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NEW QUESTION: 1

The career center at a university plans to use Student Success Hub and is preparing to import student data.

In which order should the data be imported?

- A. Course, Course Offering, Program Plan, and Affiliation records
- B. Account, Term, Course, and Course Offering records
- C. Account, Term, Program Enrollment, and Course records

Answer: C (LEAVE A REPLY)

Explanation

The data should be imported in the order of Account, Term, Program Enrollment, and Course records for the career center that plans to use Student Success Hub and is preparing to import student data. The order of data import is important to ensure that the data is consistent and accurate in Salesforce and that the relationships between the objects are maintained. The data should be imported in the order of Account, Term, Program Enrollment, and Course records because these objects have dependencies or lookups to each other. For example, a Program Enrollment record has a lookup to an Account record and a Term record, and a Course record has a lookup to a Term record. Importing the data in this order can help avoid errors or missing data.

Course, Course Offering, Program Plan, and Affiliation records or Account, Term, Course, and Course Offering records are not correct orders of data import for the career center that plans to use Student Success Hub and is preparing to import student data. References:

<https://powerofus.force.com/s/article/EDA-Data-Import>

<https://powerofus.force.com/s/article/EDA-Program-Enrollments>

NEW QUESTION: 2

The Executive Education department uses Salesforce to track sales of custom education programs to corporations and organizations. The department director needs to know the pipeline of custom programs. How should the consultant meet this business requirement?

- A. Create custom report type.
- B. Use an Opportunity report.
- C. Set up an Affiliations report.
- D. Configure a list view.

Answer: (SHOW ANSWER)

Explanation

The consultant should use an Opportunity report to meet the business requirement of showing the pipeline of custom programs for the Executive Education department. An Opportunity report is a type of report that shows information about Opportunities, such as amount, stage, probability, or close date. An Opportunity report can help the department director know the pipeline of custom programs by showing the distribution and performance of Opportunities by various criteria, such as program type, account, or owner. Creating a custom report type, setting up an Affiliations report, or configuring a list view are not ways to meet the business requirement of showing the pipeline of custom programs for the Executive Education department. References:

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

https://trailhead.salesforce.com/en/content/learn/modules/reports_dashboards/reports_dashboards_funnel

NEW QUESTION: 3

A university is interested in the Student Success Hub Tableau Accelerator. Which object should the consultant ensure there is data?

- A. Availability Topic
- B. Appointment attendee
- C. Behavior Incident

Answer: B (LEAVE A REPLY)

Explanation

The consultant should ensure that there is data in the Appointment attendee object for the Student Success Hub Tableau Accelerator, because it tracks the attendance and outcomes of appointments between students and advisors. The Availability Topic object defines the topics that advisors can offer appointments for, but it does not track appointment data. The Behavior Incident object tracks the incidents and interventions related to student behavior, not appointments. References:

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

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

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

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

NEW QUESTION: 4

An elementary school district has evaluated Nonprofit Success Pack and now wants to evaluate the K-12 Architecture Kit.

Which action should the consultant take?

- A. Install the K-12 Architecture Kit from the AppExchange.
- B. Start a new K-12 Architecture Kit trial.

C. Make K-12 Architecture Kit record types available to profiles.

D. Install the K-12 Architecture Kit from GitHub.

Answer: D (LEAVE A REPLY)

Explanation

The consultant should install the K-12 Architecture Kit from GitHub to evaluate it for the school district. GitHub is a platform that hosts code repositories and allows users to collaborate on software development projects. The K-12 Architecture Kit is a solution that extends EDA to meet the needs of K-12 schools. The K-12 Architecture Kit provides objects and features to track student information, such as grades, attendance, and program enrollments. The K-12 Architecture Kit is not available on the AppExchange, but rather on GitHub as an open source project that users can install and customize. Installing the K-12 Architecture Kit from the AppExchange, starting a new K-12 Architecture Kit trial, or making K-12 Architecture Kit record types available to profiles are not actions that the consultant can take to evaluate it for the school district.

References:

<https://github.com/SalesforceFoundation/k12-architecture-kit>

<https://powerofus.force.com/s/article/K12-Architecture-Kit>

NEW QUESTION: 5

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?

A. Standard Account Model

B. Household Account Model

C. Administrative Account Model

Answer: B (LEAVE A REPLY)

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

NEW QUESTION: 6

A CRM committee for a university has asked a consultant about the major release cadence of Salesforce.org and Salesforce.com platform enhancements.

When are Salesforce.org releases?

A. Approximately two weeks after Salesforce.com releases

B. Approximately one month before Salesforce.com releases

C. Approximately two weeks before Salesforce.com releases

D. Approximately one month after Salesforce.com releases

Answer: (SHOW ANSWER)

Explanation

Salesforce.org releases are approximately two weeks after Salesforce.com releases. This means that Salesforce.org customers can benefit from both platform enhancements and industry-specific solutions in a timely manner. The other options are incorrect because they do not reflect the actual release cadence of Salesforce.org. References:

<https://powerofus.force.com/s/article/SFDO-Release-Schedule>

<https://www.salesforce.org/blog/salesforce-org-release-schedule/>

NEW QUESTION: 7

A college is experiencing a disconnect between the Advancement and Finance departments which causes a delay in the allocation of donations. The college wants to synchronize fundraising data between these two offices.

Which solution should a consultant recommend?

- A. Financial Services Cloud
- B. Payment Services
- C. Accounting Subledger

Answer: (SHOW ANSWER)

Explanation

Accounting Subledger is a solution that allows education institutions to synchronize fundraising data between Advancement and Finance departments. It enables them to create accounting-ready summaries of donations and other transactions from Salesforce and export them to their accounting systems¹. This solution can help the college avoid manual data entry, reduce errors, and streamline the allocation of donations. References: Salesforce Education Cloud Academy: Consultant Fundamentals, [Accounting Subledger Overview]

NEW QUESTION: 8

A university needs an email marketing tool that all program staff can use for mass communications. Program staff need to send emails that list missing application items to students. The items are stored on a custom object in Salesforce. It is important that program staff only have access to their own department's marketing materials, leads, prospects, and templates.

Which solution should the consultant recommend?

- A. Salesforce Mass Email
- B. Custom automation with an email alert
- C. Marketing Cloud
- D. Digital Engagement Messaging

Answer: C (LEAVE A REPLY)

Explanation

Marketing Cloud is a solution that the consultant can recommend to meet the requirement of providing an email marketing tool that all program staff can use for mass communications, and that can send emails that list missing application items to students. Marketing Cloud is a product that allows users to create

and manage personalized and targeted email campaigns for customers or prospects. Marketing Cloud also integrates with Salesforce, so users can leverage their CRM data to segment and customize their email messages. Marketing Cloud also provides features such as Business Units and Roles, which can help control access to data, content, subscribers, reports, and settings for each program staff. Salesforce Mass Email, custom automation with an email alert, and Digital Engagement Messaging are not solutions that can meet the requirement of providing an email marketing tool that all program staff can use for mass communications, and that can send emails that list missing application items to students.

References:

<https://www.salesforce.com/products/marketing-cloud/overview/>

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

NEW QUESTION: 9

The university Development office wants to present social media ads to constituents who demonstrate low engagement in email campaigns. The department uses Marketing Cloud Corporate Edition for Campaign management.

Which Marketing Cloud product should the consultant recommend?

- A. Advertising Studio
- B. Social Studio
- C. Interaction Studio
- D. Email Studio

Answer: A (LEAVE A REPLY)

Explanation

Advertising Studio is a Marketing Cloud product that the consultant can recommend to help the Advancement office present social media ads to constituents who demonstrate low engagement in email campaigns.

Advertising Studio is a product that allows users to create and manage advertising campaigns on various social media platforms, such as Facebook, Instagram, Twitter, or LinkedIn. Advertising Studio also integrates with Marketing Cloud Corporate Edition, so users can leverage their email subscriber data to target and retarget audiences with relevant ads. Social Studio, Interaction Studio, and Email Studio are not Marketing Cloud products that can help the Advancement office present social media ads to constituents who demonstrate low engagement in email campaigns.

NEW QUESTION: 10

A large online university uses Salesforce with the Education Data Architecture (EDA) to manage its operations. Its Salesforce environment has a large volume of records and it takes a long time to search and generate list views.

Which feature should the consultant use to resolve the issue?

- A. MuleSoft Anypoint Platform
- B. Custom Index
- C. Data Loader error logs
- D. Table-Driven Trigger Management

Answer: B (LEAVE A REPLY)

Explanation

The consultant should use a custom index to resolve the issue of taking a long time to search and generate list views for the large online university's Salesforce environment that has a large volume of records and uses EDA. A custom index is a feature that allows users to create an index on a field that is not indexed by default, such as a custom field, a long text area field, or a multi-select picklist field. A custom index can help improve the performance and speed of queries and list views that use the indexed field as a filter. The consultant should identify the fields that are frequently used in searches and list views, and request Salesforce Support to create a custom index on them. MuleSoft Anypoint Platform, Data Loader error logs, and Table-Driven Trigger Management are not features that can resolve the issue of taking a long time to search and generate list views for the large online university's Salesforce environment that has a large volume of records and uses EDA.

References:

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

[https://developer.salesforce.com/docs/atlas.en-](https://developer.salesforce.com/docs/atlas.en-us.salesforce_large_data_volumes_bp.meta/salesforce_large)

[us.salesforce_large_data_volumes_bp.meta/salesforce_large](https://developer.salesforce.com/docs/atlas.en-us.salesforce_large_data_volumes_bp.meta/salesforce_large)

NEW QUESTION: 11

A university has hired a consultant to advise on its technology and data strategy.

Which tool should the consultant leverage?

A. Data Maturity Model

B. Program Management Module

C. Insights Platform Data Integrity

Answer: A (LEAVE A REPLY)

Explanation

The consultant should leverage the Data Maturity Model as a tool to advise on the university's technology and data strategy. The Data Maturity Model is a tool that helps organizations assess their current state of data management and identify areas for improvement and growth. The Data Maturity Model consists of five levels:

Ad Hoc, Reactive, Proactive, Managed, and Optimized. The consultant can leverage the Data Maturity Model to advise on the university's technology and data strategy by using features such as surveys, benchmarks, or best practices. Program Management Module, Insights Platform Data Integrity, or Salesforce Advisor Link are not tools that the consultant can leverage to advise on the university's technology and data strategy.

References:

https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf

<https://www.salesforce.org/wp-content/uploads/2019/03/Data-Maturity-Model.pdf>

NEW QUESTION: 12

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?

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

Answer: A (LEAVE A REPLY)

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.

References:

- 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

NEW QUESTION: 13

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?

- 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: (SHOW ANSWER)

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.

References:

1: Configure State and Country Picklists - Salesforce3

2: ISO 3166 - Wikipedia

3: Enable Contact Multi-Addresses - Salesforce

NEW QUESTION: 14

A university plans to use a sandbox for staff training. Since sandbox environments contain personal information, the university needs a solution that will keep sensitive information anonymous.

What should the consultant recommend to ensure that student information remains private?

