to each other. This will also help the consultant determine whether EDA is a suitable solution for all groups, or whether some customization or integration is needed. Submitting a Salesforce Support case to merge orgs, installing EDA into one of the production environments, and creating a new Salesforce org using EDA as the foundation are not good first steps, because they do not involve gathering requirements from the stakeholders, and they may cause data loss or disruption. References:
? https://trailhead.salesforce.com/en/content/learn/modules/education-cloud-basics/education-cloud-basics-discovery
? https://powerofus.force.com/s/article/EDA-Migrate

NEW QUESTION 81
The director of finance needs a solution that aligns pledges and donations captured in Salesforce with Gift Entry Manager (GEM) with the institution's finance system.
Which solution should the consultant recommend to meet the requirement?

A. Use the Bulk API.
B. Use Salesforce Connect.
C. Install Accounting Subledger.
D. Install Outbound Fund Module.

Answer: C

Explanation:
Accounting Subledger is a solution that the consultant can recommend to align pledges and donations captured in Salesforce with GEM with the institution??s finance system. Accounting Subledger allows the institution to create accounting-ready data from Salesforce and export it to their finance system. Accounting Subledger also provides reports and dashboards that show the reconciliation status and discrepancies between Salesforce and the finance system. Using the Bulk API, using Salesforce Connect, and installing Outbound Fund Module are not solutions that can align pledges and donations captured in Salesforce with GEM with the institution??s finance system. References:
? https://www.salesforce.org/nonprofit/accounting-subledger/
? https://www.salesforce.org/wp-content/uploads/2020/08/Accounting-Subledger- Data-Sheet.pdf

NEW QUESTION 82
During the requirements gathering phase, the academic staff stated that students are independent of any Account or Company. The staff requested that the Contact's Account field be blank and hidden on the page layout.
What is the impact of creating a Contact without a parent Account?

A. Contacts are private only to the record owner, and inaccessible to other users.
B. Contacts are at risk of ownership data skew, which may result in performance issues.
C. Contacts will require manually creating a related Affiliation record to enable sharing, adding more complexity.
D. Contacts are public to all users, potentially sharing sensitive data.

Answer: D

Explanation:
The impact of creating a Contact without a parent Account is that Contacts are public to all users, potentially sharing sensitive data. This is because Contacts without a parent Account are considered as private contacts, and they do not follow the sharing rules of the Account object. Private contacts are visible to all users in the same role or above, regardless of the Contact owner or the organization-wide default settings. This can expose sensitive student information to users who should not have access to it. Contacts without a parent Account are not private only to the record owner, at risk of ownership data skew, or require manually creating a related Affiliation record to enable sharing. References:
? https://help.salesforce.com/s/articleView?id=sf.contacts_parent.htm&type=5
? https://help.salesforce.com/s/articleView?id=sf.contacts_sharing_considerations.ht m&type=5

NEW QUESTION 86
A large online university uses Salesforce with the Education Data Architecture (EDA) to manage its operations. Its Salesforce environment has a large volume of records and it takes a long time to search and generate list views.
Which feature should the consultant use to resolve the issue?

A. MuleSoft Anypoint Platform
B. Custom Index
C. Data Loader error logs
D. Table-Driven Trigger Management

Answer: B

Explanation:
The consultant should use a custom index to resolve the issue of taking a long time to search and generate list views for the large online university??s Salesforce environment that has a large volume of records and uses EDA. A custom index is a feature that allows users to create an index on a field that is not indexed by default, such as a custom field, a long text area field, or a multi-select picklist field. A custom index can help improve the performance and speed of queries and list views that use the indexed field as a filter. The consultant should identify the fields that are frequently used in searches and list views, and request Salesforce Support to create a custom index on them. MuleSoft Anypoint Platform, Data Loader error logs, and Table-Driven Trigger Management are not features that can resolve the issue of taking a long time to search and generate list views for the large online university??s Salesforce environment that has a large volume of records and uses EDA. References:
? https://help.salesforce.com/s/articleView?id=sf.customize_index.htm&type=5
? https://developer.salesforce.com/docs/atlas.en-
us.salesforce_large_data_volumes_bp.meta/salesforce_large_data_volumes_bp/ldv_deployments_infrastructure_indexes.htm

NEW QUESTION 87
Where can a customer find more information on Salesforce open-source and community sprint information?

