

# Salesforce.Financial-Services-Cloud.v2025-02-13.q147

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## NEW QUESTION: 1

What is an option when customizing a report? (3 answers)

- A. Schedule a refresh time
- B. Add a grouping
- C. Summarize fields
- D. Add a gauge component
- E. Add a filter

**Answer: B,C,E (LEAVE A REPLY)**

## NEW QUESTION: 2

When using sharing rules, what can records be shared with? (2 answers)

- A. Roles and subordinates
- B. Profiles
- C. Queues
- D. Public Groups

**Answer: A,D (LEAVE A REPLY)**

## NEW QUESTION: 3

Universal container has two sales groups; each group has its own unique sales process. What is the best way to ensure that sales representatives have access to only the stages relevant to their sales process when working on opportunities?

- A. Page Layouts
- B. Record Types
- C. Multi-Select Picklists

D. Roles

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 4**

What capability included in the Financial Services Cloud license can assist bankers in focusing on the most promising referrals?

- A. Referral Approval Processes
- B. Intelligent Need-Based Referrals and Scoring
- C. Referral Routing Rules
- D. Einstein Referral Scoring for Financial Services Cloud

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

**NEW QUESTION: 5**

A corporate investment banking associate at Cumulus Capital works with a trusted analyst to create pitch books, analyze market data, and generate reports. The banking associate is looking to capture sensitive deal information in Salesforce. They wish to share the deal information with the trusted analyst only, without giving access to Salesforce users up the management chain in the Role Hierarchy.

What should a consultant do in Salesforce to build the required sharing model for sensitive deal data?

- A. Use the Opportunity object to capture the deal data and use manual sharing to grant the analyst access.
- B. Use the Financial Deal object to capture the deal data and use Compliant Data Sharing to grant the analyst access.
- C. Use the Financial Deal object to capture the deal data and use restriction rules to block user access above the banking associate in the Role Hierarchy.
- D. Use the Opportunity object to capture the deal data and use Compliant Data Sharing to grant the analyst access.

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

Explanation

To build the required sharing model for sensitive deal data, the consultant should use the Financial Deal object to capture the deal data and use restriction rules to block user access above the banking associate in the Role Hierarchy. The Financial Deal object is a custom object in Financial Services Cloud that allows you to track and manage complex deals that involve multiple parties, products, and stages. You can use the Financial Deal object to store sensitive deal information, such as deal name, amount, status, or participants. You can also use restriction rules to limit the visibility of Financial Deal records based on criteria such as role, profile, or ownership. Restriction rules can override the organization-wide default sharing settings and block user access to records that they would otherwise be able to see through the Role Hierarchy or other sharing mechanisms.

Verified References: : [Salesforce Help Article 1](#) : [Salesforce Help Article 2](#)

### NEW QUESTION: 6

Which of these statements are true for Rollups in Financial Services Cloud

- A. Choice 4
- B. Rollups are done at both the client and group levels
- C. All financial accounts information, such as account balances are calculated and summarized at the Financial Account Summary level
- D. Activities can not be rolled up on the activity timeline at group/household level.

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

### NEW QUESTION: 7

Which three types of Account-Account relationships are displayed in the Actionable Relationship Center?

- A. Accounts & Businesses
- B. Accounts & Members
- C. Accounts & Peers
- D. Accounts & Groups

**Answer: ([SHOW ANSWER](#))**

Explanation

The following types of Account-Account relationships are displayed in the Actionable Relationship Center (ARC):

**Accounts & Businesses:** This type of relationship shows the accounts that are related to a business account, such as owners, partners, or beneficiaries. You can use this type of relationship to understand the ownership structure and financial interests of a business account.

**Accounts & Peers:** This type of relationship shows the accounts that are related to another account by a peer-to-peer relationship, such as friends, colleagues, or associates. You can use this type of relationship to identify potential referrals and cross-selling opportunities from an account's network.

**Accounts & Groups:** This type of relationship shows the accounts that are related to a group account, such as household members, trust members, or business group members. You can use this type of relationship to view the aggregated financial data and activities of a group account. Verified References:

Salesforce Help Article 2 : Salesforce Help Article 3 : Salesforce Help Article 4

### NEW QUESTION: 8

Scott Adams is opening a joint savings account with his mom, Rachel Adams. Rachel Adams is the primary member of the Adams Household. Personal Banker Hank Burton wants to make sure that Scott's data is rolling up to the Adams Household. How can the Banker accomplish this?

- A. Make the Adams Household Scott's primary Group and edit tie Activities & Objects to ft\* Up.
- B. Add Scon as a Related Contact to the Adams Household.
- C. Make the Adams Household Scotts pnmary Group and make Scott the pnmary member
- D. Disable the Primary Group setting fof Scon on the Adams Household

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

Explanation

To make sure that Scott's data is rolling up to the Adams Household, the Banker should make the Adams Household Scott's primary Group and edit the Activities & Objects to Roll Up. A primary Group is a construct in Financial Services Cloud that allows you to define the main group for a client. You can use primary Group to roll up financial data from all the financial accounts that are related to the client or the group. By making the Adams Household Scott's primary Group, the Banker can ensure that Scott's financial data is included in the household summary. The Banker can also edit the Activities & Objects to Roll Up to specify which items, such as financial accounts, goals, or referrals, should be rolled up for Scott. Verified References: : Salesforce Help Article 4

#### **NEW QUESTION: 9**

What are three examples of proper use of Financial Goals?

- A. Displaying the current amount and percentage of target value for a College Savings Account.
- B. Tracking money saved each year to pay for a vacation, depending on destination and budget.
- C. Measure progress toward a down payment amount for a new home.
- D. Displaying the amount and percentage of the remaining balance for an Auto Loan.
- E. Measure progress toward paying off a Mortgage.

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 10**

A large insurance company hired a consulting firm to improve customer experiences for customers that want to complete standard processes online, such as getting an insurance quote or submitting a claim.

Which three standard Insurance Platform components can digitally enable these core insurance operations?

- A. Policy Administration
- B. Claims Management
- C. Quote, Rate, and Apply
- D. Quote Creathqn Toolbox
- E. MobileClaimSubmission

**Answer: ([SHOW ANSWER](#))**

The following standard Insurance Platform components can digitally enable the core insurance operations of getting an insurance quote or submitting a claim:

Policy Administration, which is a component that allows users to manage the lifecycle of insurance policies, such as creating, renewing, canceling, or endorsing policies. By using Policy Administration, the consulting firm can enable customers to view and update their policy information online.

Claims Management, which is a component that allows users to manage the lifecycle of insurance claims, such as creating, investigating, adjusting, or settling claims. By using Claims Management, the consulting firm can enable customers to submit and track their claims online.

Quote, Rate, and Apply, which is a component that allows users to create and compare insurance quotes, calculate premiums and discounts, and apply for policies online. By using Quote, Rate, and Apply, the consulting firm can enable customers to get an insurance quote online

**NEW QUESTION: 11**

Can Household be a part of a Group in Financial Services Cloud?

- A. No
- B. Yes

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 12**

What are the challenges Financial Institutions face? (Select all that apply)

- A. Isolated data and outdated systems
- B. Rising class of new competitors
- C. Not enough data
- D. Regulatory compliance

**Answer: A,B,D (LEAVE A REPLY)**

**NEW QUESTION: 13**

Which three of the following statements are correct about the Actionable Relationship Center Manager (ARC)?

- A. The Salesforce Admin has to create a permission set for granting access to the ARC - FSC Lightning component.
- B. To enable users to see the ARC, you will need to add the component for ARC to the page layout.
- C. ARC is certified to work with Person Accounts and Individual Accounts.
- D. ARC displays up to 5 related lists that have a configured compact layout.
- E. The Association Type picklist controls the account-account relationship that display in the ARC.

**Answer: (SHOW ANSWER)**

### NEW QUESTION: 14

Lake Tahoe Bank branch manager Sue Barry wants to encourage all Personal Bankers to use Action Plans to capture repeatable tasks and automate the task sequences, improving collaboration and productivity. Which three of the following statements about Action Plans are true?

- A. When you work with Action Plans, you first create Action Plan Templates
- B. Action Plans require a monthly license fee per user
- C. Action Plans can be used to schedule appointments with the Bankers
- D. Action Plans make it easy to create reports and dashboards, so you can monitor progress and ensure compliance
- E. Action Plans can be used to automatically assign task owners and deadlines for specific client engagements

**Answer:** ([SHOW ANSWER](#))

The following statements about Action Plans are true:

When you work with Action Plans, you first create Action Plan Templates, which are reusable sets of tasks that define a common client process<sup>1</sup>.

Action Plans make it easy to create reports and dashboards, so you can monitor progress and ensure compliance. Users can use standard report types or custom report types to create reports on action plans, action plan templates, action plan items, action plan item templates, and action plan item owners<sup>1</sup>.

Action Plans can be used to automatically assign task owners and deadlines for specific client engagements. Users can specify task owners by using assignment logic such as specific user, role, queue, action plan creator, or account team<sup>1</sup>. Verified Reference: 1

### NEW QUESTION: 15

What step is required to give users access to the Financial Services Cloud Commercial Banking features?

- A. Update the user profiles to give users access to Financial Services Cloud objects
- B. Install the Commercial Banking Managed Package
- C. Assign permission sets to give users access to the Commercial Banking Console Lightning app.
- D. Update Industries Settings to give users access to the Commercial Banking Console Lightning app.