A. Salesforce Data Mask

B. Formula Fields

C. Event Monitoring

D. Salesforce Shield

Answer: A (LEAVE A REPLY)

Explanation

Salesforce Data Mask is a solution that the consultant can recommend to ensure that student information remains private in a sandbox environment. Salesforce Data Mask allows the consultant to anonymize or delete sensitive data in a sandbox, such as names, emails, phone numbers, and addresses. Salesforce Data Mask also preserves the data relationships and functionality, so the sandbox can still be used for staff training. Formula Fields, Event Monitoring, and Salesforce Shield are not solutions that can keep sensitive information anonymous in a sandbox. References:

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

<https://www.salesforce.com/products/platform/features/data-mask/>

NEW QUESTION: 15

The Advancement team at a large university needs a solution for digitization volunteer events. Currently, the team manages volunteer opportunities and shift sign-ups using multiple spreadsheets.

Which solution should a consultant recommend?

A. Event Monitoring

B. A third-party app

C. Process Builder

Answer: (SHOW ANSWER)

Explanation

A third-party app can provide a solution for managing volunteer events, such as Volunteerforce or HandsOn Connect, which are available on the AppExchange. Event Monitoring is a feature that tracks user activity and performance, not volunteer events. Process Builder is a tool that automates business processes, not event management. References:

<https://trailhead.salesforce.com/en/content/learn/modules/volunteer-management-basics>

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

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

NEW QUESTION: 16

A university's IT department and its consultant are integrating data from the Student Information System (SIS) to the Education Data Architecture (EDA). Advisors need to see a student's primary course of study.

Which object in EDA indicate a student's major?

- A. Education History
- B. Relationship
- C. Program Plan Requirement
- D. Program Enrollment

Answer: D (LEAVE A REPLY)

Explanation

Program Enrollment is an object in EDA that indicates a student's primary course of study or major.

Program Enrollment is an object that represents a junction between a Contact and a Program Plan.

Program Enrollment can be used to track various information about a student's course of study, such as status, start date, end date, or level. The consultant can create a Program Enrollment record for each student and associate it with their primary course of study or major. Education History, Relationship, and Program Plan Requirement are not objects in EDA that indicate a student's primary course of study or major. References:

<https://powerofus.force.com/s/article/EDA-Program-Enrollments>

<https://powerofus.force.com/s/article/EDA-Program-Enrollments-Create>

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NEW QUESTION: 17

Recruiters want to visualize the number of prospective students at various stages in the recruitment process.

Which report chart should the consultant implement?

- A. Application Tabular report
- B. Education History dashboard
- C. Program Enrollment dashboard
- D. Opportunity Funnel report

Answer: D (LEAVE A REPLY)

Explanation

Opportunity Funnel report is a report chart that the consultant can implement to help recruiters visualize the number of prospective students at various stages in the recruitment process. Opportunity Funnel report is a type of report that shows the distribution of Opportunities by stage, amount, or probability. Opportunity Funnel report can be used to track the progress and performance of the recruitment pipeline, and identify bottlenecks or opportunities for improvement. Application Tabular report, Education History dashboard, and Program Enrollment dashboard are not report charts that can help recruiters visualize the number of prospective students at various stages in the recruitment process. References:

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

https://trailhead.salesforce.com/en/content/learn/modules/reports_dashboards/reports_dashboards_funnel

NEW QUESTION: 18

A college is interested in best practice and tips on Salesforce data governance.

Which resource should the consultant recommend?

- A. IdeaExchange
- B. Trailblazer Community
- C. Partner Community
- D. AppExchange

Answer: (SHOW ANSWER)

Explanation

The Trailblazer Community is a resource that the consultant can recommend for best practices and tips on Salesforce data governance. The Trailblazer Community is an online platform where customers can connect with other Salesforce users, experts, and partners, and share their knowledge and experience. The Trailblazer Community also provides access to groups, events, blogs, webinars, and resources related to various topics, including data governance. The IdeaExchange, the Partner Community, and the AppExchange are not resources that provide best practices and tips on Salesforce data governance.

References:

<https://trailblazer.salesforce.com/>

https://trailhead.salesforce.com/en/content/learn/modules/trailblazer_community_basics

NEW QUESTION: 19

The advancement team uses Salesforce for its fundraising operations. The team wants a tool to help determine whether they will meet the campaign goal.

Which analytics tool should the consultant recommend?

- A. Einstein Prediction Builder
- B. Campaign Influence
- C. Tableau Prep Conductor

Answer: A (LEAVE A REPLY)

Explanation

The consultant should recommend Einstein Prediction Builder for the advancement team to create a tool that helps determine whether they will meet the campaign goal. Einstein Prediction Builder allows users to create custom predictions based on their Salesforce data, such as predicting the likelihood of a donor giving a certain amount or reaching a certain level of engagement. Campaign Influence is a feature that tracks how campaigns influence opportunities, not campaign goals. Tableau Prep Conductor is a tool that automates and schedules data preparation flows, not predictions. References:

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

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

https://help.tableau.com/current/prep/en-us/prep_conductor.htm

NEW QUESTION: 20

A university's marketing department works on email campaigns for advancement. It wants to measure campaign effectiveness, return on investment, and Opportunity conversion using standard Salesforce functionality.

What should the consultant recommend to meet this requirement?

- A. Campaign influence
- B. Campaign member
- C. Parent campaigns
- D. Campaign hierarchy

Answer: A (LEAVE A REPLY)

Explanation

Campaign influence is a feature that the consultant can recommend to measure campaign effectiveness, return on investment, and Opportunity conversion using standard Salesforce functionality. Campaign influence allows the marketing department to track how multiple campaigns have influenced an Opportunity, and assign a percentage of credit to each campaign. Campaign influence also provides reports and dashboards that show the impact of campaigns on revenue and pipeline. Campaign member, parent campaigns, and campaign hierarchy are not features that can measure campaign effectiveness, return on investment, and Opportunity conversion. References:

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

<https://trailhead.salesforce.com/en/content/learn/modules/campaign-basics/campaign-basics-influence>

NEW QUESTION: 21

The Intellectual Property department at a research university needs to manage the institution's patents. The department does not serve students and has a B2B business process.

Which account mode! should the constant recommend?

- A. Household Account Model
- B. administrative Account Model
- C. Standard account Model

Answer: C (LEAVE A REPLY)

Explanation

The consultant should recommend the Standard account model for the Intellectual Property department, because it allows them to use the standard Account and Contact objects to manage their B2B business process, without creating additional records or relationships. The Household account model and the Administrative account model are designed for managing B2C or educational relationships, not B2B.

References:

<https://powerofus.force.com/s/article/EDA-Account-Model>

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

NEW QUESTION: 22

University Advancement staff are required to authenticate to internal systems both by logging in with a username and password and by authenticating via an app on their phone.

Which identity management feature should the consultant recommend to meet this requirement?

- A. Single sign-on
- B. Multi-factor authentication
- C. Connected apps
- D. Social sign-on

Answer: B (LEAVE A REPLY)

Explanation

Multi-factor authentication is an identity management feature that the consultant can recommend to meet the requirement of authenticating to internal systems both by logging in with a username and password and by authenticating via an app on their phone. Multi-factor authentication is a feature that adds an extra layer of security to the login process by requiring users to verify their identity using a second factor, such as a mobile app, a security key, or an email link. Multi-factor authentication can help prevent unauthorized access and protect sensitive data. Single sign-on, connected apps, and social sign-on are not identity management features that require users to authenticate to internal systems both by logging in with a username and password and by authenticating via an app on their phone. References:

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

https://trailhead.salesforce.com/en/content/learn/modules/identity_login/identity_login_mfa

NEW QUESTION: 23

The Executive Education department plans to use the Education Data Architecture (EDA) for prospective and current students. The system admin wants to map prospects and students' employers to the standard Account field in Salesforce.

Which action should the consultant recommend instead?

- A. Populate the employer Affiliation record in the Primary Business Organization field.
- B. Select Administrative as the Default Account Model in EDA Settings.

C. Select Organization as the Default Account Model in EDA Settings.

Answer: (SHOW ANSWER)

Explanation

The action that the consultant should recommend instead of mapping prospects and students' employers to the standard Account field in Salesforce is A. Populate the employer Affiliation record in the Primary Business Organization field¹. This is because EDA uses a different account model than the standard Salesforce account model, which allows for more flexibility and scalability in capturing the complex relationships and affiliations that exist in the education sector².

In EDA, an Account can represent different types of entities, such as an individual person, a household, an educational institution, an organization, or a course offering. Each Account can have a record type that defines its attributes and behavior. EDA also provides two custom objects, Relationship and Affiliation, that allow for creating connections between Accounts and Contacts. A Relationship is a connection between two Contacts, such as a parent-child or a mentor-mentee relationship. An Affiliation is a connection between a Contact and an Account, such as a student's enrollment in a course offering, or an employee's association with an organization².

By using the Affiliation object, the system admin can link prospects and students to their employers, which are represented by Accounts with the Organization record type. The system admin can also specify which Affiliation is the primary one for each Contact, by populating the Primary Business Organization field on the Contact record. This field is a lookup to the Affiliation object, and it allows for displaying the employer's name and other information on the Contact page layout. By using this approach, the system admin can avoid creating duplicate or unnecessary Accounts, and can leverage the EDA data model to capture the full network of prospects and students¹.

B: Select Administrative as the Default Account Model in EDA Settings and C. Select Organization as the Default Account Model in EDA Settings are not valid actions for this scenario. The Default Account Model in EDA Settings is a setting that determines how EDA creates Accounts for new Contacts that are created in Salesforce. The Administrative Account Model creates one Account per Contact, and assigns the same name to both records. The Household Account Model creates one Account per household, and assigns a household name to the Account. The Organization Account Model creates one Account per organization, and assigns an organization name to the Account. However, these settings do not affect how EDA maps prospects and students' employers to the standard Account field in Salesforce, as they only apply to new Contacts and Accounts that are created in EDA³.

NEW QUESTION: 24

A university is planning an enterprise wide implementation of the Education Data Architecture (EDA). It has asked the consultant do an analysis of standard functionality in EDA to identify additional apps it may need to purchase.

What is a standard feature of EDA?

- A. Student Advising**
- B. Event Management**
- C. Degree Auditing**
- D. Address Management**

Answer: D (LEAVE A REPLY)

Explanation

Address Management is a standard feature of EDA that the consultant can mention as part of the analysis of standard functionality in EDA. Address Management is a feature that allows the consultant to store multiple addresses for a Contact or an Account, and specify which address is current, seasonal, or preferred. Address Management also provides reports and dashboards that show address verification status and address changes.

Student Advising, Event Management, and Degree Auditing are not standard features of EDA, but rather additional solutions or apps that may need to be purchased. References:

<https://powerofus.force.com/s/article/EDA-Addresses>

<https://powerofus.force.com/s/article/EDA-Data-Dictionary>

NEW QUESTION: 25

Alumni Relations is using Salesforce with the Education Data Architecture (EDA). The department is holding an event that features a faculty member as the guest speaker. The events manager wants a report of all alumni who took a course from that faculty member.

How should the consultant create this report?

A. Create a custom Report Type with Courses, Course Offerings, and Course Connections.

B. Use the Course Connections with Contact's Academic Program Report Type.

C. Add a Course Connections cross filter to the Program Enrollments with Contact report.

Answer: (SHOW ANSWER)

Explanation

The consultant should create a custom Report Type with Courses, Course Offerings, and Course Connections to create a report of all alumni who took a course from that faculty member for the Alumni Relations office that is using Salesforce with EDA. A custom Report Type is a type of report that shows information about one or more objects and their fields, filters, and relationships. A custom Report Type with Courses, Course Offerings, and Course Connections can help the Alumni Relations office create a report of all alumni who took a course from that faculty member by showing the relationship between the Contact object and the Course object through the Course Offering object and the Course Connection object. The consultant can add fields and filters to the custom Report Type to show only the alumni who took a course from that faculty member.