A. Trust.salesforce.com
B. Trailblazer Community
C. Partner Community

Answer: B

Explanation:
The customer can find more information on Salesforce open-source and community sprint information on Trailblazer Community. Trailblazer Community is a platform that connects Salesforce customers, partners, employees, and enthusiasts to learn, share, and collaborate on Salesforce topics and projects. Trailblazer Community provides information on Salesforce open-source and community sprint events, such as dates, locations, agendas, or registration links. The customer can also join groups, forums, or blogs related to Salesforce open-source and community sprint topics on Trailblazer Community. Trust.salesforce.com, Partner Community, or AppExchange are not platforms where the customer can find more information on Salesforce open-source and community sprint information. References:
? https://trailhead.salesforce.com/en/content/learn/modules/trailblazer-community-basics
? https://trailblazercommunitygroups.com/sprints/

NEW QUESTION 89
The IT department at a university is evaluating open source solutions for student recruitment.
Which consideration should the consultant discuss with the department?

A. The code is maintained by Salesforce developers.
B. The code is updated via Salesforce Releases.
C. The code is directly accessible.

Answer: C

Explanation:
The consultant should discuss with the IT department that the code of open source solutions is directly accessible, which means that they can view, modify, and customize it according to their needs. However, this also means that they are responsible for maintaining and updating the code, as well as ensuring its security and compatibility. The code of open source solutions is not maintained by Salesforce developers or updated via Salesforce Releases. References:
? https://trailhead.salesforce.com/en/content/learn/modules/open-source-commons/open-source-basics
? https://trailhead.salesforce.com/en/content/learn/modules/open-source- commons/open-source-projects

NEW QUESTION 90
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 94
University Investment Services (UIS) is an internal department that manages the university endowment through financial investments. It operates independently of the university and only works with investment companies and financial institutions. UIS is interested in a CRM that will track investment companies, and its company Contacts, Leads, Opportunities, and Activities.
Which solution should the consultant recommend?

A. Sales Cloud
B. Heroku
C. Education Data Architecture
D. Financial Services Cloud

Answer: A

Explanation:
Sales Cloud is a CRM solution that helps sales teams manage their sales processes, from lead generation to closing deals. Sales Cloud can track investment companies and their contacts, leads, opportunities, and activities, as well as provide reports and dashboards to monitor performance and revenue. Sales Cloud can also integrate with other Salesforce products, such as Marketing Cloud and Service Cloud, to create a unified customer experience. Sales Cloud is suitable for UIS because it operates independently of the university and does not need the specific features of Education Cloud or Financial Services Cloud, which are designed for higher education institutions and financial services providers, respectively. Heroku is a cloud platform that allows developers to build, run, and scale applications, but it is not a CRM solution by itself. References: [Sales Cloud Overview], [Sales Cloud Features], [Sales Cloud Pricing]

NEW QUESTION 98
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 100
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 105
A university plans to use a sandbox for staff training. Since sandbox environments contain personal information, the university needs a solution that will keep sensitive information anonymous.
What should the consultant recommend to ensure that student information remains private?

A. Salesforce Data Mask
B. Formula Fields
C. Event Monitoring
D. Salesforce Shield

Answer: A

Explanation:
Salesforce Data Mask is a solution that the consultant can recommend to ensure that student information remains private in a sandbox environment. Salesforce Data Mask allows the consultant to anonymize or delete sensitive data in a sandbox, such as names, emails, phone numbers, and addresses. Salesforce Data Mask also preserves the data relationships and functionality, so the sandbox can still be used for staff training. Formula Fields, Event Monitoring, and Salesforce Shield are not solutions that can keep sensitive information anonymous in a sandbox. References:
? https://help.salesforce.com/s/articleView?id=sf.data_mask.htm&type=5
? https://www.salesforce.com/products/platform/features/data-mask/

NEW QUESTION 107
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 110
An institution has centralized email communications for alumni. Departments across the university should only be able to view their team's content.
What should a consultant recommend to meet this requirement?

A. Salesforce Data Management Platform
B. Einstein Account-Based Marketing
C. Pardot Business Unit
D. Marketing Cloud Business Unit

Answer: D

Explanation:
 Marketing Cloud Business Unit is a solution that the consultant can recommend to meet the requirement of centralizing email communications for alumni and allowing departments across the university to only view their team??s content. Marketing Cloud Business Unit is a feature that allows users to segment their Marketing Cloud account into separate units based on different criteria, such as brands, regions, products, or teams. Marketing Cloud Business Unit can be used to control access to data, content, subscribers, reports, and settings for each unit. Marketing Cloud Business Unit can help the university create a centralized email communication strategy for alumni while maintaining data security and visibility for each department. Salesforce Data Management Platform, Einstein Account-Based Marketing, and Pardot Business Unit are not solutions that can meet the requirement of centralizing email communications for alumni and allowing departments across the university to only view their team??s content. References:
? https://help.salesforce.com/s/articleView?id=sf.mc_overview_business_units.htm&type=5
? https://trailhead.salesforce.com/en/content/learn/modules/marketing-cloud-basics/marketing-cloud-basics-business-units

NEW QUESTION 112
Advisors at a university send follow-up emails to each of then assigned students. The advisors want to use Student Success Hub to enable this process.
Which solution should a consultant implement?