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

### NEW QUESTION: 16

When case assignment rules are being setup, cases can be assigned to whom? (2 answers)

- A. Case Team
- B. Contact

C. Queue

D. User

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

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#### **NEW QUESTION: 17**

Where should a Salesforce Administrator go to add custom icons to the Life Events and Business Milestones?

**A.** Lightning Page Layout > Life Events and Business Milestones Lightning Component > Page Icon Properties

**B.** Setup > Custom Code > Static Resources

**C.** Setup > User Interface > icons > Life Events and Business Milestones

**D.** Setup > Financial Services > Icons > Life Events and Business Milestones

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

Explanation

To add custom icons to the Life Events and Business Milestones, you need to upload them as static resources in Setup > Custom Code > Static Resources. You also need to update the Icon Name field on the Life Event and Business Milestone objects to match the name of the static resource. Verified References: : Salesforce Financial Services Cloud Implementation Guide, page 58.

#### **NEW QUESTION: 18**

The Salesforce Administrator at Lake Tahoe Bank is asked at make modifications to the Salesforce org to allow for more than one people being joint owners on a Financial Account. What will be the recommended approach to model this requirement?

**A.** Map the primary owner and one joint owner to the Financial Account, because FSC, supports only two joint account owners.

**B.** Map additional owners using the Financial Account Role.

**C.** Map additional owners using the Actionable Relationship Center.

**D.** Create lookup fields on the Financial Account object to support additional owners

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

To model a requirement where more than one person can be joint owners on a Financial Account, the Admin can map additional owners using the Financial Account Role. The Financial Account Role is a junction object that links a contact or an individual to a financial account and defines their role or relationship with that account. By using Financial Account Role, the Admin can add multiple owners to a Financial Account and specify their ownership percentage, primary status, and other details.

### **NEW QUESTION: 19**

If a client is associated with more than one Household or Group, where will this client's records get rolled up to?

- A.** to the household with the client's primary address
- B.** to all the parent households and groups
- C.** to the household selected by the advisor for record rollups.
- D.** to the Household where the client is the primary member

**Answer: C (LEAVE A REPLY)**

Explanation

If a client is associated with more than one Household or Group, their records will get rolled up to the household selected by the advisor for record rollups. A Household or Group is a construct in Financial Services Cloud that allows you to group related accounts together and view their aggregated financial data and activities. A client can belong to multiple Households or Groups, but only one of them can be selected as their primary Group for record rollups. The primary Group determines which Household or Group will display the client's records in its summary components or related lists. The advisor can select or change the primary Group for a client using the Primary Group field on the client's record page. Verified References: : Salesforce Help Article 6

### **NEW QUESTION: 20**

How can the Salesforce Admin help agents who deal with a large number of customers on a daily basis, quickly scan the Life Events component and find the information they need without much effort?

- A.** The Admin can customize the order of life events to be set in chronological order.
- B.** The user can customize the order of life events to be set in chronological order
- C.** The user can change the color of important life events to red.
- D.** The Admin can change the color of important life events to red.

**Answer: B (LEAVE A REPLY)**

### **NEW QUESTION: 21**

How are identification documents, other assets, liabilities, goals, and revenue modeled, in an existing Financial Services Cloud org using the individual account model?

**A.** An administrator is logged in to Data Loader with their own credentials to insert new Business Account records into their Salesforce environment. They forget to specify the Account Owner field in the import file.

**B.** Assuming there are no other issues, what should happen when the administrator uploads the import file?

The Attachment object is used to represent other assets, liabilities, and goals. In the individual model, these attachments are related to the Account object.

**C.** Custom objects are used to represent other assets, liabilities, and goals. In the individual model, these objects are related to the Account object.

**D.** Document, Note, and Attachment objects are used to represent other assets, liabilities, and goals. In the individual model, these objects are related to the person account.

**Answer: B (LEAVE A REPLY)**

Explanation

In an existing Financial Services Cloud org using the individual account model, custom objects are used to represent other assets, liabilities, and goals. These objects are related to the Account object via lookup relationships. For example:

The Other Asset object is used to represent non-financial assets owned by an account holder, such as real estate properties, vehicles, or jewelry.

The Other Liability object is used to represent non-financial liabilities owed by an account holder, such as mortgages, loans, or taxes.

The Financial Goal object is used to represent financial objectives pursued by an account holder, such as retirement planning, education funding, or debt reduction. Verified

References: : Salesforce Help Article

[10] : Salesforce Help Article [11] : Salesforce Help Article [12]

## **NEW QUESTION: 22**

The Salesforce Admin wants to make it easier for call center agents to complete some common tasks by setting up flows and launch them from the Retail Banking Console. What does the Admin have to keep in mind when setting up Flows?

**A.** To use Financial Services Cloud Flows, you'll need the Financial Services Managed Package installed in the org and the Financial Services Cloud a permission set assigned to the user.

**B.** Flows can be used to provide step-by-step guidance for address changes, without the need for the agent to navigate to different screens.

**C.** To open, edit, or create a Flow in Flow Builder, the user needs the Run Flows permission.

**D.** To use a Flow, a user must have access to the underlying object and its field

**Answer: (SHOW ANSWER)**

## **NEW QUESTION: 23**

Which of the following would be considered a Junction Object in Salesforce?

- A. Two standard objects that have lookup relationship with each other
- B. A many-to-many relationship created with two lookup relationships
- C. A custom object that contains a lookup field to a standard object
- D. A many-to-many relationship created with two master-detail relationship

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 24**

Sam is the Salesforce Admin for Valley Bank. The bank's financial advisors are complaining they can't see an accurate summary of their client's financial data as clients often change households. Sam wants to give his financial advisors a better view of the client's complete financial situation. How can he set this up using FSC?

- A. Create a custom object to track the client's financial data
- B. Use Process Builder to create a workflow to summarize data at the Person Account level
- C. Set client's financial data to be rolled up using Primary Group feature

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 25**

Which two statements are true for a Group in Financial Services Cloud?

- A. A group is a type of account record that people and businesses can be related to through the Financial Account relationship object
- B. A group is a type of account record that people and businesses can be related to through the account contact relationship object.
- C. Financial Services Cloud includes a group record type for households
- D. Financial Services Cloud includes a group record type for businesses

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 26**

Universal containers is using a private sharing model. The US sales director needs full access to all records of the US sales representatives.

How can this be accomplished?

- A. Give the US sales director read/write/edit/delete object permissions on the profile
- B. Place the US sales director in a queue with the US sales representative's
- C. Define a role hierarchy where the US sales director rolls up to the CEO
- D. Define a role hierarchy where the US sales representatives roll up to the US sales director

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

#### **NEW QUESTION: 27**

What relationship can be selected in a custom report type where accounts is the primary object and contacts is the related object? (2 Answers)

- A. Each account may or may not have related contacts.
- B. Each account must have a related account
- C. Each account must not have related contacts
- D. Each contact may or may not have a related account.

**Answer: A,B (LEAVE A REPLY)**

### **NEW QUESTION: 28**

Lake Tahoe Bank, an existing Salesforce customer, is planning to implement Financial Services Cloud. Their Salesforce Admin is considering whether to use a new Salesforce org or upgrade the existing org. Which three of the considerations below indicate that a new Salesforce org is the better choice?

- A. The bank wants to use this project as an opportunity to retire customization
- B. The current implementation is using a product-centric view and the bank wants to move to a customer-centric view.
- C. Data migration is a big concern. The current org has a large amount of data and the Bank wants to minimize data migration efforts.
- D. The bank has limited redesign opportunities for business capabilities.
- E. Existing business capabilities and processes can be redesigned to deliver a higher business impact

**Answer: A,B,E (LEAVE A REPLY)**

Explanation

The following considerations indicate that a new Salesforce org is the better choice for implementing Financial Services Cloud:

The bank wants to use this project as an opportunity to retire customization. A new org will allow the bank to start fresh and avoid carrying over unnecessary or outdated customization that may conflict with Financial Services Cloud features or best practices.

The current implementation is using a product-centric view and the bank wants to move to a customer-centric view. A new org will allow the bank to adopt the Financial Services Cloud data model, which is designed to provide a holistic view of the customer and their relationships, goals, financial accounts, activities, and interactions.

Existing business capabilities and processes can be redesigned to deliver a higher business impact. A new org will allow the bank to leverage the Financial Services Cloud capabilities, such as Action Plans, Relationship Groups, Rollup By Lookup, Service Processes, etc., to optimize their business processes and enhance their customer experience. Verified References: : Salesforce Help Article 6

### **NEW QUESTION: 29**

Which circumstances will prevent a system administrator from deleting a custom field?

- A. The field is part of a field dependency.
- B. The field is used in a workflow field update.
- C. The field is used in a page layout.

D. The field is used in a report.

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 30**

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

- A. Create a junction object between the external system and the new customer object where the data will reside
- B. Ensure custom metadata is configured and each custom metadata record details where the data will be sent
- C. Use a CSV file with the data created and use Data Loader to map to the correct field
- D. Utilize a field mapping file with the external system (allocation and the corresponding field in Salesforce)

**Answer: D (LEAVE A REPLY)**

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

**NEW QUESTION: 31**

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

- A. You can't create a goal for paying down a debt.
- B. You can only create savings-oriented goals.
- C. Financial Goals require the Financial Goals permission set to be visible to a user.
- D. You can associate a goal with a specific financial account.

