Free Questions for Financial-Services-Cloud

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Question 1

Question Type: MultipleChoice

A Salesforce administrator updating a record page to add a Chatter component to the Action Plan Lightning record page is unable to find the Chatter components for selection.

What is the reason for this?

Options:

A- Feed tracking has to be enabled for the Action Plan object.

B- Chatter has to be enabled for Action Plans via Chatter settings in setup.

C- Salesforce is yet to roll out Chatter for the Action Plan object.

D- Admin users have to be assigned the Action Plans permission set.

Answer:

A

Explanation:

Feed tracking has to be enabled for the Action Plan object in order to add a Chatter component to the Action Plan Lightning record page. Feed tracking allows you to see updates on records in Chatter feeds. You can enable feed tracking for custom objects, such as Action Plan, from the setup menu. Once feed tracking is enabled, you can add Chatter components, such as Feed or Publisher, to the record page using the Lightning App Builder. Reference: [Feed Tracking], [Chatter Components]

Question 2

Question Type: MultipleChoice

A consultant advising Cumulus Bank wants to ensure that the bank is compliant with Identity Verification Regulations when customers contact the bank.

Which two features should a consultant leverage to design this business process?

Options:

A- Omni Studio
B- Process Builder
C- Discovery Framework
D- Screen Flows

Answer:

B, D

Explanation:

Process Builder and Screen Flows are two features that can be used to design a business process for identity verification. Process Builder is a tool that allows you to automate business processes by creating workflows that trigger actions based on certain criteria. Screen Flows are a type of flow that guide users through a series of screens to collect and update data. You can use Process Builder to launch a Screen Flow when a customer contacts the bank, and use the Screen Flow to capture and verify the customer's identity information. Reference: [Process Automation], [Screen Flows]

Question 3

Question Type: MultipleChoice

A financial services company needs to add new values for how a customer can be related to a financial account. Which object/field should the administrator add new values on?

Options:

A- Object: Financial Account Role; Field: Role
B- Object: Financial Account; Field: Primary Owner
C- Object: Financial Account; Field: Joint Owner
D- Object: Account-Account Relationship; Field: Related Role

Answer:

A

Explanation:

To add new values for how a customer can be related to a financial account, the administrator should add new values on the Role field of the Financial Account Role object. The Financial Account Role object is a junction object that links a contact or an individual to a financial account and defines their role or relationship with that account. The Role field is a picklist field that specifies the role of the contact or individual for the financial account, such as owner, beneficiary, trustee, or custodian. By adding new values on the Role field of the Financial Account Role object, the administrator can create new categories of financial account relationships for customers.

Question 4

Question Type: MultipleChoice

A financial services company wants to track different categories of financial accounts in its org. Relationship managers must be able to see all of these financial accounts in one place on the customer's Account record page grouped by categories.

Which three steps should an administrator take to configure the Financial Account object and the Account Lightning record page to meet the design?

Options:

A- Add the Financial Account List component to the Account Lightning record page.
B- Configure the Financial Account List components for each required category.
C- Create Account lookup fields on the Financial Account object to link the Financial Accounts to an Account.
D- Create a custom picklist on the Financial Account object to track the Typ
E- Configure Financial Account record types to match the required categories.

Answer:

B, C, D

Explanation:

The following considerations should be included when configuring the report with branch management reportable objects:

Bankers with Branches with Opportunities, Accounts, Leads, and Contacts report types are available for creating reports with Branch Unit Related Records. These are standard report types that allow users to create reports that show data from Banker, Branch Unit, Opportunity, Account, Lead, Contact, and Branch Unit Related Record objects.

The reportable objects include Banker, Branch Unit, Branch Unit Related Records, and Branch

Unit Customer. These are custom objects that are part of the branch management feature in Financial Services Cloud. Banker is an object that represents a banker or an employee who works at a branch unit. Branch Unit is an object that represents a physical location where bankers provide services to customers. Branch Unit Related Record is an object that represents a record that is related to a branch unit, such as an opportunity, an account, a lead, or a contact. Branch Unit Customer is an object that represents a customer who has a relationship with a branch unit.

When Branch Unit is the primary object, the administrator can select Branch Unit Customers or Branch Unit Related Records as related objects. This means that the administrator can create reports that show data from Branch Unit and its related objects by using lookup fields or junction objects.

Question 5

Question Type: MultipleChoice

One administrator user at a financial services company needs to help management build reports and gain insights into business performance by including branch management reportable objects.

Which two considerations should the administrator include when configuring the report?

Options:

A- Branch Unit Related Record report types have related object names including Lead, Account, and Contact but exclude Financial Account.
B- Bankers with Branches with Opportunities, Accounts. Leads, and Contacts report types are available for creating reports with Branch Unit Related Records.
C- The reportable objects include Banker. Branch Unit, Branch Unit Related Records, and Branch Unit Customer.
D- When Branch Unit is the primary object, the administrator can select Branch Unit Customers or Branch Unit Related Records as related objects.

Answer:

B, C

Explanation:

The following considerations should be included when configuring the report with branch management reportable objects:

Bankers with Branches with Opportunities, Accounts, Leads, and Contacts report types are available for creating reports with Branch Unit Related Records. These are standard report types that allow users to create reports that show data from Banker, Branch Unit, Opportunity, Account, Lead, Contact, and Branch Unit Related Record objects.

The reportable objects include Banker, Branch Unit, Branch Unit Related Records, and Branch Unit Customer. These are custom objects that are part of the branch management feature in Financial Services Cloud. Banker is an object that represents a banker or an employee who works at a branch unit. Branch Unit is an object that represents a physical location where bankers provide services to customers. Branch Unit Related Record is an object that represents a record that is related to a branch unit, such as an opportunity, an account, a lead, or a contact. Branch Unit Customer is an object that represents a customer who has a relationship with a branch unit.

When Branch Unit is the primary object, the administrator can select Branch Unit Customers or Branch Unit Related Records as related objects. This means that the administrator can create reports that show data from Branch Unit and its related objects by using lookup fields or junction objects

Question 6

Question Type: MultipleChoice

A financial services company offers special deposit products for its employees. These employees have customer records in Salesforce so that they can be serviced like normal customers. Only customer service employees within a specific group should be able to see these special deposit products in Salesforce to protect the personal financial information of bank employees.

How should the administrator configure sharing rules in Financial Services Cloud to meet these requirements?

Options:

A- Create an Account sharing rule based on record owner.
B- Create Account sharing rules based on criteria.
C- Create a Financial Account sharing rule based on record owner.
D- Create a Financial Account sharing rule based on criteri

Answer:

D

Explanation:

To meet the requirements of sharing special deposit products for employees, the administrator should create a Financial Account sharing rule based on criteria. A Financial Account sharing rule is a sharing rule that grants access to financial account records based on record owner or field values. A sharing rule based on criteria is a type of sharing rule that grants access to records that meet certain criteria. By creating a Financial Account sharing rule based on criteria, the administrator can share the special deposit products with the customer service employees within a specific group based on a field value that indicates the product type.