Using the Course Connections with Contact's Academic Program Report Type, adding a Course Connections cross filter to the Program Enrollments with Contact report, or creating a custom Report Type with Contacts, Accounts, and Affiliations are not ways to create a report of all alumni who took a course from that faculty member for the Alumni Relations office that is using Salesforce with EDA.

References:

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

<https://powerofus.force.com/s/article/EDA-Course-Connections>

NEW QUESTION: 26

A school wants to use the K-12 Architecture Kit to track elementary students and their parents. Which consideration about the K-12 Architecture Kit should the consultant discuss with the school?

- A. It requires Experience Cloud.
- B. It is built on the Education Data Architecture.
- C. It is built on Nonprofit Success Pack.

Answer: C (LEAVE A REPLY)

Explanation

The consultant should discuss with the school that K-12 Architecture Kit is built on Nonprofit Success Pack as a consideration about K-12 Architecture Kit when using it to track elementary students and their parents. K-12 Architecture Kit is a product that provides a flexible and scalable data architecture for K-12 schools to manage their student lifecycle. K-12 Architecture Kit is built on Nonprofit Success Pack, which is a product that provides a data architecture for nonprofit organizations to manage their constituents and donors. K-12 Architecture Kit extends Nonprofit Success Pack by adding objects and features such as Contacts, Accounts, Relationships, Affiliations, Attendance Events, or Behavior Responses. The consultant should discuss with the school that K-12 Architecture Kit is built on Nonprofit Success Pack as a consideration about K-12 Architecture Kit when using it to track elementary students and their parents by explaining the benefits and challenges of using Nonprofit Success Pack for a K-12 school, such as data model, terminology, or configuration. It requires Experience Cloud, it is built on EDA, or it is built on Admissions Connect are not considerations about K-12 Architecture Kit that the consultant should discuss with the school when using it to track elementary students and their parents. References:

<https://www.salesforce.org/products/k-12-architecture-kit/overview/>

<https://powerofus.force.com/s/article/K12-Architecture-Kit>

NEW QUESTION: 27

A college wants to expand Its existing Salesforce environment to include adviser Link. Students will need to create and edit appointments with their advisor.

Which two Customer Community licenses can be used which Advisor Link?

- A. Customer Community login
- B. Customer Community Plus
- C. Customer Community Plus Login
- D. Customer Community

Answer: (SHOW ANSWER)

Explanation

Customer Community Plus and Customer Community Plus Login are two Customer Community licenses that can be used with Advisor Link. Customer Community Plus is a license type that enables users to access Advisor Link features such as early alerts, appointments, and program plans from a portal. Customer Community Plus Login is a variation of Customer Community Plus that is based on logins rather than users.

Customer Community and Customer Community Login are not license types that can be used with Advisor Link. References:

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

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

NEW QUESTION: 28

A college is using Salesforce to support its recruitment and admissions processes. The college will need to have an online application form, automated bot service, and online application management.

Which two solutions should the consultant recommend?

Choose 2 answers

- A.** Third-party form builder app
- B.** Digital Engagement
- C.** Interaction Studio
- D.** Admissions Connect

Answer: ([SHOW ANSWER](#))

Explanation

A third-party form builder app and Admissions Connect are two solutions that the consultant can recommend to meet the requirement of having an online application form, automated bot service, and online application management. A third-party form builder app is an application that provides additional features and solutions for Salesforce. There are many third-party form builder apps on the AppExchange that offer online form creation and submission capabilities, such as web forms, surveys, or quizzes, and capturing data from them in Salesforce. The consultant can help the college choose an app that meets their needs and budget. Admissions Connect is a solution that extends EDA to meet the needs of higher education admissions and enrollment.

Admissions Connect provides features such as automated bot service, online application management, application review, and decision delivery. Digital Engagement and Interaction Studio are not solutions that can meet the requirement of having an online application form, automated bot service, and online application management. References:

<https://appexchange.salesforce.com/appxStore?type=App&keyword=form%20builder>

<https://www.salesforce.org/products/admissions-connect/overview/>

<https://trailhead.salesforce.com/en/content/learn/modules/admissions-connect-basics>

NEW QUESTION: 29

A system admin plans to load data into Salesforce in the following order. Team, Course, Course offering, and Account.

What should the consultant discuss with the system admin?

- A.** Account is a required field for Team.
- B.** There is a risk of account data skew.
- C.** There is a risk of lookup data skew.

Answer: **C** ([LEAVE A REPLY](#))

Explanation

There is a risk of lookup data skew when loading data into Salesforce in the order of Team, Course, Course Offering, and Account, because the Team object has a lookup relationship to the Account object, and many Team records may reference the same Account record. This can cause performance issues

when querying or updating the data. Account is not a required field for Team, and there is no risk of account data skew, which occurs when a single user owns a large number of Account records.

References:

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

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

<https://powerofus.force.com/s/article/EDA-Team>

NEW QUESTION: 30

The Advancement office is replacing its old CRM system with Salesforce.

After creating its technology roadmap and fundraising timeline, the new Salesforce environment may go live during a major capital fundraising campaign.

Which critical factor should the consultant identify?

- A. Resource availability
- B. Technical complexity
- C. Staff cross-training
- D. Cost of the implementation

Answer: (SHOW ANSWER)

Explanation

The consultant should identify resource availability as a critical factor for the Advancement office's new Salesforce environment going live during a major capital fundraising campaign. Resource availability refers to the amount and type of resources that are needed and available for a project, such as staff, time, budget, or equipment. Resource availability is a critical factor for the Advancement office's new Salesforce environment going live during a major capital fundraising campaign, because it can affect the project scope, timeline, quality, and success. The consultant should assess and plan for resource availability to ensure that the project can be completed and delivered without compromising the fundraising campaign. Technical complexity, staff cross-training, and cost of the implementation are not critical factors for the Advancement office's new Salesforce environment going live during a major capital fundraising campaign. References:

https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf

<https://trailhead.salesforce.com/en/content/learn/modules/project-management-basics/project-management>

NEW QUESTION: 31

A school district wants a free platform to instruct students on data visualization.

Which solution should the consultant recommend?

- A. Tableau CRM
- B. Student Success Hub
- C. Tableau Public
- D. Trailhead

Answer: C (LEAVE A REPLY)

Explanation

Tableau Public is a solution that the consultant can recommend to meet the requirement of providing a free platform to instruct students on data visualization. Tableau Public is a product that allows users to create and share interactive data visualizations online, using various types of data sources and charts. Tableau Public is free and accessible to anyone who wants to learn data visualization skills and techniques. Tableau CRM, Student Success Hub, and Trailhead are not solutions that can provide a free platform to instruct students on data visualization. References:

<https://public.tableau.com/en-us/s/>

<https://www.tableau.com/academic/students>

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NEW QUESTION: 32

An Admissions office is interested in Admissions Connect to process student applications. Which consideration should the consultant advise?

- A.** Admissions Connect requires a third-party app.
- B.** Experience Cloud is required.
- C.** Application form requires OmniStudio.

Answer: (SHOW ANSWER)

Explanation

The consultant should advise that the application form requires OmniStudio as a consideration when using Admissions Connect to process student applications for the Admissions office. OmniStudio is a product that allows users to create and manage digital experiences for customers or constituents. OmniStudio is required to create and customize the application form in Admissions Connect, which is the online form that applicants use to submit their information and documents for admission. The consultant should advise that the application form requires OmniStudio as a consideration when using Admissions Connect to process student applications for the Admissions office by explaining the benefits and challenges of using OmniStudio for creating and customizing the application form, such as flexibility, functionality, or configuration. Admissions Connect requires a third-party app, Experience Cloud is required, or Application Review requires Tableau CRM are not considerations that the consultant should advise when using Admissions Connect to process student applications for the Admissions office.

References:

<https://www.salesforce.org/products/admissions-connect/overview/>

<https://www.salesforce.org/wp-content/uploads/2021/06/Salesforce.org-Admissions-Connect-Tableau-Acc>

NEW QUESTION: 33

A small college plans to use Salesforce for its student services. A part-time system admin has been working with a program coordinator who has previous Salesforce experience and is eager to work on the project.

What should the consultant recommend?

- A.** The program coordinator should be assigned the System Admin profile.
- B.** The program coordinator's role should be on top of the role hierarchy.
- C.** The program coordinator should be a Salesforce power user.

Answer: C (LEAVE A REPLY)

Explanation

The consultant should recommend that the program coordinator should be a Salesforce power user for the small college that plans to use Salesforce for its student services and has a part-time system admin who has been working with a program coordinator who has previous Salesforce experience and is eager to work on the project. A Salesforce power user is a user who has advanced knowledge and skills in using Salesforce and can perform tasks such as creating reports, dashboards, or workflows. The program coordinator should be a Salesforce power user for the small college that plans to use Salesforce for its student services and has a part-time system admin who has been working with a program coordinator who has previous Salesforce experience and is eager to work on the project by leveraging their Salesforce experience and eagerness to work on the project to support the part-time system admin and contribute to the project's success. The program coordinator should not be assigned the System Admin profile, the program coordinator's role should not be on top of the role hierarchy, or the program coordinator should not be a Salesforce end user for the small college that plans to use Salesforce for its student services and has a part-time system admin who has been working with a program coordinator who has previous Salesforce experience and is eager to work on the project.

References:

https://trailhead.salesforce.com/en/content/learn/modules/salesforce_users_roles_and_permissions

https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf

NEW QUESTION: 34

Where can a customer find more information on Salesforce open-source and community sprint information?

- A.** Trust.salesforce.com
- B.** Trailblazer Community
- C.** Partner Community

Answer: B (LEAVE A REPLY)

Explanation

The customer can find more information on Salesforce open-source and community sprint information on Trailblazer Community. Trailblazer Community is a platform that connects Salesforce customers,

partners, employees, and enthusiasts to learn, share, and collaborate on Salesforce topics and projects. Trailblazer Community provides information on Salesforce open-source and community sprint events, such as dates, locations, agendas, or registration links. The customer can also join groups, forums, or blogs related to Salesforce open-source and community sprint topics on Trailblazer Community. Trust.salesforce.com, Partner Community, or AppExchange are not platforms where the customer can find more information on Salesforce open-source and community sprint information. References: <https://trailhead.salesforce.com/en/content/learn/modules/trailblazer-community-basics>
<https://trailblazercommunitygroups.com/sprints/>

NEW QUESTION: 35

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?

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

Answer: A (LEAVE A REPLY)

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. References: [Salesforce Education Cloud Academy: Consultant Fundamentals], [EDA Data Model]

NEW QUESTION: 36

An institution is experiencing record locking and sharing performance issues in a Salesforce org with the Education Data Architecture (EDA). A consultant notices there are more than 10,000 child records associated to a single parent record.

Which object should the consultant review first?