A. Queue Management
B. Mass Actions
C. Alerts

Answer: B

Explanation:
 Mass Actions allow advisors to send follow-up emails to multiple students at once from the Student Success Hub. Queue Management is a feature that helps advisors prioritize their tasks and appointments, not send emails. Alerts are notifications that appear on the Student Success Hub to inform advisors of important events or actions, not send emails. References:
? https://help.salesforce.com/s/articleView?id=sf.advisor_link_mass_actions.htm&type=5
? https://help.salesforce.com/s/articleView?id=sf.advisor_link_queue_management.h tm&type=5
? https://help.salesforce.com/s/articleView?id=sf.advisor_link_alerts.htm&type=5

NEW QUESTION 114
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 119
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 120
A university is migrating its legacy system to Salesforce Education Data Architecture (EDA) environment. The existing system groups students by colleges within the university. The system admin has selected the Educational Institution record type in the EDA Default Account Model in EDA setting.
Which consideration should the consultant discuss with the university?

A. The recommended default Account record is the Administrative Account record type.
B. A new Program Enrollment record will automatically be created when a new Contact is created.
C. Multiple address management can only be enabled for the House Account record type.
D. Contact are private only to Administrative Account record type.

Answer: C

Explanation:
The consultant should discuss with the university that the recommended default Account record is the Administrative Account record type, not the Educational Institution record type. The Administrative Account record type is used to group Contacts that are related to an educational institution, such as students, faculty, staff, and alumni. The Educational Institution record type is used to represent another educational institution that is not the primary one, such as a high school or a partner school. The system admin should select the Administrative Account record type in the EDA Default Account Model in EDA Settings to group students by colleges within the university. The other options are not considerations that the consultant should discuss with the university. References:
? https://powerofus.force.com/s/article/EDA-Accounts
? https://powerofus.force.com/s/article/EDA-Settings

NEW QUESTION 121
The Advancements Office wants Salesforce to automatically create a supporters' score based on their donation amount, giving capacity, giving history, and relationship type to the university.
Which Salesforce solution should the consultant recommend?

A. Tableau CRM
B. Nonprofit Success Pack
C. Einstein Prediction Builder
D. Insights Platform Data Integrity

Answer: C

Explanation:
Einstein Prediction Builder is a Salesforce solution that the consultant can recommend to automatically create a supporters?? score based on their donation amount, giving capacity, giving history, and relationship type to the university. Einstein Prediction Builder allows the consultant to create custom predictive models without code, using fields from any object as inputs and outputs. Tableau CRM, Nonprofit Success Pack, and Insights Platform Data Integrity are not Salesforce solutions that can create a supporters?? score based on the given criteria. References:
? https://help.salesforce.com/s/articleView?id=sf.bi_prediction_builder_overview.htm&type=5
? https://trailhead.salesforce.com/en/content/learn/modules/prediction_builder_basic s

NEW QUESTION 123
An elementary school plans to implement the K-12 Architecture Kit in a new org. The school wants to be able to send SMS messages to parents.
Which solution should the consultant recommend to meet the requirement?

A. Marketing Cloud
B. App on the AppExchange
C. Education Data Architecture

Answer: B

Explanation:
The K-12 Architecture Kit does not have a native feature to send SMS messages to parents. However, there are several apps on the AppExchange that can provide this functionality, such as Mogli SMS1, SMS Magic, or Twilio for Salesforce. These apps can integrate with Salesforce and allow users to send and receive SMS messages from within the platform. The consultant should recommend the school to explore the available apps on the AppExchange and choose the one that best suits their needs and budget.
Marketing Cloud is a Salesforce solution that provides digital marketing tools, such as email, mobile, social, and web. Marketing Cloud can also send SMS messages to contacts, but it is a more complex and expensive solution than an app on the AppExchange. Marketing Cloud may not be necessary for the school??s requirement of sending simple SMS messages to parents. Education Data Architecture (EDA) is a Salesforce solution that provides a flexible data architecture for educational institutions. EDA does not have a native feature to send SMS messages either.