**Answer: (SHOW ANSWER)**

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### NEW QUESTION: 32

The system administrator team at a retail consumer bank just received data migration instructions and guidance on Data Loader from their Salesforce architect to upgrade the existing Service Cloud org to a Financial Services Cloud (FSC) org.

In what order should the Salesforce objects be uploaded during an FSC data migration?

- A.** 1. Accounts and contacts  
2. Financial accounts  
3. Account groups and households
- B.** 1. Financial accounts  
2. Accounts and contacts  
3. Account groups
- C.** 1. Accounts and contacts  
2. Households  
3. Financial accounts
- D.** 1. Households  
2. Financial accounts  
3. Person accounts

**Answer: A (LEAVE A REPLY)**

Explanation

The order of uploading Salesforce objects during an FSC data migration is important to ensure data integrity and avoid errors. The recommended order is:

**Accounts and contacts:** These are the core objects that store the basic information about the customers and their relationships. They should be uploaded first to establish the foundation for the FSC data model<sup>4</sup>.

**Financial accounts:** These are the custom objects that store the financial information about the customers, such as balances, interest rates, fees, and transactions. They should be uploaded after the accounts and contacts, and linked to them using lookup fields<sup>5</sup>.

**Account groups and households:** These are the custom objects that group the accounts and contacts based on common attributes or relationships, such as family members or business partners. They should be uploaded after the financial accounts, and linked to them using junction objects<sup>6</sup>.

References:

Financial Services Cloud Data Model

Data Migration Best Practices

Accounts and Contacts

Financial Accounts

Account Groups and Households

### NEW QUESTION: 33

Cumulus Bank has implemented Compliant Data Sharing in Financial Services Cloud. Which two things happen when an opportunity record that has opportunity participants with associated share table entries is set to Private?

- A. The share table records are deleted.
- B. Share table records need to be manually deleted.
- C. All opportunity participant records are delete
- D. The opportunity participant records are not deleted.

**Answer: A,D (LEAVE A REPLY)**

Explanation

The following things happen when an opportunity record that has opportunity participants with associated share table entries is set to Private:

The share table records are deleted, which means that any sharing access granted by the opportunity participants is revoked.

The opportunity participant records are not deleted, which means that they still exist on the opportunity record and can be viewed by users who have access to the opportunity.

#### **NEW QUESTION: 34**

A commercial loan due diligence process is handled by multiple individuals at Lake Tahoe Bank. Lake Tahoe Bank wants an easy way for managers to distribute the work, to understand the % completion of the due diligence process per client and report on the performance of the department to show possible bottlenecks.

What FSC feature can Lake Tahoe Bank use to track this process?

- A. Workflow Rules/Process Builder
- B. Action Plans
- C. Apex Tnggers on the task object
- D. Flows

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 35**

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

- A. Create a junction object between the external system and the new customer object where the data will reside
- B. Ensure custom metadata is configured and each custom metadata record details where the data will be sent
- C. Use a CSV file with the data created and use Data Loader to map to the correct field
- D. Utilize a field mapping file with the external system (allocation and the corresponding field in Salesforce

**Answer: D (LEAVE A REPLY)**

Explanation

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

**NEW QUESTION: 36**

When importing data, what happens if some records do NOT meet the data validation criteria?

- A. Import process requires user authorization to import the invalid records
- B. Import process aborts when it encounters the first invalid record
- C. Import process fails only for the records with invalid data.
- D. Import process ignores the data validation criteria

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 37**

Lake Tahoe Bank's financial advisors are complaining that they can't see an accurate summary of their clients financial data as clients often change households. How can an Admin set up Financial Services Cloud to provide financial advisors with an accurate summary of their client's financial data?

- A. Create a roll-up field on the Opportunity object to track client's Financial Account balance and display the summary amount on the Person Account object.
- B. Set clients financial data to be rolled up using Financial Services Cloud Primary Group.
- C. Create a custom object to track client's financial data
- D. Use Process Builder to create a workflow to summarize data at the Person Account level.

**Answer: B (LEAVE A REPLY)**

A Primary Group is a construct in Financial Services Cloud that allows you to define the main group for a client. You can use Primary Group to roll up financial data from all the financial accounts that are related to the client or the group. This way, you can get an accurate summary of the client's financial data regardless of how often they change households. Verified Reference: : Salesforce Financial Services Cloud Implementation Guide, page 69.

**NEW QUESTION: 38**

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

- A. Financial accounts management
- B. Performance reporting
- C. Client onboarding

#### D. Opportunity management

**Answer: A (LEAVE A REPLY)**

#### Explanation

Financial accounts management is a Salesforce Financial Services Cloud feature that enables financial advisors to track and manage client accounts. A financial account is any account managed by a financial institution, such as a bank, an insurance company, or an investment firm. Financial Services Cloud supports many kinds of financial accounts, such as checking accounts, savings accounts, mortgages, credit cards, investment accounts, insurance policies, and more<sup>3</sup>. Financial advisors can use Financial Services Cloud to view, create, update, and delete financial accounts for their clients, as well as link them to other objects, such as households, goals, referrals, or opportunities<sup>4</sup>.

#### References:

Financial Accounts

Manage Financial Accounts

#### **NEW QUESTION: 39**

A corporate investment banking associate at Cumulus Capital works with a trusted analyst to create pitch books, analyze market data, and generate reports. The banking associate is looking to capture sensitive deal information in Salesforce. They wish to share the deal information with the trusted analyst only, without giving access to Salesforce users up the management chain in the Role Hierarchy.

What should a consultant do in Salesforce to build the required sharing model for sensitive deal data?

- A.** Use the Opportunity object to capture the deal data and use manual sharing to grant the analyst access.
- B.** Use the Financial Deal object to capture deal data and use Compliant Data Sharing to grant the analyst access.
- C.** Use the Financial Deal object to capture the deal data and use restriction rules to block user access above the banking associate in the Role Hierarchy.
- D.** Use the Opportunity object to capture the deal data and use Compliant Data Sharing to grant the analyst access.

**Answer: C (LEAVE A REPLY)**

To build the required sharing model for sensitive deal data, the consultant should use the Financial Deal object to capture the deal data and use restriction rules to block user access above the banking associate in the Role Hierarchy. The Financial Deal object is a custom object in Financial Services Cloud that allows you to track and manage complex deals that involve multiple parties, products, and stages. You can use the Financial Deal object to store sensitive deal information, such as deal name, amount, status, or participants. You can also use restriction rules to limit the visibility of Financial Deal records based on criteria such as role, profile, or ownership. Restriction rules can override the organization-wide default sharing settings and block user access to records that they

would otherwise be able to see through the Role Hierarchy or other sharing mechanisms.  
Verified Reference: : Salesforce Help Article 1 : Salesforce Help Article 2

#### **NEW QUESTION: 40**

Lake Tahoe Bank needs to conduct periodic reviews with their customers to review credit & debit card usage, review account payables and discuss credit needs. The bank wants to ensure such activities are tracked and exceptions are reported & followed up on in a timely manner. How can Financial Services Cloud support these requirements?

- A.** Create an Action Plan Template with associated pre-determined Tasks and automate the periodical creation of Action Plans for customer accounts.
- B.** Use Lightning Scheduler to periodically schedule tasks for account owners.
- C.** Run a nightly process to create tasks and assign them to account owners for follow-ups
- D.** Train account owners to create required tasks periodically and set due dates for tracking.

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

#### **NEW QUESTION: 41**

A sales executive at Universal containers wants to be notified whenever high-value opportunities are created for hot accounts.

How should an administrator meet this requirement?

- A.** Create an auto-response rule on the opportunity amount.
- B.** Create a validation rule that evaluates the account rating
- C.** Create an escalation rule based on the opportunity amount.
- D.** Create the workflow rule on opportunity object.

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

#### **NEW QUESTION: 42**

A financial services company wants to plan ahead for designing the Financial Services Cloud (FSC) implementation. Which three activities should the implementation team prioritize during planning?

- A.** Prepare for integrations with transactional systems, external data sources, custodians, and any other platforms that the company's business relies on.
- B.** Beyond the preconfigured settings, evaluate whether they need advanced customizations.
- C.** Enable and configure person accounts in FSC, and assign users with permission set licenses.
- D.** Review the out-of-the-box capabilities and compare them to the company's current needs.
- E.** Design the modifications to fields, picklists, layouts, and other required features to support business processes.

**Answer: ([SHOW ANSWER](#))**

## Explanation

The following activities should be prioritized by the implementation team during planning for designing the Financial Services Cloud implementation:

Prepare for integrations with transactional systems, external data sources, custodians, and any other platforms that the company's business relies on. Integrations are the connections or interactions that allow data or functionality to flow between different systems or platforms. You should prepare for integrations with your existing or new systems or platforms that support your business processes, such as transactional systems, external data sources, custodians, or other platforms. You should also consider the integration methods, tools, requirements, and challenges that you will need to address during the implementation.

Beyond the preconfigured settings, evaluate whether they need advanced customizations. Customizations are the changes or modifications that you make to Salesforce to meet your specific business needs or preferences. You should evaluate whether you need advanced customizations beyond the preconfigured settings that Financial Services Cloud provides out of the box, such as custom objects, fields, formulas, validation rules, workflows, triggers, or components. You should also consider the impact, benefits, and risks of your customizations on your data model, user interface, performance, security, or maintenance. Review the out-of-the-box capabilities and compare them to the company's current needs. Out-of-the-box capabilities are the features or functions that Financial Services Cloud offers without any customizations or configurations. You should review the out-of-the-box capabilities and compare them to your company's current needs and expectations. You should also identify any gaps or opportunities for improvement that you can address with configurations or customizations during the implementation.