- A.** Accounts
- B.** Relationships
- C.** Affiliations

Answer: B (LEAVE A REPLY)

Explanation

The consultant should review the Relationships object first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA. The Relationships object is an object in EDA that allows users to store information about how two Contacts are related to each other, such as parent-child, sibling, or spouse. The Relationships object can cause record locking and sharing performance issues in a Salesforce org with EDA if there are too many child records associated to a single parent record, such as a Contact with many Relationships or Affiliations. The consultant should

review the Relationships object first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA by checking if there are any data skew or ownership skew issues and applying best practices to resolve them. Accounts or Affiliations are not objects that the consultant should review first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA. References:
<https://powerofus.force.com/s/article/EDA-Relationships>
https://developer.salesforce.com/docs/atlas.en-us.salesforce_large_data_volumes_bp.meta/salesforce_large

NEW QUESTION: 37

A Career Services department plans to implement Salesforce. The consultant is preparing for the discovery session with the director and advising staff.

Which question should the consultant ask during the discovery session?

- A. Which users need system admin access?
- B. What is the estimated project budget?
- C. What are the success metrics for the project?

Answer: (SHOW ANSWER)

Explanation

The consultant should ask about the success metrics for the project to understand the goals and expectations of the Career Services department and how to measure them. This will help the consultant design a solution that aligns with the department's vision and needs. Which users need system admin access and what is the estimated project budget are questions that can be asked later in the project planning or execution phase, not during the discovery session. References:

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

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

NEW QUESTION: 38

The director of retention wants to use Advisor Link to track early alerts, help students schedule appointments with their advisers, and create program plans.

Which two options are required to use Advisor Link?

Choose 2 answers.

- A. Person Accounts
- B. Customer Community Plus
- C. Lightning Scheduler
- D. Education Data Architecture

Answer: B,D (LEAVE A REPLY)

Explanation

Customer Community Plus and Education Data Architecture (EDA) are two options that are required to use Advisor Link. Customer Community Plus is a license type that enables users to access Advisor Link features such as early alerts, appointments, and program plans from a portal. EDA is a data model that provides the foundation for Advisor Link and other education solutions. Person Accounts and Lightning Scheduler are not required to use Advisor Link. References:

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

<https://www.salesforce.org/advisor-link/>

NEW QUESTION: 39

A customer wants to install the Education Data Architecture (EDA) into their existing Salesforce org. How should the consultant prepare for implementation?

- A.** Choose a middleware tool to integrate EDA.
- B.** Build applicable API customizations.
- C.** Export all existing Salesforce data.
- D.** Map Salesforce custom objects to EDA objects.

Answer: D (LEAVE A REPLY)

Explanation

The consultant should map Salesforce custom objects to EDA objects to prepare for installing EDA into an existing Salesforce org. This means identifying which custom objects in the existing org have similar or equivalent functionality as EDA objects, and mapping their fields and relationships accordingly. This will help the consultant determine which custom objects can be replaced by EDA objects, which custom objects need to be integrated with EDA objects, and which custom objects need to be retained as they are. Choosing a middleware tool to integrate EDA, building applicable API customizations, and exporting all existing Salesforce data are not tasks that the consultant should do to prepare for installing EDA.

References:

<https://powerofus.force.com/s/article/EDA-Migrate>

https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_Migration_Guide.pdf

NEW QUESTION: 40

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?

- A.** Sales Cloud
- B.** Education Data Architecture
- C.** Financial Services Cloud

Answer: (SHOW ANSWER)

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.

References:

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

NEW QUESTION: 41

The Advancement office wants to replace its legacy system with Salesforce and has hired a consultant to help build a CRM strategy.

Which recommendation should the consultant make to meet this requirement?

A. Implement Nonprofit Success Pack (NPSP).

B. Start solution design during a discovery session.

C. Prioritize the organization's initiatives.

Answer: C (LEAVE A REPLY)

Explanation

A CRM strategy is a plan that outlines how an organization will use Salesforce to achieve its goals and objectives. A consultant should recommend prioritizing the organization's initiatives as part of the CRM strategy, as this will help align the Salesforce solution with the most important and urgent needs of the Advancement office, such as fundraising, donor engagement, alumni relations, etc. Prioritizing the initiatives will also help define the scope, timeline, and budget of the project, as well as the key stakeholders, success metrics, and risks involved². Implementing Nonprofit Success Pack (NPSP) is a possible solution option, but not a recommendation for the CRM strategy. Starting solution design during a discovery session is a project management best practice, but not a recommendation for the CRM strategy.

NEW QUESTION: 42

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?

- A. Pardot
- B. Social Studio
- C. Education Data Architecture
- D. App on the AppExchange

Answer: (SHOW ANSWER)

Explanation

An app on the AppExchange is a solution that the consultant can recommend to meet the requirement of sending SMS messages to parents. An app on the AppExchange is an application that provides additional features and solutions for Salesforce. There are many apps on the AppExchange that offer SMS messaging capabilities, such as sending and receiving text messages, automating SMS campaigns, and tracking SMS analytics. The consultant can help the elementary school choose an app that meets their needs and budget.

Pardot, Social Studio, and Education Data Architecture are not solutions that can send SMS messages to parents. References:

<https://appexchange.salesforce.com/appxStore?type=App&keyword=sms>

https://trailhead.salesforce.com/en/content/learn/modules/appexchange_basics

NEW QUESTION: 43

An elementary school wants to implement an out-of-the-box solution to track enrollments by grade.

Which solution should the consultant recommend?

- A. K-12 Architecture Kit
- B. Nonprofit Success Pack
- C. Education Data Architecture
- D. Program Management Module

Answer: A (LEAVE A REPLY)

Explanation

The consultant should recommend K-12 Architecture Kit as an out-of-the-box solution to track enrollments by grade for the elementary school. K-12 Architecture Kit is a solution that extends EDA to meet the needs of K-12 schools. K-12 Architecture Kit provides objects and features to track student information, such as grades, attendance, and program enrollments. The consultant can help the elementary school configure and customize K-12 Architecture Kit to track enrollments by grade using features such as Grade Enrollment or Grade Level.

Nonprofit Success Pack, Education Data Architecture, and Program Management Module are not out-of-the-box solutions to track enrollments by grade for the elementary school. References:

<https://github.com/SalesforceFoundation/k12-architecture-kit>

<https://powerofus.force.com/s/article/K12-Architecture-Kit>

NEW QUESTION: 44

A large university is planning to release a new recruitment and admissions solution using Salesforce. The university is closely evaluating a launch window in conjunction with the campus calendar. Where should the university confirm the Salesforce product release dates that could impact the timeline?

- A. Trailhead
- B. Salesforce Trust website
- C. Setup Menu
- D. partner Community

Answer: B (LEAVE A REPLY)

Explanation

The university can confirm the Salesforce product release dates that could impact the timeline on the Salesforce Trust website. The Salesforce Trust website provides information about the maintenance schedule, release calendar, and release readiness for Salesforce products. The university can use this information to plan their launch window in conjunction with the campus calendar. Trailhead, Setup Menu, and Partner Community are not places where the university can confirm the Salesforce product release dates. References:

<https://status.salesforce.com/products/all/maintenances>

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-release-readiness-strategies>

NEW QUESTION: 45

A university's IT department and its consultant are integrating data from the Student Information System (SIS) to the Education Data Architecture (EDA). Advisors need to see a student's primary course of study.

Which object in EDA indicates a student's major?

- A. Education History
- B. Relationship
- C. Program Plan Requirement
- D. Affiliation

Answer: D (LEAVE A REPLY)

Explanation

Affiliation is an object in EDA that indicates a student's major or primary course of study. Affiliation is an object that represents a relationship between a Contact and an Account or another Contact. Affiliation can be used to track various types of relationships, such as student, faculty, staff, alumni, donor, or advisor. The consultant can create an Affiliation record for each student and associate it with their major or primary course of study. Education History, Relationship, and Program Plan Requirement are not objects in EDA that indicate a student's major or primary course of study. References:

<https://powerofus.force.com/s/article/EDA-Affiliations>

<https://powerofus.force.com/s/article/EDA-Affiliations-Mappings>

NEW QUESTION: 46

A customer wants to learn more about Salesforce.org solutions built by the community.

What are two resources a consultant can recommend?

Choose 2 answers.

- A. Product Documentation: Is a Pro Bono Project the Right Fit
- B. Power of Us Hub Group: CumulusCI (CCI)
- C. Product Documentation: Get Started with Open Source Commons
- D. Power of Us Hub Group: Open Source Commons & Community Sprints

Answer: B,D (LEAVE A REPLY)

Explanation

The Power of Us Hub Group: CumulusCI (CCI) and the Power of Us Hub Group: Open Source Commons & Community Sprints are two resources that the consultant can recommend to learn more about Salesforce.org solutions built by the community. CumulusCI is a tool that helps developers build, test, and deploy Salesforce.org solutions using a standardized process. Open Source Commons & Community Sprints are events where community members collaborate on building and improving Salesforce.org solutions. Product Documentation: Is a Pro Bono Project the Right Fit and Product Documentation: Get Started with Open Source Commons are not resources that teach about Salesforce.org solutions built by the community, but rather resources that help customers decide whether to apply for a pro bono project or join the Open Source Commons program. References:

<https://powerofus.force.com/s/group/0F980000000CjQOCA0/cumulusci-cci>

<https://powerofus.force.com/s/group/0F980000000CjQSCA0/open-source-commons-community-sprints>

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NEW QUESTION: 47

A university plans to implement Salesforce. The project lead is drafting a communication plan and has asked the consultant to provide examples of communications to send after implementation.

Which communication example should a consultant recommend?

- A. User contest
- B. Project sponsor profile
- C. Teaser email

Answer: (SHOW ANSWER)

NEW QUESTION: 48

A university has hired a consultant to help it plan the campus's enterprise roadmap for Salesforce. The CIO wants to use a single Salesforce org across the university and is interested in learning more about

the Education Data Architecture (EDA). The university has two existing Salesforce orgs, one uses Person Accounts, and the other org uses a custom data architecture.

What should the consultant do first to assess the situation?

- A. Submit a Salesforce Support case to merge orgs.
- B. Install EDA into one of the production environments.
- C. Document solution requirements from the groups involved.
- D. Create a new Salesforce org using EDA as the foundation.

Answer: (SHOW ANSWER)

Explanation

The first thing that the consultant should do to assess the situation is to document solution requirements from the groups involved. This will help the consultant understand the current state, pain points, goals, and needs of each group that uses or will use Salesforce, and how they relate to each other. This will also help the consultant determine whether EDA is a suitable solution for all groups, or whether some customization or integration is needed. Submitting a Salesforce Support case to merge orgs, installing EDA into one of the production environments, and creating a new Salesforce org using EDA as the foundation are not good first steps, because they do not involve gathering requirements from the stakeholders, and they may cause data loss or disruption. References:

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

<https://powerofus.force.com/s/article/EDA-Migrate>

NEW QUESTION: 49

Recruiters at an institution are evaluating tools to enhance their email. They want to see when a student has opened an email or clicked on a link. Recruiters also want to insert time slots directly from their calendar into an email and allow students to choose the meeting time.

Which solution should the consultant recommend?

- A. Gmail Integration
- B. Custom automation
- C. Einstein Activity Capture
- D. Salesforce Inbox

Answer: D (LEAVE A REPLY)

Explanation

Salesforce Inbox is a solution that the consultant can recommend to enhance the email functionality for recruiters. Salesforce Inbox allows recruiters to see when a student has opened an email or clicked on a link, using email tracking features. Salesforce Inbox also allows recruiters to insert time slots directly from their calendar into an email and allow students to choose the meeting time, using meeting scheduling features.