References:
? 1: 7 obstacles & text messaging solutions for K-12 school ?? - Mogli1
? : SMS-Magic Converse Text Messaging - AppExchange
? : Twilio for Salesforce - AppExchange
? : Marketing Cloud Overview - Salesforce
? : Education Data Architecture Overview - Salesforce

NEW QUESTION 128
A consultant is enabling Course Connections for the first time in the Education Data Architecture.
What should the consultant do first?

A. Run Course Connections Backfill.
B. Set up Course Offering Schedule.
C. Disable Course Enrollments.
D. Set Record Types for Course Connections.

Answer: D

Explanation:
 The first thing that the consultant should do when enabling Course Connections for the first time in EDA is to set record types for Course Connections. Record types allow the consultant to define different types of course connections, such as instructor, student, or teaching assistant. Record types also determine the page layout and picklist values for each type of course connection. Running Course Connections Backfill, setting up Course Offering Schedule, and disabling Course Enrollments are not the first steps to enable Course Connections in EDA. References:
? https://powerofus.force.com/s/article/EDA-Course-Connections
? https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION 131
The Recruitment and Admissions office wants to use Salesforce to track prospective students, recruitment events, student applications, digital engagement, and interactions with prospects on their mobile devices. Prospective students communicate via SMS on their mobile devices, social media, and email.
Which solution should the consultant recommend?

A. Third-party app
B. Salesforce Maps
C. Einstein Bots

Answer: C

Explanation:
The best solution for the Recruitment and Admissions office to use Salesforce to track prospective students, recruitment events, student applications, digital engagement, and interactions with prospects on their mobile devices is C. Einstein Bots12. Einstein Bots are chatbots that use artificial intelligence (AI) to automate conversations with prospective students on various channels, such as SMS, social media, and email. They can provide information, answer questions, collect data, and hand off the conversation to a human agent if needed. Einstein Bots can help the Recruitment and Admissions office to track digital engagement and interactions with prospects on their mobile devices, and improve the student experience12.
A third-party app is not a Salesforce solution and may not be compatible with the Salesforce platform or the Education Data Architecture (EDA) that the Recruitment and Admissions office uses. Salesforce Maps is a location intelligence solution that helps sales and service teams optimize their territories, routes, and schedules3. It is not directly relevant to the scenario described in the question.

NEW QUESTION 134
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 139
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 143
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 148
A university plans to implement Advisor Link for approximately 90,000 students. The university needs to populate data from the student information system (SIS) to Salesforce. The data exported from SIS needs to be automatically modified to correspond to values in Salesforce.
Which integration approach should the consultant recommend?

A. Lightning Connect
B. Salesforce Data Import Wizard
C. ETL tool
D. Salesforce Data Loader

Answer: C

Explanation:
An ETL tool is an integration approach that the consultant should recommend to populate data from the SIS to Salesforce, and automatically modify the data to correspond to values in Salesforce. An ETL tool is a software application that can extract, transform, and load data from one system to another. An ETL tool can perform data transformations such as mapping, filtering, sorting, and aggregating, to ensure that the data from the SIS matches the values in Salesforce. Lightning Connect, Salesforce Data Import Wizard, and Salesforce Data Loader are not integration approaches that can automatically modify the data to correspond to values in Salesforce. References:
? https://developer.salesforce.com/docs/atlas.en-us.integration_patterns_and_practices.meta/integration_patterns_and_practices/in teg_pat_what_is_etl.htm
? https://trailhead.salesforce.com/en/content/learn/modules/data-integration-strategies

NEW QUESTION 149
Recruitment Staff want to use their university login when accessing Salesforce.
Which identity management feature should the consultant use?

A. Named Credentials
B. Two-factor Authentication
C. Social Sign-On
D. Single Sign-On

Answer: D

Explanation:
Single Sign-On (SSO) is an identity management feature that allows users to log in to Salesforce using their university login credentials. SSO simplifies the login process and reduces the need for multiple passwords. Named Credentials, Two-factor Authentication, and Social Sign-On are not identity management features that allow users to use their university login when accessing Salesforce. References:
? https://help.salesforce.com/s/articleView?id=sf.identity_sso.htm&type=5
? https://trailhead.salesforce.com/en/content/learn/modules/identity_basics/identity_ basics_sso

NEW QUESTION 151
University Investment Services (UIS) is an internal department that manages the university endowment through financial investments. It operates independently of the university and only works with investment companies and financial institutions. UIS is interested in a CRM that will track investment companies, its company Contacts. Leads, Opportunities, and Activities.
Which solution should the consultant recommend?