Verified References: : Salesforce Help Article [12] : Salesforce Help Article [13] : Salesforce Help Article [14]

### **NEW QUESTION: 43**

Scott Adams calls his Personal Banker Hank Burton to apply for a loan to buy a boat. Hanks wants to refer Scott to the loan department, but the current process is manual and time-consuming. Hank is asking the bank's System Administrator to automate Referral creation in Salesforce. How can the Admin speed up and simplify Referral creation?

- A. Write a trigger to create Referrals from a 'Create Referral\*' button.
- B. Use
- C. Use the Case process and create Cases with Case Type 'Referrar'.
- D. Use Global Action to create Referrals.

**Answer: D (LEAVE A REPLY)**

### **NEW QUESTION: 44**

Lake Tahoe Bank branch manager Sue Berry wants to encourage all Personal Bankers to use Action Plans to capture repeatable tasks and automate the task sequences, improving

collaboration and productivity. Which three of the following statements about Action Plans are true?

- A. Action Plans can be used to automatically assign task owners and deadlines for specific client engagements.
- B. Action Plans make it easy to create reports and dashboards, so you can monitor progress and ensure compliance.
- C. When you work with Action Plans, you first create Action Plan Templates.
- D. Action Plans require a monthly license fee per user
- E. Action Plans can be used to schedule appointments with the Bankers.

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

#### **NEW QUESTION: 45**

Lake Tahoe Bank's System Administrator is implementing intelligent Need-Based Referrals in Salesforce. Referrals are modeled on the Lead object. Which three Lead features can the System Admin use for Intelligent Need-Based Referrals?

- A. Einstein Lead Scoring
- B. Lead Routing
- C. Web to-Lead
- D. Lead Assignment Rules
- E. Lead Approval

**Answer: A,B,D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 46**

The Salesforce Admin of Lake Tahoe Bank wants to implement Financial Services Cloud using the individual object model. What are the steps to disable person accounts?

- A. Assign the Individual record type to the user profiles.
- B. Assign the Person Account record type to the user profiles.
- C. Log a case with Salesforce to perform the conversion from Person Accounts to the individual model.
- D. Disable the Person Account custom setting.
- E. Remove Person Account record types from the Individual Record Type Mapper.

**Answer: A,D,E ([LEAVE A REPLY](#))**

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**NEW QUESTION: 47**

Which of the following is NOT an area that Salesforce Financial Services Cloud serves?

- A. Legal Services
- B. Lending Services
- C. Corporate & Institutional Banking
- D. Asset Management

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 48**

Planter Farm Credit Union provides loan and insurance products to farmers who operate individually as well as in collaboration with other neighboring farms & farmers. The collaboration can be seasonal or for a limited timeframe. What construct in Financial Services Cloud is most appropriate to represent such collaborative customer business operations?

- A. Contact-Contact Relationship
- B. Custom Relationship Group
- C. Account with Record Type = Business
- D. Standard Household

**Answer: B (LEAVE A REPLY)**

A Custom Relationship Group is a construct in Financial Services Cloud that allows you to model complex and dynamic relationships between clients and accounts. You can use it to represent collaborative customer business operations that are not captured by standard household or account structures. Verified Reference: : Salesforce Financial Services Cloud Implementation Guide, page 67.

**NEW QUESTION: 49**

Lake Tahoe Bank is migrating customer records from the Individual Model to Person Accounts. Which three steps should a Data Architect take to ensure a successful migration?

- A. Ensure Person Accounts is enabled on the org
- B. Configure your Person Account record types in the Individual Record Type Mapper.
- C. Enable 'Individual to Person Account Migration' in Custom Settings.
- D. Use a CSV field to map PersonRecordTypeId to the Person Account RecordTypeId and use Data Loader to update Client Records
- E. Log a case with Salesforce to perform the conversion from the Individual Model to Person Accounts.

**Answer: A,B,D (LEAVE A REPLY)**

The following steps are required to migrate customer records from the Individual Model to Person Accounts in Financial Services Cloud:

Ensure Person Accounts is enabled on the org. You need to have Person Accounts enabled before you can convert Individual Model records to Person Accounts. You can enable Person Accounts by contacting Salesforce Support or by using the Enable Person Accounts option in Setup > Account Settings.

Configure your Person Account record types in the Individual Record Type Mapper. You need to map your existing Individual Model record types to the corresponding Person Account record types. You can do this by using the Individual Record Type Mapper option in Setup > Financial Services Settings.

Use a CSV file to map PersonRecordTypeId to the Person Account RecordTypeId and use Data Loader to update Client Records. You need to update the Client records with the correct PersonRecordTypeId value that matches the Person Account RecordTypeId value. You can do this by using a CSV file and Data Loader to perform a bulk update operation.

Verified Reference: : Salesforce Help Article 1 : Salesforce Help Article 2 : Salesforce Help Article 3

#### **NEW QUESTION: 50**

Lake Tahoe Bank would like to restrict their Financial Services Cloud users from viewing certain types of milestones that might be irrelevant to their customers or might cause negative sentiment. How can the Salesforce Admin implement such a requirement?

- A.** The Salesforce Admin can hide the life Event or Business Milestone type, by removing it from the Event Type picklist.
- B.** The Salesforce Admin can manage sensitive Life Events using sharing rules.
- C.** The Salesforce Admin can manage sensitive Life Events using Permission Sets.
- D.** The Salesforce Admin can hide sensitive Life Events on the Life Events component on the Lightning Page using the Properties pane.

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 51**

A System Administrator has received a note from one of the portfolio managers that the Actionable Relationship Center (ARC) is not visible when the portfolio manager was trying to set up relationships between two accounts. The portfolio manager has also mentioned that other colleagues in the same role have access to it and are able to use it to manage their customer's relationships. What is a possible cause for this?

- A.** The portfolio manager has not been given the permissions that enable users to view and manage ARC
- B.** The portfolio manager does not have access to the Lightning page that has the ARC component added
- C.** The portfolio manager does not have access to the account records that he is trying to create for.

**D.** The ARC Component has not been added to the page layout

**Answer:** ([SHOW ANSWER](#))

A possible cause for why the portfolio manager cannot see ARC when trying to set up relationships between two accounts is that he has not been given the permissions that enable users to view and manage ARC. To access ARC, users need to have certain permissions and settings enabled in their user profile or permission set, such as:

View Setup and Configuration

Customize Application

Manage Custom Permissions

Financial Services Cloud Standard User

Financial Services Cloud Admin If any of these permissions or settings are missing, users may not be able to see or use ARC properly. Verified Reference: : Salesforce Help Article 5

### **NEW QUESTION: 52**

Salesforce provides a robust set of automation features to help save time and resources. For example, a system administrator can use Flow Builder to automate most of an organization's repetitive business processes.

Which use case is a suitable fit for Flow Builder?

**A.** Coordinate multiple flows and assign them to multiple teams or individuals.

**B.** Suggest offers and actions to users that are tailored to meet an organization's unique business criteria.

**C.** Collect input from internal users with a form placed on a Lightning page cKlaunched by a button.

**D.** Perform an operation for more records than schedule-triggered flows allow

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

Explanation

A suitable use case for Flow Builder is to collect input from internal users with a form placed on a Lightning page or launched by a button. Flow Builder is a tool that allows users to automate business processes by building flows that guide users through screens, execute logic, manipulate data, and interact with Salesforce and external systems. By using Flow Builder, the system administrator can create a flow that collects input from internal users with a form and performs actions based on the input.

### **NEW QUESTION: 53**

Lake Tahoe Bank, an existing Salesforce customer, is planning to implement FSC. Their Salesforce Admin is considering whether to use a new Salesforce org for the FSC users, or upgrade the existing org. Which considerations indicate that upgrading the existing Salesforce org is the better choice?

**A.** Data migration is a big concern. The current org has a large amount of data and the bank wants to minimize data migration efforts.

- B.** The current implementation is using a product-centric view and the bank wants to move to a customer-centric view.
- C.** The bank has limited redesign opportunities for business capabilities.
- D.** The bank wants to use this project as an opportunity to retire customizations.
- E.** The bank is currently using several ISV solutions and re-implementing them would be a big effort.

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 54**

What is a key step in identifying different business processes and outlining encompassing system flows based on the existing environment when setting up Salesforce Financial Services Cloud (FSC)?

- A.** Creating a new Salesforce instance from scratch for the customer
- B.** Importing the customer's existing data into Salesforce FSC without any modifications
- C.** Implementing a generic, one-size-fits-all solution for all customers
- D.** Conducting a gap analysis between the customer's current processes and Salesforce FSC capabilities

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

Explanation

A gap analysis is a key step in identifying different business processes and outlining encompassing system flows based on the existing environment when setting up Salesforce Financial Services Cloud (FSC). A gap analysis is a method of comparing the current state of a system or process with the desired future state and identifying the gaps or differences between them. By conducting a gap analysis, a consultant can understand the customer's pain points, requirements, and expectations and design a solution that leverages the best practices and features of Salesforce FSC.