Gmail Integration, custom automation, and Einstein Activity Capture are not solutions that can provide the email functionality that recruiters want. References:

<https://www.salesforce.com/products/sales-cloud/features/salesforce-inbox/>

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

NEW QUESTION: 50

The Advancement department wants to extend its Salesforce environment to support event management, including registration pages, ticketing, and agenda-building functionality.

Which solution should the consultant recommend?

- A. App on the AppExchange
- B. Elevate and Giving Pages
- C. Gift Entry Manager
- D. Event Monitoring

Answer: A (LEAVE A REPLY)

Explanation

An app on the AppExchange is a solution that the consultant can recommend to extend the Salesforce environment to support event management functionality. The AppExchange is a marketplace where customers can find apps that provide additional features and solutions for Salesforce. There are many apps on the AppExchange that offer event management capabilities, such as registration pages, ticketing, and agenda-building. The consultant can help the Advancement department choose an app that meets their needs and budget. Elevate and Giving Pages, Gift Entry Manager, and Event Monitoring are not solutions that can provide event management functionality. References:

<https://appexchange.salesforce.com/appxStore?type=App&keyword=event%20management>

<https://www.salesforce.org/blog/event-management-apps-for-nonprofits-and-higher-ed/>

NEW QUESTION: 51

The Recruitment and Admissions office wants to use Salesforce to track prospective students, recruitment events, student applications, digital engagement, and interactions with prospects on their mobile devices.

Prospective students communicate via SMS on their mobile devices, social media, and email.

Which solution should the consultant recommend?

- A. Third-party app
- B. Salesforce Maps
- C. Einstein Bots

Answer: C (LEAVE A REPLY)

Explanation

The best solution for the Recruitment and Admissions office to use Salesforce to track prospective students, recruitment events, student applications, digital engagement, and interactions with prospects on their mobile devices is C. Einstein Bots¹². Einstein Bots are chatbots that use artificial intelligence (AI) to automate conversations with prospective students on various channels, such as SMS, social media, and email. They can provide information, answer questions, collect data, and hand off the conversation to a human agent if needed.

Einstein Bots can help the Recruitment and Admissions office to track digital engagement and interactions with prospects on their mobile devices, and improve the student experience¹².

A third-party app is not a Salesforce solution and may not be compatible with the Salesforce platform or the Education Data Architecture (EDA) that the Recruitment and Admissions office uses. Salesforce Maps is a location intelligence solution that helps sales and service teams optimize their territories, routes, and schedules³. It is not directly relevant to the scenario described in the question.

NEW QUESTION: 52

An Admissions office is using Admissions Connect to manage its student application review process. The office needs to make sure applications are unable to be edited after the submission deadline.

Which functionality should the consultant use to meet this requirement?

- A. Create custom Open Date and Due Date fields.
- B. Leverage the Open Date and Due Date fields.
- C. Develop a custom trigger that checks the submission deadline against the current date.

Answer: B (LEAVE A REPLY)

Explanation

The consultant should leverage the Open Date and Due Date fields to meet the requirement of making sure applications are unable to be edited after the submission deadline for the Admissions office that is using Admissions Connect to manage its student application review process. The Open Date and Due Date fields are fields on the Application object in Admissions Connect that allow users to specify when an application is open or closed for submission. The Open Date field indicates the date and time when an application can be submitted by an applicant. The Due Date field indicates the date and time when an application can no longer be submitted by an applicant. The consultant can leverage the Open Date and Due Date fields to meet the requirement of making sure applications are unable to be edited after the submission deadline for the Admissions office that is using Admissions Connect to manage its student application review process by configuring and customizing these fields to match their application deadlines and policies. Creating custom Open Date and Due Date fields, developing a custom trigger that checks the submission deadline against the current date, or activating the ApplicantCommunityHomePageController Apex class are not functionalities that the consultant should use to meet the requirement of making sure applications are unable to be edited after the submission deadline for the Admissions office that is using Admissions Connect to manage its student application review process. References:

<https://www.salesforce.org/products/admissions-connect/overview/>

<https://www.salesforce.org/wp-content/uploads/2021/06/Salesforce.org-Admissions-Connect-Tableau-Acc>

NEW QUESTION: 53

A university wants to track the Biology 101 class for next semester. The class will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A. and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility.

Which object in Education Data Architecture (EDA) should a consultant use to meet this requirement?

- A. Course Offering Schedule
- B. Time Block

C. Program Enrollment

Answer: A (LEAVE A REPLY)

Explanation

The consultant should use the Course Offering Schedule object in EDA to meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university. The Course Offering Schedule object is an object in EDA that allows users to store information about when and where a course offering is held, such as day of week, start time, end time, or location. The Course Offering Schedule object can help the consultant meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university by creating two Course Offering Schedule records for the Biology 101 course offering, one for the lecture sessions and one for the lab sessions, and specifying the day of week, start time, end time, and location for each record. Time Block, Program Enrollment, or Course Connection are not objects in EDA that the consultant should use to meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university.

References:

<https://powerofus.force.com/s/article/EDA-Course-Offering-Schedules>

<https://powerofus.force.com/s/article/EDA-Course-Offerings>

NEW QUESTION: 54

Career Services uses a separate event management system for its employment events' attendance and registration, and Marketing Cloud to promote the event. It wants to integrate student data in Salesforce to identify engaged prospects by matching them with event attendance, career interest, and credit completion toward an academic major.

Which integration direction should the consultant recommend?

- A. Two-way integration between the event system and Marketing Cloud
- B. One-way integration between Marketing Cloud and the event system
- C. Two-way integration between the event system and Salesforce

Answer: C (LEAVE A REPLY)

Explanation

The integration direction that the consultant should recommend for Career Services is C. Two-way integration between the event system and Salesforce¹. This is because a two-way integration can allow for bi-directional data exchange and synchronization between the event system and Salesforce, which can enable Career Services to match student data in Salesforce with event attendance, career interest, and credit completion toward an academic major. A two-way integration can also help Career Services to segment and target students based on their engagement and preferences, and to measure the effectiveness and impact of their events and campaigns².

References:

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

<https://trailhead.salesforce.com/en/content/learn/modules/marketing-cloud-connect>

NEW QUESTION: 55

The university advancement team wants the ability to track students' prior and current connections to other schools.

Which two object should the consultant evaluate to connect students to other educational institutions?

- A.** Education History and Affiliations
- B.** Relationship and Affiliations
- C.** Affiliations and Program Plan

Answer: A (LEAVE A REPLY)

Explanation

The consultant should evaluate the Education History and Affiliations objects to connect students to other educational institutions. Education History tracks the previous or current education of a Contact, such as the school name, degree, and graduation date. Affiliations track the relationship between a Contact and an Account, such as a student and a school. Relationship is an object that tracks the personal or professional connection between two Contacts, not between a Contact and an Account. Program Plan is an object that defines the requirements for completing an academic program, not the connection to a school. References:

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

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

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

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

NEW QUESTION: 56

The Recruitment and Admissions office wants to use Salesforce to track prospective students, recruitment events, student applications, digital engagement, and interactions with prospects on their mobile devices.

Prospective students communicate via SMS

on their mobile devices, social media, and email.

Which solution should the consultant recommend?

- A.** Salesforce Maps
- B.** Einstein Bots
- C.** Activity timeline

Answer: B (LEAVE A REPLY)

Einstein Bots are chatbots that can automate conversations with prospective students on various channels, such as SMS, social media, and email. They can provide information, answer questions, collect data, and hand off the conversation to a human agent if needed. Einstein Bots can help the Recruitment and Admissions office to track digital engagement and interactions with prospects on their mobile devices, and improve the student experience¹². Salesforce Maps is a location intelligence solution that helps sales and service teams optimize their territories, routes, and schedules³. Activity timeline is a feature that displays a chronological list of activities related to a record, such as calls,

emails, meetings, and tasks⁴. Neither of these solutions are directly relevant to the scenario described in the question.

NEW QUESTION: 57

What should a consultant recommend to a university that wants a successful Data Governance committee?

- A.** Create a Center of Excellence queue.
- B.** Set up a Salesforce Adoption Dashboard.
- C.** Refer committee members to Trailhead.
- D.** Use RACI matrix to define member roles.

Answer: D (LEAVE A REPLY)

Explanation

The consultant should recommend to use a RACI matrix to define member roles for a university that wants a successful Data Governance committee. A RACI matrix is a tool that clarifies the roles and responsibilities of different stakeholders in a project or a process, using four categories: Responsible, Accountable, Consulted, and Informed. A RACI matrix can help the university have a successful Data Governance committee by defining and communicating who is responsible for making decisions, who is accountable for ensuring quality and compliance, who is consulted for providing input or feedback, and who is informed about the outcomes or changes related to data governance. Creating a Center of Excellence queue, setting up a Salesforce Adoption Dashboard, or referring committee members to Trailhead are not recommendations for a university that wants a successful Data Governance committee.

References:

https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf

<https://trailhead.salesforce.com/en/content/learn/modules/project-management-basics/project-management>

NEW QUESTION: 58

An Admissions office wants to digitize and automate transcript requests. Currently, applicants, must follow a set of manual steps they could be more user friendly. The Admissions office wants a declaratively configured, public facing form that creates data in Salesforce.

Which solution should the consultant recommend to meet the requirement?

- A.** Email-to-case
- B.** Process Builder
- C.** Salesforce Files
- D.** App on the AppExchange

Answer: D (LEAVE A REPLY)

Explanation

An app on the AppExchange is a solution that the consultant can recommend to meet the requirement of creating a declaratively configured, public facing form that creates data in Salesforce. An app on the AppExchange is an application that provides additional features and solutions for Salesforce. There are many apps on the AppExchange that offer form building capabilities, such as creating web forms,

surveys, or quizzes, and capturing data from them in Salesforce. The consultant can help the Admissions office choose an app that meets their needs and budget. Email-to-case, Process Builder, and Salesforce Files are not solutions that can create a declaratively configured, public facing form that creates data in Salesforce. References:

<https://appexchange.salesforce.com/appxStore?type=App&keyword=form%20builder>

https://trailhead.salesforce.com/en/content/learn/modules/appexchange_basics

NEW QUESTION: 59

A university system purchased Salesforce and wants to move to an enterprise model for all of the schools in the system. The university needs to track students both as individuals and as part of a household. The Recruitment and Admissions office also wants to track events, the event locations, and the event vendors.

Which account model should the consultant recommend?

A. Education Data Architecture (EDA) Account Model

B. Person Account Model

C. Standard Account Model

Answer: A (LEAVE A REPLY)

Explanation

The consultant should recommend the Education Data Architecture (EDA) Account Model as the account model for the university system that purchased Salesforce and wants to move to an enterprise model for all of the schools in the system. The EDA Account Model is an account model that allows users to store information about individuals or organizations that are related to an educational institution, such as students, parents, faculty, staff, alumni, or donors. The EDA Account Model can help the university system track students both as individuals and as part of a household using features such as Contacts, Accounts, Relationships, or Affiliations. The EDA Account Model can also help the Recruitment and Admissions office track events, the event locations, and the event vendors using features such as Campaigns or Campaign Members. The Person Account Model and the Standard Account Model are not account models that can meet the requirements of the university system that purchased Salesforce and wants to move to an enterprise model for all of the schools in the system. References:

<https://powerofus.force.com/s/article/EDA-Accounts>

<https://powerofus.force.com/s/article/EDA-Campaigns>

NEW QUESTION: 60

An institution wants to consolidate efforts to track online engagement for its annual Giving Day on Facebook, Twitter, and Instagram.