A. Sales Cloud
B. Education Data Architecture
C. Financial Services Cloud

Answer: C

Explanation:
Financial Services Cloud is a Salesforce solution that is designed for the financial services industry, including wealth and asset management, banking, and insurance1. Financial Services Cloud provides features and functionality that are tailored to the needs of UIS, such as:
? Tracking investment companies and their contacts as financial accounts and account members2.
? Managing leads, opportunities, and activities with standard Salesforce objects and tools3.
? Leveraging Einstein AI to surface insights and recommendations for investment opportunities4.
? Integrating with core financial systems and data sources using prebuilt connectors and accelerators5.
Sales Cloud is a general-purpose CRM solution that does not have the specific features
and functionality for the financial services industry6. Education Data Architecture (EDA) is a Salesforce solution that is designed for the education sector, including K-12 and higher education institutions7. EDA does not have the specific features and functionality for the financial services industry either.
References:
? 1: Financial Services Cloud Overview - Salesforce8
? 2: Financial Services Cloud Data Model - Salesforce
? 3: Financial Services Cloud User Guide - Salesforce
? 4: Einstein for Financial Services Cloud - Salesforce
? 5: Financial Services Cloud Integration Guide - Salesforce
? 6: Sales Cloud Overview - Salesforce
? 7: Education Data Architecture Overview - Salesforce

NEW QUESTION 155
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 159
A university plans to expand its Salesforce Education Data Architecture (EDA) environment to support student services for all of its schools. The university want Contact's family information.
Which action should the consultant take?

A. Set the Default Account Model to Administrative.
B. Populate the Account field with the Household record.
C. Set the Default Account Model to Household.

Answer: C

Explanation:
 Setting the Default Account Model to Household will allow the university to capture Contact??s family information using Household Accounts, which are automatically created when new Contacts are added. Setting the Default Account Model to Administrative will create Administrative Accounts, which are used to group Contacts by their affiliation to an educational institution or organization, not by their family relationship. Populating the Account field with the Household record is not a valid action because the Account field is read-only and automatically populated based on the Default Account Model. References:
? https://powerofus.force.com/s/article/EDA-Account-Model
? https://powerofus.force.com/s/article/EDA-Accounts-and-Contacts

NEW QUESTION 161
The Advancement office is evaluating the capabilities of Education Cloud. The office needs to ingest, harmonize, and analyze batch data from its Education Cloud org and other systems.
Which solution should the consultant recommend?

A. Flow with evocable action
B. Data Cloud
C. Data Processing Engine

Answer: B

Explanation:
? Data Integration and Analysis:
? Capabilities of Data Cloud:
? Implementation Steps:
References:
? Salesforce Documentation: Salesforce Data Cloud

NEW QUESTION 163
A large university has a Career Service Center that provides career advice to current students and alumni. Staff provide advice ...... the phone, via email and face-to-face. Students and alumni are served on a first come, first served basis and are rarely assigned to a specific advisor.
What should the consultant recommend to meet the requirement?

A. Success Teams
B. Queue Management
C. Appointment Scheduling
D. Assignment Rules

Answer: C

Explanation:
Appointment Scheduling is a solution that the consultant can recommend to meet the requirement of providing career advice to current students and alumni via phone,
email, or face-to-face. Appointment Scheduling is a feature that allows users to create and manage appointments with customers or clients from Salesforce.
Appointment Scheduling can be used to offer different types of services, such as career advice, tutoring, or counseling. Appointment Scheduling also integrates with calendars, email notifications, and reports. Success Teams, Queue Management, and Assignment Rules are not solutions that can meet the requirement of providing career advice to current students and alumni via phone, email, or face-to-face. References:
? https://help.salesforce.com/s/articleView?id=sf.appointment_scheduling_overview.htm&type=5
? https://trailhead.salesforce.com/en/content/learn/modules/appointment-scheduling

NEW QUESTION 167
Which best practice should a consultant recommend to promote utilization of Salesforce in an Education Cloud deployment?

A. Use Chatter to publicly recognize early adopters.
B. Send a sponsor engagement communication.
C. Enable Salesforce Celebration in Path.
D. Create a Slack group on the day of deployment.

Answer: A

Explanation:
Chatter is a collaboration tool that allows users to share information, files, and feedback with each other. It can also be used to publicly recognize and reward early adopters who are using Salesforce effectively and demonstrating best practices. This can help motivate other users to adopt Salesforce and increase their engagement and productivity. Chatter can also facilitate peer-to-peer learning and support among users, as well as provide feedback and insights to the project team and sponsors. References:
? Education Cloud Basics - Unit 5: Drive Adoption and Measure Success
? Salesforce Help: Chatter Overview

NEW QUESTION 172
An elementary school wants to implement an out-of-the-box solution to track enrollments by grade.
Which solution should the consultant recommend?