References:

Gap Analysis

Salesforce Financial Services Cloud Implementation Guide

#### **NEW QUESTION: 55**

Mortgage Broker Sue Berry wants to give an incentive reward to her top internal referrers. What is the best practice for Sue Berry to identify her top referrers quickly?

- A.** Log each referral as an activity and create a dashboard.
- B.** Use Action Plans to create Referral Records.
- C.** Log referrers in Salesforce using the Lead object and create a "My top Referrers" report.
- D.** Use the Referral Performance by User dashboard to get the data.

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

#### **NEW QUESTION: 56**

Lake Tahoe Bank allows more than two owners on Financial Accounts. The Salesforce Admin wants to make sure that balances are rolled up to all joint owner's primary Households. Which 2 options does the Salesforce Admin have to accomplish this?

- A. Create custom RBL (Rollup By Lookup) rules to rollup the joint owner balances.
- B. Enable the 'Enable Rollup Summary' in custom settings
- C. Disable RBL (Rollup By Lookup) rules that rollup balances using joint owner on Financial Account.
- D. Enable all RBL (Rollup By Lookup) rules to ensure the balances are rolled up to the household level.
- E. Enable RBL (Rollup By Lookup) rules that rollup balances using Financial Account Role for joint owners.

**Answer: B,E (LEAVE A REPLY)**

### **NEW QUESTION: 57**

Cumulus Insurance has created a Delegated Administrator group for its franchise users to reduce the workload on head office support staff.

Which three functions should be added to the Delegated Administrator group?

- A. Unlock users.
- B. Modify permission sets.
- C. Set organization-wide sharing defaults on custom objects.
- D. Assign or remove permission sets for users in their delegated groups.
- E. Create and manage membership of specified public groups.

**Answer: A,D,E (LEAVE A REPLY)**

The following functions should be added to the Delegated Administrator group for its franchise users:

Unlock users, which is a function that allows delegated administrators to unlock users who have been locked out due to incorrect login attempts or password expiration.

Assign or remove permission sets for users in their delegated groups, which is a function that allows delegated administrators to grant or revoke additional permissions for users in their delegated groups by using permission sets.

Create and manage membership of specified public groups, which is a function that allows delegated administrators to create public groups for sharing purposes and add or remove users from those groups.

### **NEW QUESTION: 58**

Which 3 options does the Financial Services Cloud application offer to view and update Account-Account, Account-Contact, and Contact-Contact Relationships?

- A. Actionable Relationship Center
- B. Family Members Component
- C. Relationship Map
- D. Group Members Component

## E. Life Events Component

**Answer: (SHOW ANSWER)**

The following options are available to view and update Account-Account, Account-Contact, and Contact-Contact Relationships in Financial Services Cloud:

**Actionable Relationship Center:** This is a Lightning component that displays a list of all the relationships for a client or a group. You can use it to view, create, edit, and delete relationships.

**Relationship Map:** This is a Lightning component that displays a graphical representation of all the relationships for a client or a group. You can use it to visualize and navigate the relationship network.

**Group Members Component:** This is a Lightning component that displays a list of all the members of a group. You can use it to view, add, and remove group members. Verified Reference: : Salesforce Financial Services Cloud User Guide, page 34. : Salesforce Financial Services Cloud User Guide, page 36. : Salesforce Financial Services Cloud User Guide, page 38.

## NEW QUESTION: 59

A regional bank is implementing Financial Services Cloud (FSC). Today, relationship managers receive email reminders 2 days, 2 weeks, and 2 months after a new customer opens their first bank account to contact the customer for feedback. In addition, the bank wants the ability for relationship managers to track and report on progress in FSC.

What should the administrator do when designing the future state business process using FSC features?

- A.** When creating an account, create an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months.
- B.** When a lead or referral is converted, create an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months.
- C.** When an account status is changed to "Customer", create an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months.
- D.** When an account status is changed to "Customer", send emails to the Account Owner to follow up in 2 days, 2 weeks, and 2 months.

**Answer: C (LEAVE A REPLY)**

Explanation

To design the future state business process using FSC features, the administrator should create an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months when an account status is changed to "Customer". An action plan is a feature that allows users to create templates for common client processes, such as account opening, loan application, or financial review. An action plan template consists of action plan items that define the tasks, subtasks, and deadlines for each step of the process. By creating an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months when an account status is

changed to "Customer", the administrator can automate the email reminder process and track and report on the progress in FSC

**NEW QUESTION: 60**

Which chart type can be used to display summary values from two different levels of grouping in a report. (2 answers)

- A. Donut chart
- B. Funnel chart
- C. Stacked bar chart
- D. Grouped line chart

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 61**

Which setting in Action Plans helps to avoid non working hours, company holidays, and other non working days for deadline calculation?

- A. Skip Non-Work Days for Action Plans
- B. Skip Non-Work Days for Deadlines
- C. Skip Non-Work Days For Tasks
- D. Sync with Company Calendar

**Answer: (SHOW ANSWER)**

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**NEW QUESTION: 62**

Cumulus Insurance has created a Delegated Administrator group for its franchise users to reduce the workload on head office support staff.

Which three functions should be added to the Delegated Administrator group?

- A. Unlock users.
- B. Modify permission sets.
- C. Set organization-wide sharing defaults on custom objects.
- D. Assign or remove permission sets for users in their delegated groups.
- E. Create and manage membership of specified public groups.

**Answer: A,D,E (LEAVE A REPLY)**

## Explanation

The following functions should be added to the Delegated Administrator group for its franchise users:

Unlock users, which is a function that allows delegated administrators to unlock users who have been locked out due to incorrect login attempts or password expiration.

Assign or remove permission sets for users in their delegated groups, which is a function that allows delegated administrators to grant or revoke additional permissions for users in their delegated groups by using permission sets.

Create and manage membership of specified public groups, which is a function that allows delegated administrators to create public groups for sharing purposes and add or remove users from those groups.

## **NEW QUESTION: 63**

What is a method for adding content to Salesforce CRM content? (2 answers)

- A. Libraries
- B. Chatter files
- C. Documents
- D. Attachments

**Answer: A,B (LEAVE A REPLY)**

## **NEW QUESTION: 64**

The Actionable Relationship Center (ARC) is using the Association Type picklist to control the account-account relationships. Which three of the following names are Association Type picklist field values?

- A. Member
- B. Group
- C. Trust
- D. Family
- E. Peer

**Answer: C,D,E (LEAVE A REPLY)**

## Explanation

The following names are Association Type picklist field values:

Trust, which is a value that indicates that the accounts are related through a trust relationship.

Family, which is a value that indicates that the accounts are related through a family relationship.

Peer, which is a value that indicates that the accounts are related through a peer relationship.

## **NEW QUESTION: 65**

Sales representatives at universal containers should not be able to create leads, delete their own accounts, or send mass emails How can an administrator meet these requirements?

- A. Create a sharing rule.
- B. Modify a standard profile.
- C. Change the organization-wide default settings.
- D. Create a custom profile.

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 66**

What feature does a Salesforce Administrator need to enable so users can see all the referrals for the members of a group?

- A. Referral Scoring
- B. Referrals Rollups
- C. Group Member Referrals
- D. Referral Group Process Builder

**Answer: B (LEAVE A REPLY)**

Explanation

Referrals Rollups is a feature that enables users to see all the referrals for the members of a group, such as a branch or a team. It also allows users to filter referrals by status, priority, or owner.

#### **NEW QUESTION: 67**

The Salesforce Admin of Lake Tahoe Bank wants to implement Financial Services Cloud using the individual object model. What are the steps to disable person accounts? (Choose Three)

- A. Log a case with Salesforce to perform the conversion from Person Accounts to the individual model.
- B. Assign the Person Account record type to the user profiles.
- C. Disable the Person Account custom setting.
- D. Remove Person Account record types from the Individual Record Type Mapper.
- E. Assign the Individual record type to the user profiles.

**Answer: A,D,E (LEAVE A REPLY)**

The following steps are required to disable Person Accounts and use the Individual object model in Financial Services Cloud:

Log a case with Salesforce to perform the conversion from Person Accounts to the individual model. You need to contact Salesforce Support to request the conversion from Person Accounts to the individual model. This is an irreversible process that affects your data model and user interface. You should carefully evaluate your business needs and test the functionality in a sandbox or developer org before requesting the conversion in production.

Remove Person Account record types from the Individual Record Type Mapper. You need to remove any Person Account record types that are mapped to Individual record types in the Individual Record Type Mapper. This is a custom setting that defines how records are created when using certain features, such as Einstein Data Capture or Salesforce Inbox. You can access this setting by going to Setup > Financial Services Settings > Individual Record Type Mapper.

Assign the Individual record type to the user profiles. You need to assign the Individual record type to the user profiles that need to create or access Individual records. The Individual record type is a standard record type on the Account object that represents an individual person who is not directly related to your business, such as a prospect, influencer, or household member. You can assign record types by going to Setup > Profiles > Object Settings > Accounts > Record Types. Verified Reference: : Salesforce Help Article 5 : Salesforce Help Article 6 : Salesforce Help Article 7

### **NEW QUESTION: 68**

Which three standard fields are available to track a customer's retirement goal progress?

- A. Contributions
- B. Actual value
- C. Total Value
- D. Target value
- E. Target Date

**Answer: B,D,E (LEAVE A REPLY)**

The following standard fields are available to track a customer's retirement goal progress:

Actual value, which is a currency field that represents the current value of the goal.