Which solution meets this requirement?

A. Campaign Influence

B. Salesforce Inbox

C. Marketing Cloud

Answer: C (LEAVE A REPLY)

Explanation

The consultant should recommend Marketing Cloud as a solution to meet the requirement of consolidating efforts to track online engagement for its annual Giving Day on Facebook, Twitter, and Instagram for the institution. Marketing Cloud is a product that allows users to create and manage personalized and targeted marketing campaigns for customers or prospects. Marketing Cloud can help the institution consolidate efforts to track online engagement for its annual Giving Day on Facebook, Twitter, and Instagram by using features such as Social Studio, Social Listening, or Social Analytics. Campaign Influence, Salesforce Inbox, or Pardot are not solutions that can meet the requirement of consolidating efforts to track online engagement for its annual Giving Day on Facebook, Twitter, and Instagram for the institution. References:

<https://www.salesforce.com/products/marketing-cloud/overview/>

<https://www.salesforce.com/products/marketing-cloud/social-media-marketing/>

NEW QUESTION: 61

A consultant is working with a customer who already uses Salesforce and wants to install the Education Data Architecture (EDA). The consultant has confirmed that EDA can work in the customer's existing environment.

Which location should the consultant visit to install EDA in the existing environment?

- A. Trailhead
- B. Partner Community
- C. Salesforce AppExchange

Answer: C (LEAVE A REPLY)

Explanation

The Salesforce AppExchange is the location that the consultant should visit to install EDA in the existing environment. The Salesforce AppExchange is an online marketplace where customers can find, try, and install apps, components, and packages that extend the functionality of Salesforce. EDA is listed as a free app for education customers on the Salesforce AppExchange. The consultant can use the EDA installer page, which is a web-based tool that allows the consultant to log in to the desired org, validate the pre-install requirements, and install EDA with a few clicks. The EDA installer page can be accessed from the Salesforce AppExchange or from the direct link2.

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NEW QUESTION: 62

A consultant has been working with a university to build a new student services solution using Salesforce. The consultant is preparing for User Acceptance Testing.

Which item should be excluded from the testing scope?

- A. User experience in production
- B. Large data volumes
- C. Data load simulation
- D. Average versus peak performance

Answer: A (LEAVE A REPLY)

Explanation

User experience in production should be excluded from the testing scope for User Acceptance Testing. User Acceptance Testing is a phase of testing that involves end users validating the functionality and usability of the solution in a sandbox environment that mimics the production environment. User Acceptance Testing should not include testing user experience in production, because this can affect live data and operations, and introduce errors or risks. Large data volumes, data load simulation, and average versus peak performance should be included in the testing scope for User Acceptance Testing, because they can help evaluate the performance and scalability of the solution under different scenarios and conditions. References:

<https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/te>

https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf

NEW QUESTION: 63

The Alumni Association is interested in using Education Cloud to support its operations. The Association tracks alumni interests and hosts networking activities.

Which of these Education Cloud considerations should the consultant discuss with the Association?

- A. Install Insights Platform to understand alumni data.
- B. Install NPSP into their Education Cloud environment.
- C. Leverage a third-party app to support event management.

Answer: C (LEAVE A REPLY)

Explanation

The consultant should discuss with the Alumni Association the option of leveraging a third-party app to support event management, such as Eventbrite or Fonteva Events, which are available on the AppExchange.

Education Cloud does not have a native event management solution. Installing Insights Platform or NPSP into their Education Cloud environment are not relevant considerations for event management.

References:

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

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

NEW QUESTION: 64

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?

- 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 (LEAVE A REPLY)

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.

References:

- 1: Understand Addresses in EDA - Salesforce
- 2: EDA Object Reference - Salesforce
- 3: Manage Simple Changes to Address Records - Salesforce

NEW QUESTION: 65

A college wants to extend its existing Education Data Architecture org to support the Advancement department's fundraising needs.

What should the consultant recommend to meet the requirement?

- A. Gift Entry Manager
- B. Nonprofit Success Pack
- C. Giving Pages
- D. Elevate

Answer: B (LEAVE A REPLY)

Explanation

Nonprofit Success Pack (NPSP) is a solution that the consultant can recommend to meet the requirement of extending EDA org to support fundraising needs. NPSP is built on top of EDA and provides features such as donations management, gift processing, donor engagement, and reporting. Gift Entry Manager, Giving Pages, and Elevate are not solutions that can extend EDA org to support fundraising needs, but rather tools that can work with NPSP to enhance the fundraising experience.

References:

<https://www.salesforce.org/education/education-cloud-for-advancement/>

<https://www.salesforce.org/nonprofit/nonprofit-success-pack/>

NEW QUESTION: 66

An Admissions Department is evaluating data analytics tools to help determine the likelihood that accepted students will enroll at its school.

Which solution should the consultant recommend?

- A. Advisor Link Pathways
- B. Tableau Prep Builder
- C. Einstein Next Best Action
- D. Einstein Prediction Builder

Answer: D (LEAVE A REPLY)

Explanation

Einstein Prediction Builder is a solution that the consultant can recommend to help the Admissions Department determine the likelihood that accepted students will enroll at its school. Einstein Prediction Builder is a feature that allows users to create custom predictions based on their Salesforce data, using artificial intelligence. Einstein Prediction Builder can be used to predict various outcomes, such as churn, retention, conversion, or enrollment. The Admissions Department can use Einstein Prediction Builder to create a prediction field on the Opportunity object that indicates the probability of an accepted student enrolling at the school. Advisor Link Pathways, Tableau Prep Builder, and Einstein Next Best Action are not solutions that can help the Admissions Department determine the likelihood that accepted students will enroll at its school.

References:

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

https://trailhead.salesforce.com/en/content/learn/modules/einstein_prediction_builder_basics

NEW QUESTION: 67

The Financial Aid department of a college uses Student Success Hub. Students need the ability to schedule an appointment with any financial aid advisor.

Which object should the consultant configure in Student Success Hub to meet this requirement?

- A. Advising Pools
- B. Public Groups
- C. EDA Relationships

Answer: (SHOW ANSWER)

Explanation

The consultant should configure the Advising Pools object in Student Success Hub to meet the requirement of allowing students to schedule an appointment with any financial aid advisor for the Financial Aid department that uses Student Success Hub. The Advising Pools object is an object in Student Success Hub that allows users to create groups of advisors who share a common availability, location, or service. The Advising Pools object can help the Financial Aid department meet the requirement of allowing students to schedule an appointment with any financial aid advisor by creating an Advising Pool record for financial aid advisors and associating it with a Service record for financial aid

advising. The consultant can also configure other settings such as availability, location, or capacity for the Advising Pool record. Public Groups, EDA Relationships, or Program Plans are not objects that the consultant should configure in Student Success Hub to meet the requirement of allowing students to schedule an appointment with any financial aid advisor for the Financial Aid department that uses Student Success Hub. References:

<https://www.salesforce.org/products/student-success-hub/overview/>

<https://powerofus.force.com/s/article/SSHUB-Advising-Pools>

NEW QUESTION: 68

A consultant is working with a university in Spain that will be using the Education Data Architecture (EDA).

Which of these considerations about translating EDA into Spanish should the consultant discuss with the university?

- A. EDA picklist values are restricted to the organization's default language.
- B. EDA picklist values for reciprocal Relationships need to be translated manually.
- C. Spanish is a platform-only language in EDA.

Answer: B (LEAVE A REPLY)

Explanation

The consultant should discuss with the university that EDA picklist values for reciprocal Relationships need to be translated manually as a consideration about translating EDA into Spanish when using EDA. Translating EDA into Spanish means changing the language of EDA objects, fields, labels, or values into Spanish. EDA picklist values for reciprocal Relationships need to be translated manually as a consideration about translating EDA into Spanish when using EDA because these picklist values are not automatically translated by Salesforce's Translation Workbench tool and require manual intervention. The consultant should discuss with the university that EDA picklist values for reciprocal Relationships need to be translated manually as a consideration about translating EDA into Spanish when using EDA by explaining how to use custom labels or formula fields to translate these picklist values into Spanish. EDA picklist values are restricted to the organization's default language or Spanish is a platform-only language in EDA are not considerations about translating EDA into Spanish when using EDA.

References:

<https://powerofus.force.com/s/article/EDA-Relationships>

<https://powerofus.force.com/s/article/EDA-Translate-Picklists>

NEW QUESTION: 69

A Recruitment department wants to centralize its recruitment efforts and application operations, and engage with students through social channels like WhatsApp.

Which solution should the consultant recommend?

- A. Slack
- B. Admissions Connect
- C. Student Success Bots

Answer: B (LEAVE A REPLY)

Explanation

The consultant should recommend Admissions Connect as a solution to centralize its recruitment efforts and application operations, and engage with students through social channels like WhatsApp for the Recruitment department. Admissions Connect is a product that allows users to manage the entire student recruitment and admissions lifecycle, from prospecting to enrollment. Admissions Connect can help the Recruitment department centralize its recruitment efforts and application operations, and engage with students through social channels like WhatsApp by using features such as Campaigns, Applications, Application Reviews, or OmniStudio. The consultant can also leverage other tools such as Marketing Cloud or Social Studio to integrate Admissions Connect with social channels like WhatsApp. Slack, Student Success Bots, or Einstein Bots are not solutions that can centralize its recruitment efforts and application operations, and engage with students through social channels like WhatsApp for the Recruitment department. References:

<https://www.salesforce.org/products/admissions-connect/overview/>

<https://www.salesforce.org/wp-content/uploads/2021/06/Salesforce.org-Admissions-Connect-Tableau-Acc>

NEW QUESTION: 70

Staff need to track which requirements must be met for a student application.

Which Education Cloud objects should be used?

A. Action Plans

B. Document Checklist Item

C. Application Material Mapping

Answer: B (LEAVE A REPLY)

Explanation

The consultant should use the Document Checklist Item object to track which requirements must be met for a student application. Document Checklist Item records are related to Application records and define the type, status, and source of the required documents. Action Plans are used to track tasks or actions related to an application or enrollment process, not document requirements. Application Material Mapping is used to map application documents to application requirements, not to track them.

References:

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

[id=sf.admissions_connect_document_checklist_item.htm&type=](https://help.salesforce.com/s/articleView?id=sf.admissions_connect_document_checklist_item.htm&type=)

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

https://help.salesforce.com/s/articleView?id=sf.admissions_connect_application_material_mapping.htm&t

[id=sf.admissions_connect_application_material_mapping.htm&t](https://help.salesforce.com/s/articleView?id=sf.admissions_connect_application_material_mapping.htm&t)

NEW QUESTION: 71

A system admin has an idea for a custom solution for their org and thinks it might be useful to others as well.

The system admin discusses

it with colleagues from two other schools. They are excited about the system admin's idea and offer to help.

What should the system admin consider doing as a next step?