A. K-12 Architecture Kit
B. Nonprofit Success Pack
C. Education Data Architecture
D. Program Management Module

Answer: A

Explanation:
The consultant should recommend K-12 Architecture Kit as an out-of-the-box solution to track enrollments by grade for the elementary school. K-12 Architecture Kit is a solution that extends EDA to meet the needs of K-12 schools. K-12 Architecture Kit provides objects and features to track student information, such as grades, attendance, and program enrollments. The consultant can help the elementary school configure and customize K-12 Architecture Kit to track enrollments by grade using features such as Grade Enrollment or Grade Level. Nonprofit Success Pack, Education Data Architecture, and Program Management Module are not out-of-the-box solutions to track enrollments by grade for the elementary school. References:
? https://github.com/SalesforceFoundation/k12-architecture-kit
? https://powerofus.force.com/s/article/K12-Architecture-Kit

NEW QUESTION 175
A school district needs to track special education student grades, attendance, and program enrollments and capture e-signatures from parents and legal guardians.
Which two solutions should the consultant recommend to meet the requirement? Choose 2 answers.

A. Salesforce CPQ
B. K-12 Architecture Kit
C. Third-party application
D. Nonprofit Success Pack

Answer: BC

Explanation:
The K-12 Architecture Kit and a third-party application are two solutions that the consultant can recommend to meet the requirement of tracking special education student grades, attendance, and program enrollments and capturing e-signatures from parents and legal guardians. The K-12 Architecture Kit is a solution that extends EDA to meet the needs of K-12 schools. The K-12 Architecture Kit provides objects and features to track student information, such as grades, attendance, and program enrollments. A third- party application is an application that provides additional features and solutions for Salesforce. There are many third-party applications on the AppExchange that offer e- signature capabilities, such as capturing, sending, and storing signed documents. The consultant can help the school district choose an app that meets their needs and budget. Salesforce CPQ, Financial Service Cloud, and Nonprofit Success Pack are not solutions that can meet the requirement of tracking special education student grades, attendance, and program enrollments and capturing e-signatures from parents and legal

guardians.
References:
? https://powerofus.force.com/s/article/K12-Architecture-Kit
? https://appexchange.salesforce.com/appxStore?type=App&keyword=e-signature
? https://trailhead.salesforce.com/en/content/learn/modules/k12_architecture_kit_ba sics

NEW QUESTION 179
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 182
A university wants to improve student retention by developing a tool for students to engage at scale, find answers to common questions and resources, and allow students to interact with student organizations. What should a consultant recommend to meet this requirement?

A. Experience Cloud
B. Pardot Engagement Studio
C. Interaction Studio
D. Einstein Bots

Answer: A

Explanation:
 Experience Cloud is a solution that the consultant can recommend to meet the requirement of developing a tool for students to engage at scale, find answers to common questions and resources, and allow students to interact with student organizations. Experience Cloud is a product that allows users to create and manage digital experiences for customers, partners, or employees on any device or channel. Experience Cloud can help the university improve student retention by creating a student community that provides features such as forums, articles, chat, groups, events, or surveys. Pardot Engagement Studio, Interaction Studio, and Einstein Bots are not solutions that can meet the requirement of developing a tool for students to engage at scale, find answers to common questions and resources, and allow students to interact with student organizations. References:
? https://www.salesforce.com/products/experience-cloud/overview/
? https://trailhead.salesforce.com/en/content/learn/modules/community_rollout_impl/community_rollout_impl_introduction

NEW QUESTION 186
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 189
A community college would like to use Admissions Connect and automatically admit applicants if they meet certain criteria.
What should the consultant do?

A. Create a new flow.
B. Activate the ApplicantCommunityHomePageController Apex class.
C. Leverage the existing flow Sample: Application Auto Admit.

Answer: C

Explanation:
 The consultant should leverage the existing flow Sample: Application Auto Admit to automatically admit applicants if they meet certain criteria for the community

college that would like to use Admissions Connect. A flow is a tool that allows users to automate business processes by guiding users through screens, collecting data, or executing actions. Sample: Application Auto Admit is an existing flow in Admissions Connect that allows users to automatically admit applicants if they meet certain criteria, such as GPA or test scores. The consultant can leverage the existing flow Sample: Application Auto Admit to automatically admit applicants if they meet certain criteria for the community college that would like to use Admissions Connect by configuring and customizing the flow to match their admission requirements and policies. Creating a new flow, activating the ApplicantCommunityHomePageController Apex class, or developing a custom trigger that checks the submission deadline against the current date are not things that the consultant should do to automatically admit applicants if they meet certain criteria for the community college that would like to use Admissions Connect. References:
? https://help.salesforce.com/s/articleView?id=sf.flow.htm&type=5
? https://www.salesforce.org/products/admissions-connect/overview/

NEW QUESTION 193
The advancement team uses Salesforce for its fundraising operations. The team wants a tool to help determine whether they will meet the campaign goal.
Which analytics tool should the consultant recommend?