Target value, which is a currency field that represents the desired value of the goal.

Target Date, which is a date field that represents the expected date of achieving the goal.

### **NEW QUESTION: 69**

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

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

- A. Create a new type of person account so trust group details roll down to the beneficiaries level.
- B. Create a Custom Field Set solely for the Wealth Managers without affecting the Investment Bankers.
- C. Assign the Custom Field Set to the Financial Summary component.
- D. Create and assign the Custom Field Set permission set to all users.
- E. Assign the Custom Field Set To a Lightning component.

**Answer: B,C,E (LEAVE A REPLY)**

Explanation

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

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

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

Assign the Custom Field Set To a Lightning component. A Lightning component is a reusable unit of user interface that can be added to any Lightning page, such as record pages, app pages, or Home pages.

You can use Lightning components to enhance the functionality and user experience of your pages. You can assign a Custom Field Set to a Lightning component by using the Lightning App Builder and selecting the Custom Field Set from the Component Properties panel. Verified References: : Salesforce Help Article 1 : Salesforce Help Article 2 : Salesforce Help Article 3

### **NEW QUESTION: 70**

A bank recently sold its wealth management division and wants to improve its customers' digital experience.

The bank engaged Salesforce Professional Services to upgrade its existing Salesforce CRM to Financial Services Cloud and deliver its Bank of the Future vision.

Which three expected outcomes can serve as return on investment (ROI) justifications to the bank's chief financial officer (CFO) and investment committee?

- A.** Unify and improve team collaboration by sharing and managing customer leads and referrals across multiple lines of business at the bank to drive customers' financial needs and deepen client relationships.
- B.** Deliver connected and personalized digital experiences to the bank's customers thanks to a 360-degree view of its customer data consolidating multiple customer databases and sources from diverse channels at the bank.
- C.** Simplify the client onboarding process with proper tools to streamline customer discovery and internal reviews through renewal.

**D.** Manage policy holder's interactions with customer service agents intelligently through the underwriting process.

**E.** Modernize client-advisor experiences from engagement to relationship management to effectively drive long-term, trusted relationships.

**Answer: (SHOW ANSWER)**

Explanation

Unify and improve team collaboration by sharing and managing customer leads and referrals across multiple lines of business at the bank to drive customers' financial needs and deepen client relationships; Deliver connected and personalized digital experiences to the bank's customers thanks to a 360-degree view of its customer data consolidating multiple customer databases and sources from diverse channels at the bank; Modernize client-advisor experiences from engagement to relationship management to effectively drive long-term, trusted relationships.

### **NEW QUESTION: 71**

Lake Tahoe Bank needs to conduct periodic reviews with their customers to review credit & debit card usage, review account payables and discuss credit needs. The bank wants to ensure such activities are tracked and exceptions are reported & followed up on in a timely manner. How can Financial Services Cloud support these requirements?

**A.** Run a nightly process to create tasks and assign them to account owners for follow-ups

**B.** Train account owners to create required tasks periodically and set due dates for tracking.

**C.** Use Lightning Scheduler to periodically schedule tasks for account owners.

**D.** Create an Action Plan Template with associated pre-determined Tasks and automate the periodical creation of Action Plans for customer accounts.

**Answer: D (LEAVE A REPLY)**

As explained in the previous question, Action Plans are a feature that can help users track and manage common client processes. By creating an Action Plan Template with associated pre-determined Tasks, such as reviewing credit & debit card usage, reviewing account payables, and discussing credit needs, users can ensure that these activities are tracked and followed up on in a timely manner. Users can also automate the periodical creation of Action Plans for customer accounts using Process Builder or Apex triggers.

### **NEW QUESTION: 72**

Users at Lake Bank have been creating multiple events for once in a lifetime event such as birth. What should an Administrator do to prevent users from accidentally creating more than one event of such an event type?

**A.** Create an Apex trigger that will prevent the saving of multiple one-time events

**B.** Select the Unique checkbox on the picklist value for the Event Type field on the Person Life Event object

**C.** Remove user's ability to create one-time events

**D.** Create a validation rule that will stop the user if they attempt to add multiple one-time events.

**Answer:** [\(SHOW ANSWER\)](#)

To prevent users from accidentally creating more than one event of such an event type, the Admin should create a validation rule that will stop the user if they attempt to add multiple one-time events. A validation rule is a rule that verifies that the data a user enters in a record meets the standards you specify before the user can save the record. By creating a validation rule, the Admin can ensure that only one event of a certain type can be created for each contact.

### **NEW QUESTION: 73**

When creating a Custom Summary Formula in a Report, what are the four valid Summary Types which you can select? (4 answers)

- A. Average
- B. Min
- C. Sum
- D. Previous
- E. Max
- F. Total

**Answer:** [A,B,C,E \(LEAVE A REPLY\)](#)

### **NEW QUESTION: 74**

A financial services company needs to capture a new type of referral that has different required fields than what is currently configured in the org.

Which three steps should the administrator take to configure Financial Services Cloud correctly based on the scenario?

- A. Assign the record type to users.
- B. Create a new record type 'Referral' on the Lead object.
- C. Create a new referral record type mapper record.
- D. Create a custom Referral object.
- E. Update the lead page layout.

**Answer:** [A,B,E \(LEAVE A REPLY\)](#)

The following steps should be taken by the administrator to configure Financial Services Cloud correctly based on the scenario:

Assign the record type to users. You need to assign the new record type to the user profiles or permission sets that need to create or access referrals of that type. You can assign record types by going to Setup > Profiles > Object Settings > Leads > Record Types or Setup > Permission Sets > Object Settings > Leads > Record Types.

Create a new record type 'Referral' on the Lead object. You need to create a new record type on the Lead object and name it Referral. You can use this record type to distinguish

referrals from other types of leads and apply different page layouts, business processes, or validation rules for referrals.

Update the lead page layout. You need to update the page layout for the Referral record type and add or remove fields according to the requirements. You can also make some fields required or read-only on the page layout level. You can edit page layouts by going to Setup > Object Manager > Lead > Page Layouts. Verified Reference: : Salesforce Help Article 3 : Salesforce Help Article [4] : Salesforce Help Article [5]

### **NEW QUESTION: 75**

Scott Adams is opening a joint savings account with his mom, Rachel Adams. Rachel Adams is the primary member of the Adams Household. Personal Banker Hank Burton wants to make sure that Scott's data is rolling up to the Adams Household. How can the Banker accomplish this?

- A. Make the Adams Household Scott's primary Group and make Scott the primary member
- B. Disable the Primary Group setting for Scott on the Adams Household
- C. Add Scott as a Related Contact to the Adams Household.
- D. Make the Adams Household Scott's primary Group and edit the Activities & Objects to roll up.

**Answer: D (LEAVE A REPLY)**

### **NEW QUESTION: 76**

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

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

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

**Answer: B,C (LEAVE A REPLY)**

Explanation

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

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

The reportable objects include Banker, Branch Unit, Branch Unit Related Records, and Branch Unit Customer. These are custom objects that are part of the branch management feature in Financial Services Cloud. Banker is an object that represents a banker or an employee who works at a branch unit.

Branch Unit is an object that represents a physical location where bankers provide services to customers.

Branch Unit Related Record is an object that represents a record that is related to a branch unit, such as an opportunity, an account, a lead, or a contact. Branch Unit Customer is an object that represents a customer who has a relationship with a branch unit.

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

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#### **NEW QUESTION: 77**

What item appears in a user's My Unresolved items after synchronization (2 answers)

- A. Note not associated to a record
- B. Emails not associated to a record
- C. Cases not assigned to a contact
- D. Contacts not assigned to an account

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 78**

Where should a Salesforce Administrator go to add custom icons to the Life Events and Business Milestones?

- A. Setup > Custom Code > Static Resources
- B. Setup > User Interface > icons > Life Events and Business Milestones
- C. Setup > Financial Services > Icons > Life Events and Business Milestones
- D. Lightning Page Layout > Life Events and Business Milestones Lightning Component > Page Icon Properties

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 79**

An investment banker is looking to take detailed meeting notes and share them easily with his colleagues while specifying confidentiality and meeting attendees. Which Financial Services Cloud feature should a consultant recommend in this scenario?

- A. Notes
- B. Events
- C. Engagement Interaction
- D. Interaction Summary

**Answer:** ([SHOW ANSWER](#))

Explanation

Interaction Summary is the Financial Services Cloud feature that should be recommended in this scenario.

Interaction Summary is a standard object that represents a summary of an interaction with a client or a group of clients. It allows the user to capture meeting notes, specify confidentiality level, link related records, and associate interaction participants. Interaction Summary can be created from the Interaction Summary component on a record page or from the New Interaction Summary action on a list view or related list.

References: [Interaction Summary Object], [Create an Interaction Summary]

**NEW QUESTION: 80**

What does a page layout allow an administrator to control?

- A. The business process and related picklist values displayed
- B. The fields users see on detail and edit pages
- C. The fields users see in reports and list views
- D. The record types available to each role and profile

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 81**

The Salesforce Admin at Lake Tahoe Bank is implementing Financial Services Cloud and wants to roll up customer data at the client and group levels. What functionality can Rollup By Lookup (RBL) provide for this requirement?