- A. Post the idea in the Trailblazer Idea Exchange.
- B. Download and install the project from GitHub.
- C. Ask colleagues to sign a nondisclosure agreement.
- D. Join the Open Source Commons & Community Sprints group

Answer: D (LEAVE A REPLY)

Explanation

The system admin should consider joining the Open Source Commons & Community Sprints group in the Power of Us Hub as a next step for their custom solution idea. The Open Source Commons & Community Sprints group is a group that connects users who are interested in contributing to or learning from open source projects that are supported by Salesforce.org. The Open Source Commons & Community Sprints group provides access to resources, events, discussions, and opportunities related to various open source projects, such as EDA, NPSP, CumulusCI, or Metecho. The system admin can join the group and share their idea with other users who may want to collaborate on it or provide feedback. Posting the idea in the Trailblazer Idea Exchange, downloading and installing the project from GitHub, or asking colleagues to sign a nondisclosure agreement are not next steps that the system admin should consider for their custom solution idea. References:

<https://powerofus.force.com/s/group/0F980000000CjQOCA0/sfdo-open-source-contributors>

<https://www.salesforce.org/open-source-commons/>

NEW QUESTION: 72

A university has a Study Abroad office that is required to collect student documentation such as visa, passport, vaccinations, and other information. The university is using a spreadsheet to manage this information, and wants to track it in Salesforce.

Which EDA object should a consultant use to meet this requirement?

- A. Program Plan
- B. Success Team
- C. Attribute
- D. Affiliation

Answer: C (LEAVE A REPLY)

Explanation

Attribute is an EDA object that the consultant should use to meet the requirement of tracking student documentation such as visa, passport, vaccinations, and other information. Attribute is an object that stores additional information about a student or an applicant that is not captured by other EDA objects. Attribute can be used to track various types of information, such as test scores, languages, hobbies, certifications, and documents. Program Plan, Success Team, and Affiliation are not EDA objects that can store student documentation. References:

<https://powerofus.force.com/s/article/EDA-Attributes>

<https://powerofus.force.com/s/article/EDA-Data-Dictionary>

NEW QUESTION: 73

A university dean wants to refer students for summer engineering internships and requests a list of people who earned high final scores in the Intro to Civil Engineering class.

Which objects should the consultant include in the report?

- A. Program Enrollment with Contact
- B. Term Grades with Contact
- C. Education History with Account
- D. Course Connections with Academic Program

Answer: B (LEAVE A REPLY)

Explanation

Term Grades with Contact is the object that the consultant should include in the report to show the people who earned high final scores in the Intro to Civil Engineering class. Term Grades is an object that stores the grades that a student receives for a course offering in a specific term. Contact is an object that stores the personal information of a student. Program Enrollment with Contact, Education History with Account, and Course Connections with Academic Program are not objects that can show the final scores of a class in EDA.

References:

<https://powerofus.force.com/s/article/EDA-Data-Dictionary>

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

NEW QUESTION: 74

A consultant is enabling Course Connections for the first time in the Education Data Architecture.

What should the consultant do first?

- A. Run Course Connections Backfill.
- B. Set up Course Offering Schedule.
- C. Disable Course Enrollments.
- D. Set Record Types for Course Connections.

Answer: (SHOW ANSWER)

Explanation

The first thing that the consultant should do when enabling Course Connections for the first time in EDA is to set record types for Course Connections. Record types allow the consultant to define different types of course connections, such as instructor, student, or teaching assistant. Record types also determine the page layout and picklist values for each type of course connection. Running Course Connections Backfill, setting up Course Offering Schedule, and disabling Course Enrollments are not the first steps to enable Course Connections in EDA. References:

<https://powerofus.force.com/s/article/EDA-Course-Connections>

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

NEW QUESTION: 75

Recruitment Staff want to use their university login when accessing Salesforce.

Which identity management feature should the consultant use?

- A. Named Credentials
- B. Two-factor Authentication
- C. Social Sign-On
- D. Single Sign-On

Answer: D (LEAVE A REPLY)

Explanation

Single Sign-On (SSO) is an identity management feature that allows users to log in to Salesforce using their university login credentials. SSO simplifies the login process and reduces the need for multiple passwords.

Named Credentials, Two-factor Authentication, and Social Sign-On are not identity management features that allow users to use their university login when accessing Salesforce. References:

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

https://trailhead.salesforce.com/en/content/learn/modules/identity_basics/identity_basics_sso

NEW QUESTION: 76

The director of graduate recruitment is interested in Education Cloud. Recruitment staff need to access Opportunity and Campaign Member information about students. The IT director is concerned about cost and suggests using other license types for recruitment users.

What should the consultant discuss with the client?

- A. Unlimited Edition requires a full Salesforce license.
- B. Education Data Architecture requires a Community license.
- C. The business user case requires a Lightning Platform Plus license.
- D. The business user case requires a full Salesforce license.

Answer: D (LEAVE A REPLY)

Explanation

The consultant should discuss with the client that the business user case requires a full Salesforce license, not other license types. A full Salesforce license allows users to access standard CRM functionality, such as Accounts, Contacts, Opportunities, and Campaigns. This is what the recruitment staff need to access Opportunity and Campaign Member information about students. Other license types, such as Lightning Platform or Community licenses, have limited access to CRM functionality and may not meet the business user case. References:

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

https://trailhead.salesforce.com/en/content/learn/modules/identity_basics/identity_basics_licenses

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Consultant dumps with Test Engine here: https://www.actual4test.com/Education-Cloud-Consultant_examcollection.html (221 Q&As Dumps, **30%OFF Special Discount: Freepdfdumps**)

NEW QUESTION: 77

During the requirements gathering phase, the academic staff stated that students are independent of any Account or Company. The staff requested that the Contact's Account field be blank and hidden on the page layout.

What is the impact of creating a Contact without a parent Account?

- A. Contacts are private only to the record owner, and inaccessible to other users.
- B. Contacts are at risk of ownership data skew, which may result in performance issues.
- C. Contacts will require manually creating a related Affiliation record to enable sharing, adding more complexity.
- D. Contacts are public to all users, potentially sharing sensitive data.

Answer: (SHOW ANSWER)

Explanation

The impact of creating a Contact without a parent Account is that Contacts are public to all users, potentially sharing sensitive data. This is because Contacts without a parent Account are considered as private contacts, and they do not follow the sharing rules of the Account object. Private contacts are visible to all users in the same role or above, regardless of the Contact owner or the organization-wide default settings. This can expose sensitive student information to users who should not have access to it.

Contacts without a parent Account are not private only to the record owner, at risk of ownership data skew, or require manually creating a related Affiliation record to enable sharing. References:

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

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

NEW QUESTION: 78

An Admissions office is interested in using Admissions Connect to manage its student applications and to recede supporting do.

How are application documents saved in Admissions Connect?

- A. Salesforce Files
- B. Document Type
- C. Action Plan Item

Answer: A (LEAVE A REPLY)

Explanation

Application documents are saved as Salesforce Files in Admissions Connect, which are attached to the Application record or the Application Material Mapping record. Document Type is a field on the Application Material Mapping object that defines the type of document required for an application requirement. Action Plan Item is an object that tracks tasks or actions related to an application or enrollment process. References:

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

https://help.salesforce.com/s/articleView?id=sf.admissions_connect_application_material_mapping.htm&t

NEW QUESTION: 79

A university provides corporate training options to local businesses. The university wants to offer a seamless experience to students and allow them to select and purchase available courses.

Which solution should the consultant recommend to meet the requirement?

- A.** Salesforce CPQ
- B.** Financial Service Cloud
- C.** Salesforce File
- D.** A third-party app

Answer: D (LEAVE A REPLY)

Explanation

A third-party app is a solution that the consultant can recommend to meet the requirement of offering a seamless experience to students and allowing them to select and purchase available courses. A third-party app is an application that provides additional features and solutions for Salesforce. There are many third-party apps on the AppExchange that offer e-commerce and online learning capabilities, such as course catalog, shopping cart, payment processing, and course delivery. The consultant can help the university choose an app that meets their needs and budget. Salesforce CPQ, Financial Service Cloud, and Salesforce Files are not solutions that can offer a seamless experience to students and allow them to select and purchase available courses.

References:

<https://appexchange.salesforce.com/appxStore?type=App&keyword=e-commerce>

<https://appexchange.salesforce.com/appxStore?type=App&keyword=online%20learning>

NEW QUESTION: 80

A university plans to implement Advisor Link for approximately 90,000 students. The university needs to populate data from the student information system (SIS) to Salesforce. The data exported from SIS needs to be automatically modified to correspond to values in Salesforce.

Which integration approach should the consultant recommend?

- A.** Lightning Connect
- B.** Salesforce Data Import Wizard
- C.** ETL tool
- D.** Salesforce Data Loader

Answer: (SHOW ANSWER)

Explanation

An ETL tool is an integration approach that the consultant should recommend to populate data from the SIS to Salesforce, and automatically modify the data to correspond to values in Salesforce. An ETL tool is a software application that can extract, transform, and load data from one system to another. An ETL tool can perform data transformations such as mapping, filtering, sorting, and aggregating, to ensure that the data from the SIS matches the values in Salesforce. Lightning Connect, Salesforce Data Import

Wizard, and Salesforce Data Loader are not integration approaches that can automatically modify the data to correspond to values in Salesforce. References:

[https://developer.salesforce.com/docs/atlas.en-](https://developer.salesforce.com/docs/atlas.en-us.integration_patterns_and_practices.meta/integration_patterns_and_practices)

[us.integration_patterns_and_practices.meta/integration_patterns_and_practices](https://developer.salesforce.com/docs/atlas.en-us.integration_patterns_and_practices.meta/integration_patterns_and_practices)

<https://trailhead.salesforce.com/en/content/learn/modules/data-integration-strategies>

NEW QUESTION: 81

A consultant is considering disabling certain configurations to optimize the data import of a large volume of student records into a university's Salesforce environment with the Education Data.

Which configuration should the consultant retain during the data import?

- A. Workflow rules
- B. Sharing rules
- C. Role hierarchy

Answer: B (LEAVE A REPLY)

Explanation

The consultant should retain sharing rules during the data import because they control the access and visibility of records based on criteria such as record ownership, role hierarchy, or field values. Disabling sharing rules may cause data security or privacy issues. Workflow rules and role hierarchy are configurations that can be disabled during the data import to improve performance and avoid errors or conflicts. References:

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_loader_sharing_rules.htm&type=5

NEW QUESTION: 82

A university Advancement office wants to track school historical data for tagged outreach and donation opportunities.

Which Education Data Architecture functionality should the consultant recommend?

- A. Education History
- B. Program Plan
- C. Attribute
- D. Relationship

Answer: (SHOW ANSWER)

Explanation

Education History is an EDA functionality that the consultant can recommend to track school historical data for tagged outreach and donation opportunities. Education History is a feature that allows the consultant to store information about a Contact's previous or current education at an educational institution. Education History can be used to track various types of information, such as school name, degree, major, minor, class year, or sports team. The consultant can use Education History to segment and target alumni based on their school historical data. Program Plan, Attribute, and Relationship are not EDA functionalities that can track school historical data for tagged outreach and donation opportunities.

References:

<https://powerofus.force.com/s/article/EDA-Education-History>

<https://powerofus.force.com/s/article/EDA-Education-History-Create>

NEW QUESTION: 83

A university's Study Abroad office is getting ready to implement Salesforce to streamline internal processes.

In the past, most of the work was done using spreadsheets and paper. The office is unsure of which metrics to use to determine whether the implementation project is successful.

