Free Questions for Financial-Services-Cloud by certsinside

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Question 1

Question Type: **MultipleChoice**

What functionality is included in the Financial Services Cloud Extension license? (2 correct answers)

Options:

A- It enables user access to the Actionable Relationship Center Lightning component

B- It enables user to configure Compliant Data Sharing

C- It enables user access to the Action Plans feature

D- It enables user access to Download Analytics Data and Install

E- Analytics Templated Apps

Answer:

A, B

Question 2

Question Type: **MultipleChoice**

A feature that captures, refers, routes, and prioritizes customer needs across business lines

Options:

A- Expressed Interest

B- Report

C- Referrals

D- Opportunity

Answer:

C

Question 3

Question Type: MultipleChoice

How can you set up Referral creation?

Options:

A- As a global action

B- As a standard action

C- On a Community

D- As a Flow

Answer:

A, B, C

Question 4

Question Type: MultipleChoice

Which feature in Financial Services Cloud helps businesses identify, track, and route customer needs?

Options:

A- Intelligent Needs-Based Referrals

B- Lightning App Builder

C- Relationship Builder and Map

D- Surveys

Answer:

A

Question 5

Question Type: MultipleChoice

Which one of the following statements is not correct about Action Plans?

Options:

A- Enhance collaboration and productivity by automatically assigning task owners and deadlines for specific client engagement, such as account openings, loan approvals, and claims processing.

B- Capture repeatable tasks in templates and then automate the task sequences with an action plan.

C- Automatically schedule the next appointment with the Advisor

D- Manage customer engagements consistently and collaboratively with automated and compliant task orchestration.

Answer:

C

Question 6

Question Type: MultipleChoice

Which of these statements is not correct about the visibility of Action Plan Tasks?

Options:

A- Once the Action Plan is assigned, you can see the related Tasks on the Timeline

B- The user can see tasks on the homepage if the Task Card is applied to the homepage.

C- Users will be able to see the Action Plan tasks assigned to them through the standard Salesforce task lists.

D- Users will be able to see the Action Plan tasks on the related list of the Account page layout.

Answer:

D

Question 7

Question Type: MultipleChoice

Which of these statements is correct?

Options:

A- To give users access to the new action plans feature, you must add the Action Plans permission set to the user.

B- Lightning is not required to enable Action Plans

C- To assign the Action Plans permission set the user must have a Financial Services Cloud license.

D- Assigning the Action Plan permission set automatically assigns an Action Plans permission set license to the user.

Answer:

A, D

Question 8

Question Type: MultipleChoice

Financial Advisors can create a financial goal to track a client's progress toward major purchases, retirement savings, or other life goals. Which statements are correct?

Options:

A- You can only create savings-oriented goals.

B- You can't create a goal for paying down a debt.

C- You can associate a goal with a specific financial account.

D- Financial Goals require the Financial Goals permission set to be visible to a user.

Answer:

A, B

Question 9

Question Type: MultipleChoice

Not all life events or business milestones apply to every customer. To create a better customer experience, you can hide the life events or business milestones a customer hasn't achieved or is unlikely to achieve in the future. Which of the following statements are correct?

Options:

A- When you hide a life event or business milestone type, it doesn't appear on the component until you add an event or milestone of that type.

B- The option to hide life event types or business milestone types is not available in the Communities version of the Life Events or Business Milestones component.

C- It is possible to hide Sensitive Life Event or Business Milestone Types in the Insurance Agent Portal.

D- Life Events can not be displayed on the Household level of the Account Record.

Answer:

A, C

Question 10

Question Type: **MultipleChoice**

What Actions can you take from Life Event card? Select all that apply!

Options:

A- Create Opportunity

B- Create Case

C- Request Record Approval

D- Create Lead and Referral

Answer:

A, B, D

Question 11

Question Type: MultipleChoice

What happens when you make changes to a Financial account record or primary group membership?

Options:

A- The rollup by lookup (RBL) configuration automatically updates the corresponding RBL summaries at the client and group levels.

B- The Admin needs to update the rollup by lookup (RBL) rules.

C- The Admin has to deactivate the Rollup By Lookup (RBL) rules and then force RBL recalculations.

Answer:

A