- A. RBL calculations can not be disabled when importing data into your Salesforce org.
- B. An RBL rule displays summary calculations of financial account information, such as account balances.
- C. When you edit a financial account record or primary Group membership, the Rollup By Lookup (RBL) configuration updates the corresponding RBL summaries at the client and Group levels.
- D. Rollups for multiple joint owners are not supported
- E. Rollup By Lookup (RBL) displays associated records for Financial Accounts, Financial Goals, and Opportunities.

**Answer: B,C,E (LEAVE A REPLY)**

Explanation

The functionality that Rollup By Lookup (RBL) can provide for rolling up customer data at the client and group levels are as follows:

An RBL rule displays summary calculations of financial account information, such as account balances, net worth, total assets, total liabilities, and so on<sup>1</sup>.

When you edit a financial account record or primary group membership, the Rollup By Lookup (RBL) configuration updates the corresponding RBL summaries at the client and group levels<sup>1</sup>.

Rollup By Lookup (RBL) displays associated records for Financial Accounts, Financial Goals, and Opportunities on the client and group pages<sup>1</sup>. Verified References: 1

### **NEW QUESTION: 82**

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

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

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

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

**Answer: A (LEAVE A REPLY)**

### **NEW QUESTION: 83**

Lake Tahoe Bank branch manager Sue Barry wants to encourage all Personal Bankers to use Action Plans to capture repeatable tasks and automate the task sequences, improving collaboration and productivity. Which three of the following statements about Action Plans are true?

**A.** Action Plans can be used to automatically assign task owners and deadlines for specific client engagements

**B.** Action Plans make it easy to create reports and dashboards, so you can monitor progress and ensure compliance

**C.** When you work with Action Plans, you first create Action Plan Templates

**D.** Action Plans require a monthly license fee per user

**E.** Action Plans can be used to schedule appointments with the Bankers

**Answer: A,B,C (LEAVE A REPLY)**

### **NEW QUESTION: 84**

A financial services company wants to plan ahead for designing the Financial Services Cloud (FSC) implementation. Which three activities should the implementation team prioritize during planning?

- A.** Prepare for integrations with transactional systems, external data sources, custodians, and any other platforms that the company's business relies on.
- B.** Beyond the preconfigured settings, evaluate whether they need advanced customizations.
- C.** Enable and configure person accounts in FSC, and assign users with permission set licenses.
- D.** Review the out-of-the-box capabilities and compare them to the company's current needs.
- E.** Design the modifications to fields, picklists, layouts, and other required features to support business processes.

**Answer: (SHOW ANSWER)**

The following activities should be prioritized by the implementation team during planning for designing the Financial Services Cloud implementation:

Prepare for integrations with transactional systems, external data sources, custodians, and any other platforms that the company's business relies on. Integrations are the connections or interactions that allow data or functionality to flow between different systems or platforms. You should prepare for integrations with your existing or new systems or platforms that support your business processes, such as transactional systems, external data sources, custodians, or other platforms. You should also consider the integration methods, tools, requirements, and challenges that you will need to address during the implementation.

Beyond the preconfigured settings, evaluate whether they need advanced customizations. Customizations are the changes or modifications that you make to Salesforce to meet your specific business needs or preferences. You should evaluate whether you need advanced customizations beyond the preconfigured settings that Financial Services Cloud provides out of the box, such as custom objects, fields, formulas, validation rules, workflows, triggers, or components. You should also consider the impact, benefits, and risks of your customizations on your data model, user interface, performance, security, or maintenance. Review the out-of-the-box capabilities and compare them to the company's current needs. Out-of-the-box capabilities are the features or functions that Financial Services Cloud offers without any customizations or configurations. You should review the out-of-the-box capabilities and compare them to your company's current needs and expectations. You should also identify any gaps or opportunities for improvement that you can address with configurations or customizations during the implementation. Verified Reference: : Salesforce Help Article [12] : Salesforce Help Article [13] : Salesforce Help Article [14]

**NEW QUESTION: 85**

Which two statements are true about Group Membership in Financial Services Cloud?

- A.** Group Membership defines the role of the member within the Group.
- B.** With Group Membership settings you can define who is the primary and who is the secondary member within the Group.

C. With Group Membership settings you can define if a Group is the member's primary Group.

D. Group Membership is modeled using the Account-Group Relationship object.

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

### **NEW QUESTION: 86**

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

A. Utilize Insurance Flow Templates.

B. Create an Action Plan Template for capturing beneficiary data and payment information.

C. Provide a better user interface by building Lightning web components for beneficiary data and payment information.

D. Install an Insurance Data AppExchange package.

**Answer: ([SHOW ANSWER](#))**

Explanation

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

References:

[[Insurance Flow Templates](#)]

[[Customize Insurance Flows](#)]

### **NEW QUESTION: 87**

A consultant is building an agent console for an insurance company using FlexCards to provide a 360-degree view of its customers. An Integration Procedure will be used to retrieve Account, Opportunity, and Contract data. The agent wants the following information displayed:

\* Account information including account name, phone, and website

\* Active opportunities related to the Account

\* Active insurance policies related to the Account

\* The ability to view and renew policies

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

A. Parent FlexCard with single Child and Card Actions

- B. Parent FlexCard with multiple Child Flex Cards and Card Actions
- C. Parent FlexCard with multiple Child Flex Cards and different Card States
- D. Parent FlexCard with single Child and multiple Card States

**Answer:** ([SHOW ANSWER](#))

Explanation

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

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

#### **NEW QUESTION: 88**

What is included in a FSC license?

- A. Lightning Scheduler
- B. Einstein Analytics for Financial Services
- C. FSC for Community
- D. Action Plans

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 89**

Which three standard fields are available to track a customer's retirement goal progress?

- A. Target Date
- B. Total Value
- C. Target value
- D. Contributions
- E. Actual value

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

#### **NEW QUESTION: 90**

What standard object has a one-to-many relationship with the account object? (3 answers)

- A. Contact
- B. Lead
- C. Opportunity
- D. Campaign
- E. Case

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

**NEW QUESTION: 91**

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

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

**Answer: ([SHOW ANSWER](#))**

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

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**NEW QUESTION: 92**

True or False? A button to "Open Relationship Center" can be added to Account, Contact and Opportunity page layouts.

- A. True
- B. False

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 93**

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

What should the consultant consider from a customer onboarding perspective?

- A.** If the company struggles with the low efficiency of collecting data in questionnaires and meeting compliance with the company policies. Action Plan can be used to improve the current state.
- B.** If the company struggles with the low efficiency of tracking required documents for its customers and creating templates for checklists. Discovery Framework is recommended to improve the current state.
- C.** If the company struggles with the low efficiency of tracking required documents for its customers and creating templates for checklists, Action Plan is recommended to improve the current state.
- D.** If the company struggles with the low efficiency of collecting data in questionnaires and meeting compliance with the company policies. Discovery Framework can be used to improve the current state.

**Answer: A (LEAVE A REPLY)**

Explanation

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

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

#### **NEW QUESTION: 94**

Lake Tahoe Bank would like to capture their commercial customers in FSC. A commercial customer can be owned by multiple groups. How can Lake Tahoe Bank SF Admin configure FSC to capture and display commercial customer and its parent company ? (3 correct answers)

- A.** Add the Business record type to the Group record type mapper
- B.** Capture the majority owner as parent account using Account hierarchy
- C.** Leverage Groups to capture the majority owner and Account hierarchy to capture minority owner
- D.** Enable Relationship Group Hierarchy in Custom Metadata
- E.** Link multiple owners to the business entity as a Group

**Answer: A,C,E (LEAVE A REPLY)**

Explanation

To capture and display commercial customers and their parent companies, Lake Tahoe Bank SF Admin can use the following steps:

Add the Business record type to the Group record type mapper, which is a custom metadata type that defines which record types can be added as members of a group<sup>1</sup>.

Leverage Groups to capture the majority owner of a commercial customer, which is a business entity that has a stake in another business entity<sup>1</sup>. Groups are a feature that allows users to create and manage household and business relationships<sup>1</sup>.

Use Account hierarchy to capture minority owners of a commercial customer, which are business entities that have less than 50% stake in another business entity<sup>2</sup>. Account hierarchy is a feature that allows users to see how accounts are related to each other in a parent-child relationship<sup>2</sup>.

Link multiple owners to the business entity as a Group, which allows users to see all the stakeholders of a commercial customer in one place<sup>1</sup>

### **NEW QUESTION: 95**

Lake Tahoe Bank's financial advisors are complaining that they can't see an accurate summary of their clients financial data as clients often change households. How can an Admin set up Financial Services Cloud to provide financial advisors with an accurate summary of their client's financial data?

- A.** Create a roll-up field on the Opportunity object to track client's Financial Account balance and display the summary amount on the Person Account object.
- B.** Set clients financial data to be rolled up using Financial Services Cloud Primary Group.
- C.** Use Process Builder to create a workflow to summarize data at the Person Account level.
- D.** Create a custom object to track client's financial data

**Answer: B (LEAVE A REPLY)**

### **NEW QUESTION: 96**

Our Personal Banker Hank Burton wants to encourage his customers to provide required documents for a loan application. He creates Document Checklist Items that help his customers to manage file uploads to speed up loan approval. For which of the following records does Salesforce support Document Checklist Items out of the box? (Choose Three)

- A.** Contact
- B.** Lead
- C.** Account
- D.** Residential Loan Application
- E.** Opportunity

**Answer: (SHOW ANSWER)**

The following records support Document Checklist Items out of the box in Financial Services Cloud:

**Account:** An Account is a record that represents a person or an organization that has a business relationship with your company. You can use Document Checklist Items to request and track documents from your account holders, such as identity proofs, tax forms, or contracts.