A. Einstein Prediction Builder
B. Campaign Influence
C. Tableau Prep Conductor

Answer: A

Explanation:
The consultant should recommend Einstein Prediction Builder for the advancement team to create a tool that helps determine whether they will meet the campaign goal. Einstein Prediction Builder allows users to create custom predictions based on their Salesforce data, such as predicting the likelihood of a donor giving a certain amount or reaching a certain level of engagement. Campaign Influence is a feature that tracks how campaigns influence opportunities, not campaign goals. Tableau Prep Conductor is a tool that automates and schedules data preparation flows, not predictions. References:
? https://help.salesforce.com/s/articleView?id=sf.bi_einstein_prediction_builder.htm&type=5
? https://help.salesforce.com/s/articleView?id=sf.campaigns_influence.htm&type=5
? https://help.tableau.com/current/prep/en-us/prep_conductor.htm

NEW QUESTION 195
Career Services uses a separate event management system for its employment events?? attendance and registration, and Marketing Cloud to promote the event. It wants to integrate student data in Salesforce to identify engaged prospects by matching them with event attendance, career interest, and credit completion toward an academic major.
Which integration direction should the consultant recommend?

A. Two-way integration between the event system and Marketing Cloud
B. One-way integration between Marketing Cloud and the event system
C. Two-way integration between the event system and Salesforce

Answer: C

Explanation:
The integration direction that the consultant should recommend for Career Services is C. Two-way integration between the event system and Salesforce1. This is because a two-way integration can allow for bi-directional data exchange and synchronization between the event system and Salesforce, which can enable Career Services to match student data in Salesforce with event attendance, career interest, and credit completion toward an academic major. A two-way integration can also help Career Services to segment and target students based on their engagement and preferences, and to measure the effectiveness and impact of their events and campaigns2.
References:
? https://help.salesforce.com/s/articleView?id=sf.mc_co_marketing_cloud_connect.h tm&type=5
? https://trailhead.salesforce.com/en/content/learn/modules/marketing-cloud-connect

NEW QUESTION 196
A university plans to use Salesforce to manage its recruitment and admissions process. A prospective student goes through four maturation stages: Suspects, Prospects, Applicants, and Matriculated. IDs are assigned by the Student Information System (SIS) at the Applicant stage.
Salesforce is the system of record in which two stages? Choose 2 answers

A. Matriculated
B. Suspect
C. Prospect
D. Applicant

Answer: BC

Explanation:
Salesforce is the system of record in the Suspect and Prospect stages of the recruitment and admissions process for the university. A system of record is a system that serves as the authoritative source of data for a given entity or process. Salesforce is the system of record in the Suspect and Prospect stages, because it stores and manages information about potential students who have expressed interest or have been identified as targets by the university, such as name, email, phone, or program of interest. The Student Information System (SIS) is the system of record in the Applicant and Matriculated stages of the recruitment and admissions process for the university. The SIS is a system that stores and manages information about students who have applied or enrolled at the university, such as ID, transcripts, test scores, or financial aid. References:
? https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf
? https://trailhead.salesforce.com/en/content/learn/modules/highered_admissions

NEW QUESTION 199
A university completed its first implementation of Salesforce. The university wants to deliver additional functionality in smaller units through an iterative process. New functions will be enhanced and refined based on feedback.
Which approach should the consultant recommend?

A. Agile

B. Work Breakdown Structure
C. Waterfall

Answer: A

Explanation:
 The consultant should recommend Agile as an approach to deliver additional functionality in smaller units through an iterative process for the university that completed its first implementation of Salesforce. Agile is a project management methodology that focuses on delivering value to customers in short and frequent iterations, incorporating feedback and changes along the way. Agile can help the university deliver additional functionality in smaller units through an iterative process by using features such as user stories, sprints, or scrum meetings. Work Breakdown Structure and Waterfall are not approaches that can deliver additional functionality in smaller units through an iterative process for the university that completed its first implementation of Salesforce. References:
? https://trailhead.salesforce.com/en/content/learn/modules/agile-basics
? https://www.salesforce.org/wp- content/uploads/2019/03/Education_Cloud_COE_Guide.pdf

NEW QUESTION 202
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 206
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 208
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 212
The Marketing department at a college emails former students twice a year informing them of upcoming fundraising events. The department is concern about the number of bounced emails it receives.
Which solution should the Marketing team consider that will enable former students to update their email address?

