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Question 1

Question Type: MultipleChoice

An insurance company aims to improve a call center's productivity. A detailed analysis discovered that agents spend a lot of time capturing data while adding and updating beneficiary details. Capturing premium payment details (payment date and frequency) is another time-consuming task. Which action should a Financial Services Cloud consultant take to resolve the issue?

Options:

- A- Utilize Insurance Flow Templates.
- B- Create an Action Plan Template for capturing beneficiary data and payment information.
- C- Provide a better user interface by building Lightning web components for beneficiary data and payment information.
- D- Install an Insurance Data AppExchange package.

Answer:

A

Explanation:

A Financial Services Cloud consultant can suggest utilizing Insurance Flow Templates to resolve the issue of improving the call center's productivity and reducing the time spent on capturing data for beneficiary details and premium payment details. Insurance Flow Templates are prebuilt flow templates that guide users through the steps of creating or updating insurance policies and beneficiaries in Financial Services Cloud. The templates can be customized to suit the specific needs and requirements of the insurance company. By using Insurance Flow Templates, the call center agents can streamline their data entry process and provide better service to their customers.

[Insurance Flow Templates]

[Customize Insurance Flows]

Question 2

Question Type: MultipleChoice

Cumulus Insurance has a franchise business model with a large number of franchisees who operate independently but report to regional managers who are Cumulus employees. The company would like the franchise owners and their employees to have access to the Cumulus Salesforce Financial Services Cloud (FSC) instance. The company plans to use the Role Hierarchy and sharing rules to implement this. What should the architect at Cumulus Insurance be aware of for this solution?

Options:

- A- Franchise users will need to switch their browsers to a platform that supports Lightning Web Components.
- B- Salesforce FSC only allows 1,024 public groups.
- C- The administrator can define up to 300 total sharing rules for each object.
- D- Franchise users can have multiple roles in the hierarchy.

Answer:

C

Explanation:

The architect at Cumulus Insurance should be aware of the limitation that the administrator can define up to 300 total sharing rules for each object when using the Role Hierarchy and sharing rules to implement the franchise business model. Sharing rules are a way of granting additional access to records based on criteria, such as record owner, role, or field values. The Role Hierarchy is a way of organizing users into a hierarchy that reflects the reporting structure of the company. The Role Hierarchy and sharing rules can be used together to control the access and visibility of records for different users in Financial Services Cloud. However, there is a limit of 300 sharing rules per object, which means that the administrator may need to use other methods, such as public groups or manual sharing, to grant access to records beyond this limit.

[Sharing Rules]

[Role Hierarchy]

[Sharing Rule Limits]

Question 3

Question Type: MultipleChoice

Which three permission sets grant access or extend permissions for record alerts in Financial Services Cloud (FSC)?

Options:

- A- OmniStudio Admin permission set
- B- FSC Standard permission set
- C- FSC Foundations permission set
- D- FSC Basic permission set
- E- OmniStudio User permission set

Answer:

B, C, E

Explanation:

Record alerts are a feature of Financial Services Cloud that let users create and display alerts on record pages to highlight important information or actions. Record alerts are based on OmniStudio, a low-code platform for building digital experiences in Salesforce. To access or extend permissions for record alerts in Financial Services Cloud, users need to have one of the following permission sets:

[FSC Standard permission set](#): This permission set grants access to the core features of Financial Services Cloud, including record alerts. Users with this permission set can view and create record alerts on supported objects, such as accounts, contacts, financial accounts, and opportunities¹.

[FSC Foundations permission set](#): This permission set grants access to the common features of Financial Services Cloud that are shared across subverticals, such as retail banking, wealth management, and insurance. Users with this permission set can view and create record alerts on supported objects².

[OmniStudio User permission set](#): This permission set grants access to the OmniStudio features, such as OmniScripts, DataRaptors, Integration Procedures, and Record Alerts. Users with this permission set can view and create record alerts on any object that has the Record Alert component enabled³.

[FSC Standard Permission Set](#)

[FSC Foundations Permission Set](#)

[OmniStudio User Permission Set](#)

Question 4

Question Type: MultipleChoice

Cumulus Cloud Bank, a major financial services provider, has engaged Salesforce Professional Services to transform its operations with Financial Services Cloud (FSC). The Addams family are wealth management clients with the following relationships:

* The wife and her husband are part of the Addams Household.

The wife is the primary member, and together the couple run the Addams Charitable Trust.

* The wife is also part of the Symonds Household with her father as the primary member. Which tool should the Salesforce FSC consultant recommend so a wealth manager could make sense of this complex data to provide impeccable service to the Addams family and discover new business opportunities?

Options:

- A-** Data Filtering and Sorting in Tableau Desktop
- B-** Financial Services Cloud Einstein
- C-** Data Visualization with Marketing Cloud Intelligence
- D-** Actionable Relationship Center (ARC), an advanced visualization engine

Answer:

D

Explanation:

Actionable Relationship Center (ARC) is a tool that a Salesforce FSC consultant can recommend to a wealth manager who needs to make sense of complex client relationships and discover new business opportunities. ARC is an advanced visualization engine that provides a holistic view of customers and their relationships with actionable insights, all in one place⁵. ARC helps users understand relationships among people and businesses by presenting them in interactive components, such as graphs, cards, lists, and filters⁶. ARC also allows users to perform actions on the customer data, such as creating tasks, sending emails, or updating records⁷.

