



Free Questions for Education-Cloud-Consultant by certscare

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Question 1

Question Type: MultipleChoice

An Advancement office is evaluating the automation capabilities of the Education Data Architecture (EDA). The office needs to be able to identify inactive addresses and have them sync to the contact record.

How should the consultant meet this requirement?

Options:

- A- Set the inactive address on the Contact record through integration.
- B- Select the 'Inactive' checkbox on the Address record.
- C- Develop a custom trigger to update the Contact record.

Answer:

B

Explanation:

The Education Data Architecture (EDA) provides a feature to track and manage multiple addresses for contacts and accounts using the Address object¹. The Address object has a field called "Inactive" that indicates whether the address is currently in use or not². By selecting the "Inactive" checkbox on the Address record, the consultant can mark the address as inactive and have it sync to the contact record. The contact record will then show the inactive address in the Mailing Address field, with a strike-through line to indicate that it is no longer valid³.

Setting the inactive address on the contact record through integration is not a recommended solution, as it would bypass the EDA address management feature and create inconsistency between the contact and address records. Developing a custom trigger to update the contact record is also not necessary, as EDA already provides a built-in mechanism to handle inactive addresses using the Address object.

1: [Understand Addresses in EDA - Salesforce](#)

2: [EDA Object Reference - Salesforce](#)

3: [Manage Simple Changes to Address Records - Salesforce](#)

Question 2

Question Type: MultipleChoice

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?

Options:

- A-** Enable the Create and Customize Reports, Report Builder, and Edit My Reports permissions 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:

A

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. Reference: [Salesforce Education Cloud Academy: Consultant Fundamentals], [Report Permissions for External Users]

Question 3

Question Type: MultipleChoice

The Undergraduate Admissions office needs to track new students and their current course of study.

Which Education Data Architecture (EDA) object should the consultant use to meet the requirement?

Options:

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

Answer:

A

Explanation:

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

Question 4

Question Type: MultipleChoice

A consultant needs to migrate international students' contact and address information to a Salesforce Education Data Architecture (EDA) environment with the State and Country Picklist feature enabled.

What should the consultant confirm before migrating the data?

Options:

- A- Contact Multi-Addresses Enabled is checked.
- B- All state and country values are ISO-3166 values.
- C- Every contact has a state and country value.

Answer:

B

Explanation:

The State and Country Picklist feature in Salesforce allows users to select states and countries from predefined, standardized lists, instead of entering them manually into text fields². These picklists are based on ISO-3166 standard values, which are internationally recognized codes for identifying countries and their subdivisions. Therefore, before migrating the data, the consultant should confirm that all state and country values in the source data are ISO-3166 values, otherwise they will not match the picklist values in the target environment.

Contact Multi-Addresses Enabled is a setting in EDA that allows users to store multiple addresses for a contact, such as home, work, or mailing address. This setting does not affect the migration of state and country values, as long as they are ISO-3166 values. Every contact having a state and country value is not a requirement for the migration either, as these fields are not mandatory in EDA.

2: Configure State and Country Picklists - Salesforce³

: ISO 3166 - Wikipedia

: Enable Contact Multi-Addresses - Salesforce

Question 5

Question Type: MultipleChoice

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?

Options:

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.

[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](#)

Question 6

Question Type: MultipleChoice

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

Which solution should the consultant recommend?

Options:

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

Answer:

A

Explanation:

Email Studio is a Salesforce email marketing tool that allows users to create, send, and track personalized email campaigns and mass communications¹. Email Studio also provides features such as email scoring, which measures the engagement level of each email recipient based on their actions, such as opening, clicking, or unsubscribing². Salesforce Inbox is a Salesforce tool that integrates email applications such as Outlook with Salesforce, allowing users to access CRM data and features from their email inbox³. Salesforce Inbox also enables users to send emails from their Outlook account or from Salesforce using branded email templates⁴.

Account Engagement is a Salesforce tool that provides insights and recommendations for sales reps to engage with their accounts based on AI analysis of email activity, web activity, and CRM data⁵. However, Account Engagement is not an email marketing tool that can score email activity from campaigns and mass communications. Salesforce Engage is a Salesforce tool that allows users to create

personalized email campaigns using Marketing Cloud templates and track the responses in real time⁶. However, Salesforce Engage does not integrate with Outlook or allow users to send emails from their email inbox.