A. social Studio
B. experience Cloud
C. Salesforce Engage

D. Salesforce Inbox

Answer: B

Explanation:
Experience Cloud is a solution that the Marketing team can consider that will enable former students to update their email address. Experience Cloud allows the college to create a branded online community where former students can log in, view and edit their profile information, and interact with other alumni. Experience Cloud also integrates with Salesforce, so any changes made by the former students in the community will be reflected in their Contact records. Social Studio, Salesforce Engage, and Salesforce Inbox are not solutions that can enable former students to update their email address. References:
? https://www.salesforce.com/products/experience-cloud/overview/
? https://trailhead.salesforce.com/en/content/learn/modules/community_rollout_impl/community_rollout_impl_basics

NEW QUESTION 216
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 221
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 223
Staff in Continuing and Professional Education use Salesforce and Pardot for marketing and management of its certificate programs. Staff occasionally need to view course payment information that they can access in a separate transaction system. The system admin wants Salesforce to contain only CRM data for reports and automation.
Which data management strategy should the consultant recommend for course payment information?

A. Migrate course payments to pardot and Salesforce.
B. Manage course payments in the transaction system and Pardot.
C. Manage course payments in the transaction system.
D. Integrate course payments from Salesforce to the transaction system.

Answer: C

Explanation:
The consultant should recommend to manage course payments in the transaction system as a data management strategy for course payment information. This means that the course payment information will not be stored or processed in Salesforce or Pardot, but rather in a separate system that is designed for handling transactions. This can help the system admin keep Salesforce clean and focused on CRM data for reports and automation, and avoid data duplication, integration issues, or security risks. Migrating course payments to Pardot and Salesforce, managing course payments in the transaction system and Pardot, or integrating course payments from Salesforce to the transaction system are not data management strategies that can help the system admin keep Salesforce clean and focused on CRM data for reports and automation. References:
? https://help.salesforce.com/s/articleView?id=sf.data_management.htm&type=5
? https://trailhead.salesforce.com/en/content/learn/modules/data-management

NEW QUESTION 225
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 226
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 229
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 234
A consultant for university has built customizations in a sandbox environment that is a different version from the production org.
What should the consultant do first to avoid any issues?

A. Package the customizations, refresh the sandbox and reinstall the customization.
B. Manually update the production org by installing the release update from Github.
C. Submit a case to Salesforce Support to update the production org.
D. Deploy the customizations into the production org via change sets.

Answer: A

Explanation:
The consultant should package the customizations, refresh the sandbox, and reinstall the customization as the first step to avoid any issues when deploying from a sandbox environment that is a different version from the production org. Packaging the customizations means creating an unmanaged package that contains all the components and metadata that are part of the custom solution. Refreshing the sandbox means creating a new copy of the sandbox environment from the production org. Reinstalling the customization means installing the unmanaged package into the refreshed sandbox environment. This step can help avoid any issues that may arise from deploying from a sandbox environment that is a different version from the production org, such as compatibility errors, missing dependencies, or data loss. Manually updating the production org by installing the release update from GitHub, submitting a case to Salesforce Support to update the production org, or deploying the customizations into the production org via change sets are not steps that the consultant should take first to avoid any issues when deploying from a sandbox environment that is a different version from the production org. References:
? https://help.salesforce.com/s/articleView?id=sf.packaging_overview.htm&type=5
? https://help.salesforce.com/s/articleView?id=sf.data_sandbox_create.htm&type=5
? https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/test-your-applications

NEW QUESTION 237
A college wants to create a resource for its Center of Excellence (CoE) where users can vote on suggestions and ....
What should a consultant create to meet the requirement?

A. Public Group
B. Success Team
C. Chatter group
D. Queue

Answer: C

Explanation:
A Chatter group is what the consultant should create to meet the requirement of creating a resource for the CoE where users can vote on suggestions and collaborate with each other. A Chatter group is a feature that allows users to share ideas, files, polls, and events with a specific set of people. Users can also like and comment on posts, and follow topics and people in a Chatter group. A Public Group, a Success Team, and a Queue are not features that can create a resource for the CoE where users can vote on suggestions and collaborate with each other. References:
? https://help.salesforce.com/s/articleView?id=sf.collab_groups_overview.htm&type=5
? https://trailhead.salesforce.com/en/content/learn/modules/chatter_basics/chatter_b asics_groups

NEW QUESTION 242
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