Actionable Relationship Center (ARC)

Get Started with Actionable Relationship Center

Work with Actionable Relationship Center

Question 5

Question Type: MultipleChoice

Which Salesforce Financial Services Cloud feature enables financial advisors to track and manage client accounts?

Options:

A- Financial accounts management

- B-** Performance reporting
- C-** Client onboarding
- D-** Opportunity management

Answer:

A

Explanation:

Financial accounts management is a Salesforce Financial Services Cloud feature that enables financial advisors to track and manage client accounts. A financial account is any account managed by a financial institution, such as a bank, an insurance company, or an investment firm. Financial Services Cloud supports many kinds of financial accounts, such as checking accounts, savings accounts, mortgages, credit cards, investment accounts, insurance policies, and more³. Financial advisors can use Financial Services Cloud to view, create, update, and delete financial accounts for their clients, as well as link them to other objects, such as households, goals, referrals, or opportunities⁴.

Financial Accounts

Manage Financial Accounts

Question 6

Question Type: MultipleChoice

A financial services company must add details to the default business hours record. For company-wide holidays, the company wants the option to skip non-work days in Action Plan when setting task completion dates.

What should the administrator configure to meet the requirement?

Options:

- A-** Omit the day's start and end time fields when the administrator wants to indicate a non- working day.
- B-** Select Recurring Holidays as Action Plans and consider recurring holidays when determining the non-work days to skip.
- C-** Configure the day without business hours, it is considered a non-work day, even if the day is a recurring holiday.
- D-** Add non-work days to the date offset when calculating the task completion date is automatic; no setup is required.

Answer:

C

Explanation:

To skip non-work days in Action Plan when setting task completion dates, the administrator should configure the day without business hours, as it is considered a non-work day, even if the day is a recurring holiday. This means that the administrator should leave the start

and end time fields blank for any day that is not a working day, such as Saturday or Sunday. Action Plans will then automatically omit those days when calculating the task completion dates based on the business hours¹. Recurring holidays are not considered by Action Plans when determining the non-work days to skip².

[Set Business Hours](#)

[Set Up Company-wide Holidays](#)

Question 7

Question Type: MultipleChoice

A financial institution is concerned about contacting clients or sharing their data when they have requested not to be contacted.

Which action should the consultant take in Financial Services Cloud to address the institution's concern?

Options:

A- Integrate the Consent object with their Consent Platform to track it in Salesforce.

B- Hide the client's contact information and add an approval process for allowing a user to access it to contact the client.

C- Implement Consent Management for Financial Services Cloud.

D- Enable and implement the iate Regulation checkbox on the client record to track their request.

Answer:

C

Explanation:

Consent Management for Financial Services Cloud is a feature that helps financial institutions honor and respect their customers' wishes when they request only specific forms of contact from their company or opt-out of certain types of data-sharing. This feature helps institutions comply with the data protection and privacy regulations that apply to their company¹¹. A consultant can suggest the following actions to implement Consent Management for Financial Services Cloud:

Set up tracking and storage of certain data privacy preferences: This involves creating data privacy records for customers who have opted out of certain types of communication or data-sharing, and selecting the appropriate options in the record to indicate their preferences¹².

Use the Consent API: This is an API that lets users query, create, update, or delete consent records for customers who have given or withdrawn their consent for certain types of communication or data-sharing.

Protect your Salesforce organization: This involves setting up organization-wide sharing settings, encryption, field-level security, and other measures to ensure that only authorized users can access or modify customer data according to their consent preferences.

Consent Management for Financial Services Cloud

Set Up Tracking and Storage of Certain Data Privacy Preferences

[Use the Consent API]

[Protect Your Salesforce Organization]

Question 8

Question Type: MultipleChoice

Cumulus Bank's mortgage department is currently using spreadsheets to gather client data for mortgage applications. The bank is interested in improving the efficiency of this process.

Which two features should a consultant suggest to Cumulus Bank to implement?

Options:

- A-** The standard mortgage flow templates to build a mortgage flow in Financial Services Cloud
- B-** Flow Builder to automate these business processes

C- A Mortgage Application' custom object to hold the collected client data

D- Data Import Wizard to upload the data collected in spreadsheets

Answer:

A, B

Explanation:

Salesforce provides features and tools to help financial institutions improve the efficiency of their mortgage processes and provide better experiences for their customers. Some of the features and tools that a consultant can suggest to Cumulus Bank to implement are:

[The standard mortgage flow templates to build a mortgage flow in Financial Services Cloud: These are prebuilt flow templates that guide users through the steps of creating a mortgage application, capturing borrower information, and submitting the application for approval⁷.The templates can be customized to suit the bank's specific needs and requirements⁸.](#)

[Flow Builder to automate these business processes: Flow Builder is a point-and-click tool that lets users create flows to automate business processes in Salesforce⁹.Flow Builder can be used to create custom mortgage flows that integrate with other Salesforce features, such as data models, objects, fields, validation rules, and actions¹⁰.](#)

[Flow Builder for Mortgage](#)

[Customize Mortgage Flows](#)

[Flow Builder](#)

Question 9

Question Type: MultipleChoice

Cumulus Cloud Bank is asking the consultant to explain some tools available to integrate Salesforce into several of its back-end/core systems.