Which metric should the consultant recommend?

- A. Number of student phone inquiries
- B. Percentage of staff logins each month
- C. Volume of emails to the office

Answer: B (LEAVE A REPLY)

Explanation

The percentage of staff logins each month is a metric that the consultant can recommend to measure the success of the Salesforce implementation project for the Study Abroad office. This metric can indicate the level of user adoption, satisfaction, and engagement with the new system, as well as the effectiveness of the training and change management strategies. A high percentage of staff logins each month can show that the staff are using Salesforce regularly and consistently to streamline their internal processes, such as managing student applications, tracking program status, and communicating with partners2.

The number of student phone inquiries and the volume of emails to the office are not valid metrics for this scenario, as they do not reflect the impact of the Salesforce implementation on the internal processes of the Study Abroad office. These metrics may be influenced by other factors, such as the demand for study abroad programs, the quality of the website and marketing materials, and the availability and responsiveness of the staff. These metrics may also not capture the efficiency and accuracy of the data and workflows that Salesforce can provide.

NEW QUESTION: 84

A college wants to create a resource for its Center of Excellence (CoE) where users can vote on suggestions and

What should a consultant create to meet the requirement?

- A. Public Group
- B. Success Team
- C. Chatter group
- D. Queue

Answer: C (LEAVE A REPLY)

Explanation

A Chatter group is what the consultant should create to meet the requirement of creating a resource for the CoE where users can vote on suggestions and collaborate with each other. A Chatter group is a feature that allows users to share ideas, files, polls, and events with a specific set of people. Users can

also like and comment on posts, and follow topics and people in a Chatter group. A Public Group, a Success Team, and a Queue are not features that can create a resource for the CoE where users can vote on suggestions and collaborate with each other. References:

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

https://trailhead.salesforce.com/en/content/learn/modules/chatter_basics/chatter_basics_groups

NEW QUESTION: 85

A college is replacing its legacy system with the Education Data Architecture (EDA). The consultant is working on the data migration and needs to map available classes.

Which EDA object indicates a class is available for a given term?

- A. Time Block
- B. Attendance Event
- C. Course Offering
- D. Course Connection

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 86

The director of finance needs a solution that aligns pledges and donations captured in Salesforce with Gift Entry Manager (GEM) with the institution's finance system.

Which solution should the consultant recommend to meet the requirement?

- A. Use the Bulk API.
- B. Use Salesforce Connect.
- C. Install Accounting Subledger.
- D. Install Outbound Fund Module.

Answer: C ([LEAVE A REPLY](#))

Explanation

Accounting Subledger is a solution that the consultant can recommend to align pledges and donations captured in Salesforce with GEM with the institution's finance system. Accounting Subledger allows the institution to create accounting-ready data from Salesforce and export it to their finance system.

Accounting Subledger also provides reports and dashboards that show the reconciliation status and discrepancies between Salesforce and the finance system. Using the Bulk API, using Salesforce Connect, and installing Outbound Fund Module are not solutions that can align pledges and donations captured in Salesforce with GEM with the institution's finance system. References:

<https://www.salesforce.org/nonprofit/accounting-subledger/>

<https://www.salesforce.org/wp-content/uploads/2020/08/Accounting-Subledger-Data-Sheet.pdf>

NEW QUESTION: 87

A university wants a Salesforce solution that manages student applications and application reviewer assignments.

Which solution should the consultant recommend?

- A. Program Management Module

- B. Case Management
- C. Admissions Connect
- D. Student Success Hub

Answer: C (LEAVE A REPLY)

Explanation

Admissions Connect is a solution that the consultant can recommend to meet the requirement of managing student applications and application reviewer assignments. Admissions Connect is a solution that extends EDA to meet the needs of higher education admissions and enrollment. Admissions Connect provides features such as online application management, application review, decision delivery, and reviewer assignments. The consultant can help the university configure and customize Admissions Connect to support their recruitment and admissions processes. Program Management Module, Case Management, and Student Success Hub are not solutions that can manage student applications and application reviewer assignments. References:

<https://www.salesforce.org/products/admissions-connect/overview/>

<https://trailhead.salesforce.com/en/content/learn/modules/admissions-connect-basics>

NEW QUESTION: 88

A school district is reopening after global pandemic. It has an existing Salesforce org configured with the K-12 Architecture kit. The school district wants to leverage Work.com Command Center for schools in its existing org.

What should the consultant advise?

- A. Work.com Command Center operates in a separate org.
- B. Install Work.com Command Center in existing org.
- C. Leverage Student Success Hub.
- D. Use third-party app from AppExchange.

Answer: B (LEAVE A REPLY)

Explanation

The consultant should advise the school district to install Work.com Command Center in their existing org, because this can help them leverage Work.com Command Center for schools in their existing org. Work.com Command Center is a solution that helps organizations manage their reopening and recovery efforts after a global pandemic. Work.com Command Center for schools is a specific configuration of Work.com Command Center that helps schools monitor student and staff wellness, attendance, and engagement. Work.com Command Center can be installed in an existing org as a managed package from the AppExchange. Work.com Command Center does not operate in a separate org, nor does it require leveraging Student Success Hub or using a third-party app from AppExchange. References:

<https://www.salesforce.org/workdotcom/>

<https://www.salesforce.org/wp-content/uploads/2020/08/WorkDotCom-for-Schools.pdf>

<https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000FMkZCUA1>

NEW QUESTION: 89

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?

- A. An app on the AppExchange
- B. Process Builder
- C. Email-to-case

Answer: A (LEAVE A REPLY)

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. References:

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

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

NEW QUESTION: 90

The Undergraduate Advising department plans to implement Student Success Hub and Pathways in a new org.

The system admin wants to use the recommended setup for external users.

Which security setting should the consultant configure?

- A. Create an Account sharing rule to provide Read access based on record type.
- B. Create a Program Plan sharing rule to provide Read access based on record type.
- C. Change the default Program Plan sharing setting to Private.

Answer: B (LEAVE A REPLY)

Explanation

The consultant should configure a security setting to create a Program Plan sharing rule to provide Read access based on record type for the system admin who wants to use the recommended setup for external users when implementing Student Success Hub and Pathways in a new org for the Undergraduate Advising department. A sharing rule is a security setting that allows users to extend sharing access to users in public groups, roles, or territories. A Program Plan sharing rule can help the system admin provide Read access to external users based on record type by granting access to specific Program Plan records that are relevant or appropriate for external users, such as students or advisors. Creating an Account sharing rule to provide Read access based on record type, changing the default Program Plan sharing setting to Private, or creating a custom Permission Set for external users are not security settings that the consultant should configure for the system admin who wants to use the recommended setup for external users when implementing Student Success Hub and Pathways in a new org for the Undergraduate Advising department. References:

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

<https://powerofus.force.com/s/article/SSHUB-Pathways>

NEW QUESTION: 91

An education customer is interested in participating in an open-source commons community sprint project.

Which development consideration should the consultant advise?

- A. Projects are required to have at least one Salesforce staff person on the project team.
- B. Projects use CumulusCI for continuous integration and deployment.
- C. Projects must be compatible with the Education Data Architecture (EDA).

Answer: (SHOW ANSWER)

Explanation

The consultant should advise that projects use CumulusCI for continuous integration and deployment, which is a tool that automates the development and release process of Salesforce applications. Projects are not required to have at least one Salesforce staff person on the project team, although they may have some Salesforce employees as contributors or advisors. Projects do not have to be compatible with the Education Data Architecture (EDA), although some projects may use EDA as a foundation or extension. References:

<https://trailhead.salesforce.com/en/content/learn/modules/open-source-commons/open-source-projects>

<https://trailhead.salesforce.com/en/content/learn/modules/cumulusci-basics>

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NEW QUESTION: 92

An institution's Office of Career Services wants a solution that allows students to schedule appointments with any available directly from a portal.

Which feature should the consultant recommend to meet the requirement?

- A. Email to Case
- B. Success Teams
- C. Advising Pools
- D. Early Alerts

Answer: C (LEAVE A REPLY)

Explanation

Advising Pools is a feature that allows students to schedule appointments with any available advisor directly from a portal. Advising Pools enables advisors to set their availability and preferences, and students to see which advisors match their needs and book appointments accordingly. Email to Case,

Success Teams, and Early Alerts are not features that allow students to schedule appointments with advisors from a portal.

References:

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

<https://www.salesforce.org/blog/advising-pools-for-higher-ed/>

NEW QUESTION: 93

How should a consultant prepare for a successful Education Cloud discovery session with an institution?

- A.** Create an Education Cloud storyboard.
- B.** List the current challenges in education.
- C.** Build the institution's technology roadmap.
- D.** Review the institution's strategic plan.

Answer: D (LEAVE A REPLY)

Explanation

The consultant should review the institution's strategic plan to prepare for a successful Education Cloud discovery session. The strategic plan is a document that outlines the institution's vision, mission, goals, and priorities for the future. By reviewing the strategic plan, the consultant can understand the institution's context, challenges, opportunities, and expectations. The consultant can also align the discovery session agenda and questions with the strategic plan. Creating an Education Cloud storyboard, listing the current challenges in education, and building the institution's technology roadmap are not tasks that the consultant should do to prepare for a discovery session. References:

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

https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_Discovery_Guide.pdf

NEW QUESTION: 94

A college is planning an advancement campaign and wants to create a report using Cross Filters that segments business school alumni by Household who work for Fortune 500...

Which report should the consultant create to meet the requirement?

- A.** Contact and Account report
- B.** Contact and Affrications report
- C.** Contact and Relationships report

Answer: A (LEAVE A REPLY)

Explanation

A Contact and Account report can be used to segment business school alumni by Household who work for Fortune 500 companies using Cross Filters. The report can filter Contacts by their Primary Affiliation to the business school and their Household Account Name, and then use a Cross Filter to show Accounts with Account Type equals Fortune 500. A Contact and Affiliations report can show the affiliation details of Contacts, but not their Household information. A Contact and Relationships report can show the relationship details of Contacts, but not their Account Type. References:

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

<https://powerofus.force.com/s/article/EDA-Reports>

NEW QUESTION: 95

The Alumni Association is interested in using Education Cloud to support its operations. The association track alumni interested board networking activities, and manages fundraising.

Which two Education Cloud considerations should the consultant discuss with the Association?

Choose 2 answers.

- A. Configure Relationships to track alumni connections.
- B. Use Grants Management to track alumni scholarships.
- C. Install Insights Platform to understand alumni data.
- D. Leverage a third-party app to support event management.

Answer: (SHOW ANSWER)

Explanation

The consultant should discuss with the Association how they can configure Relationships to track alumni connections, and leverage a third-party app to support event management, as two Education Cloud considerations. Relationships is a feature that allows the Association to create and manage connections between Contacts in EDA. Relationships can be used to track various types of connections, such as family, friends, mentors, or board members. A third-party app is an application that provides additional features and solutions for Salesforce. There are many third-party apps on the AppExchange that offer event management capabilities, such as registration pages, ticketing, and agenda-building. The consultant can help the Association choose an app that meets their needs and budget. Using Grants Management to track alumni scholarships, or installing Insights Platform to understand alumni data, are not Education Cloud considerations that the consultant should discuss with the Association. References:

<https://powerofus.force.com/s/article/EDA-Relationships>

<https://appexchange.salesforce.com/appxStore?type=App&keyword=event%20management>

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