1: Email Studio Overview - Salesforce

2: Email Scoring Basics - Salesforce

3: Salesforce Inbox Overview - Salesforce

4: Use Email Templates in Inbox - Salesforce

5: Account Engagement Overview - Salesforce

6: Engage Campaigns Overview - Salesforce

Question 7

Question Type: MultipleChoice

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?

Options:

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.

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

Question 8

Question Type: MultipleChoice

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?

Options:

- 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. Reference: [Salesforce Education Cloud Academy: Consultant Fundamentals], [EDA Account Models]

Question 9

Question Type: MultipleChoice

A university is working with a consultant to install and configure the Education Data Architecture (EDA). The university uses the Default Account Model. The university wants accounts to include the first and last name of each contact at the time the contact is created.

Which action should the consultant take in EDA Settings to meet this requirement?

Options:

- A- Select the Run Backfill button.
- B- Edit Administrative Account Name Format.
- C- Set the Account Model to Household.

Answer:

B

Explanation:

The Default Account Model in EDA creates one account for each contact and names it after the contact's full name. However, if the contact's name changes, the account name does not update automatically. To meet the requirement of including the first and last name

of each contact at the time the contact is created, the consultant should edit the Administrative Account Name Format in EDA Settings. This allows the consultant to define a custom formula for naming accounts based on contact fields. For example, the formula could be `FirstName & ' ' & LastName`. Reference: [Salesforce Education Cloud Academy: Consultant Fundamentals], [EDA Account Naming]

Question 10

Question Type: MultipleChoice

A university is interested in using Student Success Hub and a calendar integration tool to sync student appointments with the faculty advisors' Google accounts.

What should the consultant recommend?

Options:

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

Answer:

A

Explanation:

A third-party app is the best option for syncing student appointments with the faculty advisors' Google accounts. Student Success Hub does not have a native calendar integration tool that can sync with Google Calendar⁵. Salesforce Scheduler is a tool that allows customers to schedule appointments with service providers, but it does not integrate with Google Calendar either⁶. Einstein Activity Capture is a tool that syncs emails and events between Salesforce and Gmail or Microsoft Exchange, but it does not work with Student Success Hub appointments⁷. Therefore, a third-party app that can connect Student Success Hub and Google Calendar is the most suitable solution. Reference:

5: Manage Calendar Sync (Support Staff) - Salesforce⁸

6: Salesforce Scheduler Implementation Guide - Salesforce⁹

7: Einstein Activity Capture Implementation Guide - Salesforce

Question 11

Question Type: MultipleChoice

An Advancement office wants a declaratively configured, public-facing form that creates data in Salesforce.

Which solution should the consultant recommend to meet the requirement?

Options:

A- An app on the AppExchange

B- Process Builder

C- Email-to-case

Answer:

A

Explanation:

The consultant should recommend an app on the AppExchange to create a declaratively configured, public-facing form that creates data in Salesforce, such as FormAssembly or Formstack, which are web form builders that integrate with Salesforce. Process Builder is a tool that automates business processes based on certain criteria or actions, not a form builder. Email-to-case is a feature that converts emails from customers into cases in Salesforce, not a form builder. Reference:

<https://appexchange.salesforce.com/appxStore?type=Product&keywords=form>

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

Question 12

Question Type: MultipleChoice

A university 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?

Options:

- A-** Identify Integration layers.
- B-** Disable Trigger Handler records.
- C-** Use the Data Import Wizard.

Answer:

A

Explanation:

The first step that the consultant should take when integrating Salesforce with the Student Information System (SIS) is to identify the integration layers, which are the components that define how data is exchanged between the systems, such as the data model, the data format, the data transport, and the data security. This will help the consultant understand the scope and complexity of the integration project and choose the appropriate tools and methods. Disabling Trigger Handler records and using the Data Import Wizard are steps that can be taken later in the project execution or testing phase, not initially. Reference:

<https://trailhead.salesforce.com/en/content/learn/modules/education-cloud-basics/education-cloud-integrations>

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

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

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