Which three capabilities should a consultant recommend?

Options:

- A- Industry Integration Solutions with the MuleSoft Anypoint Platform
- B- Data Processing Engine
- C- OmniStudio Integration Procedures
- D- Data Consumption Framework
- E- OmniStudio DataRaptors

Answer:

A, C, E

Explanation:

Salesforce offers various tools and capabilities to integrate Financial Services Cloud with external systems, such as core banking, insurance, or mortgage platforms. Some of the tools and capabilities that a consultant can recommend are:

[Industry Integration Solutions with the MuleSoft Anypoint Platform](#): These are prebuilt integration solutions that leverage the MuleSoft Anypoint Platform to connect Financial Services Cloud with common industry systems, such as Fiserv, FIS, Jack Henry, and Guidewire¹. These solutions enable bi-directional data synchronization, orchestration, and transformation between Salesforce and the external systems².

[OmniStudio Integration Procedures](#): These are reusable components that define the logic and sequence of steps for integrating data from external sources into Financial Services Cloud³. Integration procedures can be triggered by events, such as a button click or a record update, and can invoke other components, such as DataRaptors or OmniScripts⁴.

[OmniStudio DataRaptors](#): These are data transformation components that can extract, load, and manipulate data from various sources, such as Salesforce objects, REST or SOAP web services, or CSV files⁵. DataRaptors can be used to map data between different formats, perform calculations or validations, or create or update records in Financial Services Cloud⁶.

[Industry Integration Solutions](#)

[MuleSoft Anypoint Platform](#)

[OmniStudio Integration Procedures](#)

[Create an Integration Procedure](#)

[OmniStudio DataRaptors](#)

[Create a DataRaptor](#)

Question 10

Question Type: MultipleChoice

The Compliant Data Sharing (CDS) feature lets administrators and compliance managers configure advanced data-sharing rules so that they can improve compliance with regulations and company policies.

Which three things should be considered when implementing CDS in Financial Services Cloud (FSC)?

Options:

- A-** To disable CDS for an object, any Participant Roles associated with that object must be deleted first.
- B-** CDS in FSC allows record owners to grant access to their records to other FSC users.
- C-** CDS can only be applied to FSC objects and Account and Opportunity objects.
- D-** To get the benefits of CDS, administrators must set organization-wide sharing settings for supported objects to the Private access model.

E- Users above the record owner in the Role Hierarchy and non-record owners with Edit access granted through CDS have the same ability/access as record owners,

Answer:

B, C, D

Explanation:

Compliant Data Sharing (CDS) is a feature of Financial Services Cloud that lets administrators and compliance managers configure advanced data-sharing rules so that they can improve compliance with regulations and company policies. Some of the things to consider when implementing CDS in Financial Services Cloud (FSC) are:

CDS in FSC allows record owners to grant access to their records to other FSC users. Record owners can use the Manage Participants component on record pages to share their records with other users who have relevant roles or permissions⁶.

CDS can only be applied to FSC objects and Account and Opportunity objects. CDS supports sharing for Account, Opportunity, Financial Account, Financial Holding, Financial Goal, Referral, Relationship Group, Action Plan Template, Action Plan, Action Item Template, Action Item, Interaction Summary, Interaction Summary Participant Role Assignment, Interaction Summary Participant Role Definition⁷.

To get the benefits of CDS, administrators must set organization-wide sharing settings for supported objects to the Private access model. This ensures that only record owners and users above them in the role hierarchy have access to the records by default⁸.

Compliant Data Sharing

Question 11

Question Type: MultipleChoice

A system administrator at a financial services company wants to build a report to show Interest Tags.

Which two things should the administrator consider when configuring the report?

Options:

- A-** When the user defines the custom report type, Tag Categories should be selected as the Primary Object.
- B-** When the user defines the custom report type, Topics should be selected as the Primary Object.
- C-** The user must build a report using the Topics object to view Interest Tags in the report.
- D-** To show Interest Tags applied to specific objects, the user can add a filter in the report and select the object name.

Answer:

B, D

Explanation:

Interest Tags are a feature of Financial Services Cloud that let users add custom tags to client records to capture client needs, interests, and prospecting opportunities. Some of the things to consider when configuring a report to show Interest Tags are:

When the user defines the custom report type, Topics should be selected as the Primary Object. Topics is the standard Salesforce object that stores the Interest Tags data⁴. The user can then add other objects as secondary objects, such as Accounts, Contacts, or Opportunities.

To show Interest Tags applied to specific objects, the user can add a filter in the report and select the object name. For example, to show only Interest Tags related to Accounts, the user can add a filter for Entity Type equals Account⁵.

Interest Tags

Build an Interest Tags Report

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