Question 1

The investor relations director of a large insurance company just published a press release after the company's Quarterly Earnings Call to report about its digital transformation implementing Salesforce Financial Services Cloud (FSC).

Which three value outcomes should the company's stakeholders expect?

Options:

A- Achieved higher CSAT & NPS scores attributed to personalized customer experiences driven by shorter waits due to decreased average case handle times and improved self-service solutions via Einstein Bots for FSC

B- Streamlined the entire deal lifecycle with FSC. leveraging relationship maps and interaction history in business development/discovery D to accelerate pipe management and research

C- Improved customer onboarding experiences by fast-tracking and simplifying document tracking and approvals via FSC Action Plans

D- Drove Advisor productivity with a daily task list, client life events, opportunities, and aggregated household information directly from D the FSC HomeT\e

E- Automated claims orchestration via straight through processing workflow rules from OmniStudio with minimal human intervention from insurance adjusters or underwriters, allowing claims to be completed faster and at scale

Answer:

A, C, D

Explanation:

The following value outcomes should the company's stakeholders expect from implementing Salesforce Financial Services Cloud (FSC):

Achieved higher CSAT & NPS scores attributed to personalized customer experiences driven by shorter waits due to decreased average case handle times and improved self-service solutions via Einstein Bots for FSC. This outcome means that the company improved its customer satisfaction (CSAT) and net promoter score (NPS) metrics by providing customized and relevant interactions with customers, reducing their waiting time by handling cases more efficiently, and offering self-service options through chatbots powered by artificial intelligence.

Improved customer onboarding experiences by fast-tracking and simplifying document tracking and approvals via FSC Action Plans. This outcome means that the company enhanced its customer onboarding process by speeding up and streamlining the document management and approval workflow using Action Plans, which are features that allow users to create templates for common client processes, such as account opening, loan application, or financial review.

Drove Advisor productivity with a daily task list, client life events, opportunities, and aggregated household information directly from the FSC Home Page. This outcome means that the company increased its advisor productivity by providing them with a daily task list that shows their priorities and action items, a client life events component that shows important events in their clients' lives, an opportunities component that shows potential sales deals, and an aggregated household information component that shows a holistic view of their clients' financial situation, all on the FSC Home Page

Question 2

A banking client currently manages its onboarding process manually with paper forms. To optimize the process, the client wants to digitize and automate as much as possible. The bank wants its clients to manage the forms in a portal and leverage e-signatures for processing.

Which three steps are needed to document this requirement following the discovery session?

Options:

A- Document the business process flows.

B- Design the solution using the Financial Services Cloud components.

C- Create a visual flow diagram.

D- Understand the journey!for the multiple personas involved in the process.

E- Determine the best e-sigTiature solution to use.

Answer:

A, D, E

Explanation:

The following steps are needed to document the requirement for digitizing and automating the customer onboarding process following the discovery session:

Document the business process flows. You need to document the current and future state of the business process flows for customer onboarding, such as the steps, inputs, outputs, decisions, and dependencies involved in each flow. You can use tools such as diagrams, charts, or tables to illustrate the process flows and identify the pain points, gaps, or opportunities for improvement.

Understand the journey for the multiple personas involved in the process. You need to understand the journey for each persona that participates in or interacts with the customer onboarding process, such as the customer, the client specialist, or the manager. You can use tools such as personas, journey maps, or user stories to capture the needs, goals, pain points, and expectations of each persona and how they experience the process from their perspective.

Determine the best e-signature solution to use. You need to determine the best e-signature solution to use for collecting and processing digital signatures from customers during the onboarding process. You can use tools such as research, analysis, or comparison to evaluate different e-signature solutions based on criteria such as functionality, compatibility, security, cost, or user feedback. Verified Reference: : Salesforce Help Article [11] : Salesforce Help Article [12] : Salesforce Help Article [13]

Question 3

Question Type: **MultipleChoice**

How should developers configure customized nodes for display in ARC?

Options:

A- Select Use LWC from the node Display tab to show the node in a Lightning Web Component

B- Reference the Lightning WebComponent in the Display properties of the custom ARC relationship graph

C- Select Use FlexCard from the node Display tab to show the node in a FlexCard

D- Reference the FlexCard in the Display properties of the custom ARC relationship graph

Answer:

B

Explanation:

To configure customized nodes for display in ARC, developers should reference the Lightning Web Component in the Display properties of the custom ARC relationship graph. A Lightning Web Component is a custom framework for creating reusable web components that run natively in browsers and leverage modern web standards. A custom ARC relationship graph is a metadata type in Financial Services Cloud that defines how account-account relationships are displayed in ARC, such as node shape, color, size, label, or icon. You can use Lightning Web Components and custom ARC relationship graphs to create customized nodes for ARC that show additional information or functionality for each account. Verified Reference: : Salesforce Help Article [9] : Salesforce Help Article [10]

Question 4

A consultant is building an agent console for an insurance company using FlexCards to provide a 360-degree view of its customers. An Integration Procedure will be used to retrieve Account, Opportunity, and Contract dat

a. The agent wants the following information displayed:

* Account information including account name, phone, and website

* Active opportunities related to the Account

* Active insurance policies related to the Account

* The ability to view and renew policies

How should the consultant design the FlexCards to meet these requirements?

Options:
A- Parent FlexCard with single Child and Card Actions

B- Parent FlexCard with multiple Q**jld Flex Cards and Card Actions

C- Parent FlexCard with multiple Cnrraren and different Card States

D- Parent FlexCard with single Child and multiple Card States

Answer:

B

Explanation:

The consultant should design the FlexCards as follows to meet the requirements:

Parent FlexCard with multiple Child Flex Cards and Card Actions. A Parent FlexCard is a construct in Financial Services Cloud that allows you to display information from one record in a card-like format on a Lightning page. A Child FlexCard is a construct in Financial Services Cloud that allows you to display information from related records in a card-like format within a Parent FlexCard. A Card Action is a construct in Financial Services Cloud that allows you to perform actions on a record from within a FlexCard, such as edit, delete, renew, or view details. You can use Parent FlexCards, Child FlexCards, and Card Actions to create an agent console that provides a 360-degree view of your customers and enables quick actions on their records. Verified Reference: : Salesforce Help Article [6] : Salesforce Help Article [7] : Salesforce Help Article [8]

Question 5

Question Type: MultipleChoice

A financial services company has found that more than two-thirds of customer onboarding processes are manually done by client specialists, consuming large amounts of time and resulting in errors in the sales process. The company contacts a consultant to learn how to leverage Financial Services Cloud features to improve the current state.

What should the consultant consider from a customer onboarding perspective?

Options:

A- If the company struggles with the low efficiency of collecting data in questionnaires and meeting compliance with the company policies. Action Plan can be used to improve the current state.

B- If the company struggles with the low effi^ency of tracking required documents for its customers and creating templates for ^ checklists. Discovery Framework is recorrU^ided to improve the current state.

C- If the company struggles with the low efficiency of tracking required documents for its customers and creating templates for checklists, Action Plan is recommended to improve the current state.

D- If the company struggles with the low efficiency of collecting data in questionnaires and meeting compliance with the company policies. Discovery Framework can be used to improve the current state.

Answer:

A

Explanation:

The consultant should consider the following from a customer onboarding perspective:

If the company struggles with the low efficiency of collecting data in questionnaires and meeting compliance with the company policies, Action Plan can be used to improve the current state. Action Plan is a feature in Financial Services Cloud that allows you to automate and standardize common business processes or service requests, such as customer onboarding, account opening, or loan application. You can use Action Plan to create templates that define the tasks, owners, and deadlines for each process or request. You can also use Action Plan to create instances of templates that apply to specific target records, such as accounts, contacts, or opportunities. Action Plan can help you collect data in questionnaires and ensure compliance with company policies by providing step-by-step guidance and validation rules for each task. Verified Reference: : Salesforce Help Article [4] : Salesforce Help Article [5]

Question 6

Question Type: MultipleChoice

A wealth management division manages the financial assets of many wealthy clients.

Which three steps should the Financial Services Cloud consultant take to offer a high level of customization to boost user productivity?

Options:

A- Create a new type of person account so trust group details roll down to the beneficiaries level.

B- Create a Custom Field Set solely for the Wealth Managers without affecting the Investment Bankers.

C- Assign the Custom Field Set to the Financial Summary component.

D- Create and assign the Cuslhm Field Set permission set to all users.

E- Assign the Custom Field Set To a Lightning component.

Answer:

B, C, E

Explanation:

The following steps should be taken by the consultant to offer a high level of customization to boost user productivity for the wealth management division:

Create a Custom Field Set solely for the Wealth Managers without affecting the Investment Bankers. A Custom Field Set is a construct in Financial Services Cloud that allows you to define a collection of fields that can be displayed in a Lightning component, such as the Financial Summary or the Financial Account List. You can use Custom Field Sets to customize the fields that are relevant for different user groups or business scenarios, without modifying the underlying data model or page layout. You can create a Custom Field Set by going to Setup > Object Manager > Financial Account > Field Sets and adding or removing fields according to your requirements.

Assign the Custom Field Set to the Financial Summary component. The Financial Summary component is a Lightning component that displays aggregated financial data for a selected record, such as an account, contact, or opportunity. You can use the Financial Summary component to provide a holistic view of your client's financial situation and goals. You can assign a Custom Field Set to the

Financial Summary component by using the Lightning App Builder and selecting the Custom Field Set from the Component Properties panel.

Question 7

Question Type: **MultipleChoice**

A new custom object has been created, and the records of this object will be created through integration with another system What should a consultant do to ensure the data is loading into the correct fields in Financial Services Cloud?

Options:

A- Create a junction object between the external system and the new customer object where the data will reside

B- Ensure custom metadata is configured and each custom metadata record details where the data will be sent

C- Use a CSV file with the data created and use Data Loader to map to the correct field

D- Utilize a field mapping file with the external system (allocation and the corresponding field in Salesforce

Answer:

D

Explanation:

To ensure the data is loading into the correct fields in Financial Services Cloud, the consultant should utilize a field mapping file with the external system allocation and the corresponding field in Salesforce. A field mapping file is a file that specifies how fields from an external system map to fields in Salesforce. By using a field mapping file, the consultant can ensure that the data from the new custom object is imported into the correct fields in Financial Services Cloud and avoid any data loss or inconsistency.