**Residential Loan Application:** A Residential Loan Application is a record that represents a request for a loan to purchase or refinance a residential property. You can use Document Checklist Items to request and track documents from your loan applicants, such as income statements, credit reports, or property appraisals.

**Opportunity:** An Opportunity is a record that represents a potential sale or deal for your products or services. You can use Document Checklist Items to request and track documents from your opportunity owners, such as proposals, quotes, or agreements.

**Verified Reference:** : Salesforce Help Article 2 : Salesforce Help Article 3 : Salesforce Help Article 4

### **NEW QUESTION: 97**

The Actionable Relationship Center (ARC) is using the Association Type picklist to control the account-account relationships. Which three of the following names are Association Type picklist field values?

- A. Member
- B. Group
- C. Trust
- D. Family
- E. Peer

**Answer:** ([SHOW ANSWER](#))

The following names are Association Type picklist field values:

Trust, which is a value that indicates that the accounts are related through a trust relationship.

Family, which is a value that indicates that the accounts are related through a family relationship.

Peer, which is a value that indicates that the accounts are related through a peer relationship.

### **NEW QUESTION: 98**

Which step is required to give a group of users access to a Financial Deal?

**A.** Change organization-wide defaults (OWD) sharing on the Financial Deal object to Public Read/Write.

**B.** Create a Financial Deal permission set and assign it to the users that should have access to Financial Deals.

**C.** Share a financial deal record with a group by adding them as participants to the record from the Financial Deal Participants related list,

**D.** Update Industries Settings to give users access to the Financial Dew object.

**Answer: C (LEAVE A REPLY)**

Explanation

To give a group of users access to a Financial Deal, you need to share a financial deal record with a group by adding them as participants to the record from the Financial Deal Participants related list. The Financial Deal Participants related list is a custom related list on the Financial Deal object that allows you to add users, groups, or queues as participants of a financial deal. Participants can have different roles and access levels for a financial deal, such as Owner, Collaborator, Viewer, or Approver. By adding a group as a participant, you can grant access to all the members of that group for a specific financial deal. Verified References: : Salesforce Help Article [6] : Salesforce Help Article [7]

**NEW QUESTION: 99**

Which 3 out of the box capabilities come with Financial Services Cloud Lead & Referral Management?

- A. Referral Conversion
- B. Assigning a Referral
- C. Round Robin Referral Routing
- D. Accepting a Referral
- E. Referral Automated Approvals

**Answer: A,B,D (LEAVE A REPLY)**

The following out of the box capabilities come with Financial Services Cloud Lead & Referral Management:

Referral Conversion: This capability allows you to convert a referral to an opportunity, a contact, or an account. You can use this capability to track the progress and outcome of a referral and measure its impact on your business.

Assigning a Referral: This capability allows you to assign a referral to another user, queue, or line of business. You can use this capability to route a referral to the appropriate person or team who can best meet the customer's need or interest.

Accepting a Referral: This capability allows you to accept a referral that is assigned to you or your queue. You can use this capability to acknowledge that you have received a referral and are ready to work on it. Verified Reference: : Salesforce Help Article 1 : Salesforce Help Article 3 : Salesforce Help Article 5

**NEW QUESTION: 100**

Personal Banker Hank Burton is questioning his Referral Score shown in Salesforce FSC. When is the Referral Score updated?

- A. The Referral Score updated when a referral is converted to an Opportunity or closed.
- B. The Referral Score updated when a lead is created using the referral record type.
- C. The Referral Score updated when an opportunity associated with the Referral is Closed Won.
- D. The Referral Score updated when a referral is assigned from the queue to a user.

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

**NEW QUESTION: 101**

If a client is associated with more than one Household or Group, where will this clients records get rolled up to?

- A.** to the household with the client's primary address
- B.** to all the parent households and groups
- C.** to the household selected by the advisor for record rollups.
- D.** to the Household where the client is the primary member

**Answer: ([SHOW ANSWER](#))**

If a client is associated with more than one Household or Group, their records will get rolled up to the household selected by the advisor for record rollups. A Household or Group is a construct in Financial Services Cloud that allows you to group related accounts together and view their aggregated financial data and activities. A client can belong to multiple Households or Groups, but only one of them can be selected as their primary Group for record rollups. The primary Group determines which Household or Group will display the client's records in its summary components or related lists. The advisor can select or change the primary Group for a client using the Primary Group field on the client's record page. Verified Reference: : Salesforce Help Article 6

**NEW QUESTION: 102**

Rachel is the primary member of the Adams household hired a new attorney. What type of relationship should the Wealth Advisor create in Financial Services Cloud for Rachel and her attorney before assigning the reciprocal role of "Attorney"?

- A.** Create an Account-Contact relationship between the Adams Household and the attorney.
- B.** Create an Account-Account relationship between the Adams Household and the attorney
- C.** Create a Contact-Contact Relationships between the primary member of the Adams Household and the attorney.
- D.** Create an Account-Account Relationship between the Addams Family Trust and the attorney.

**Answer: ([SHOW ANSWER](#))**

To create a relationship between Rachel and her attorney before assigning the reciprocal role of "Attorney", the Wealth Advisor should create a Contact-Contact Relationship between the primary member of the Adams Household and the attorney. A Contact-Contact Relationship is a junction object that links two contacts or individuals and defines their relationship with each other<sup>2</sup>. By using Contact-Contact Relationship, the Wealth Advisor can capture Rachel's extended network of relationships with people outside of her household. Verified Reference: 2

**NEW QUESTION: 103**

Which statement is true regarding an approval process? (2 answers)

- A. An assignment rule defines the approver for each process step
- B. A delegated approver can reassign approval requests
- C. The approval history related list can be used to track the process
- D. An approval action defines the result of record approval or rejection

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

**NEW QUESTION: 104**

A Bank of the Future customer calls the bank to update the address on their account. The call center agent handling the call needs to enter a new address into the system. The agent enters the new contact information using an OmniScript and then needs to generate a prefilled PDF with the new address that can be shared with the customer.

Which two OmniStudio tools should a consultant recommend to generate the prefilled PDF?

- A. OmniStudio Action Document Generation
- B. Calculation Procedure
- C. DataRaptor
- D. Integration Procedure

**Answer: ([SHOW ANSWER](#))**

Explanation

The following OmniStudio tools should be recommended to generate the prefilled PDF:

OmniStudio Action Document Generation, which is a tool that allows users to create documents from templates and data sources using OmniScripts and Integration Procedures. By using OmniStudio Action Document Generation, the consultant can create a document template with placeholders for the contact and address information and generate a PDF file from it using an OmniScript.

DataRaptor, which is a tool that allows users to extract and transform data from Salesforce or external systems using Integration Procedures. By using DataRaptor, the consultant can create a data source that retrieves the contact and address information from Salesforce and maps it to the document template placeholders.

**NEW QUESTION: 105**

The Salesforce Admin at Lake Tahoe Bank is implementing Financial Services Cloud and wants to rollup financial data at the client and group levels? What functionality can Rollup By Lookup (RBL) provide for this requirement?

- A. RBL calculations can't be disabled when importing data into your Salesforce org.
- B. When you edit a financial account record or primary Group membership, the Rollup By Lookup (RBL) configuration updates the corresponding RBL summaries at the client and Group levels.

- C. An RBL rule displays summary calculations of financial account information, such as account balances.
- D. Rollup By Lookup (RBL) displays associated records for Financial Accounts, Financial Goals and Opportunities.
- E. Rollups for multiple joint owners are not supported.

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 106**

A company wants to convert its Salesforce Financial Services Cloud implementation from using the individual account model to using person accounts.

Which three things should a consultant do to prepare for the conversion?

- A. Update all opportunities linked to individual account records to be owned by the individual account record's owner.
- B. Test out the conversion in a sandbox, including all integrations and customizations.
- C. Ensure all individual account records to be converted are only linked to exactly one contact record.
- D. Ensure each individual account to be converted is not a parent account of any other account records.
- E. Ensure each account.phone field in the individual account record is blank.

**Answer: ([SHOW ANSWER](#))**

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#### **NEW QUESTION: 107**

Relationship Management enables you to (Check the 3 that apply)

- A. Define the Role of the Member of the group
- B. Define Primary Group for a Member
- C. Display Financial Holding Data
- D. Define who are the members of a Relationship Group.

**Answer: A,B,D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 108**

Which of these statements are true for Rollups in Financial Services Cloud?

- A. Rollups are done at both the client and group levels
- B. All financial accounts information, such as account balances are calculated and summarized at the Financial Account Summary level
- C. Activities can not be rolled up on the activity timeline at group/household level.

**Answer: B (LEAVE A REPLY)**

### **NEW QUESTION: 109**

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

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

- A. Document the business process flows.
- B. Design the solution using the Financial Services Cloud components.
- C. Create a visual flow diagram.
- D. Understand the journey!for the multiple personas involved in the process.
- E. Determine the best e-sigTiature solution to use.

**Answer: (SHOW ANSWER)**

Explanation

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

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

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

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

Salesforce Help Article [11] : Salesforce Help Article [12] : Salesforce Help Article [13]

### **NEW QUESTION: 110**

Which two statements are true about Group Membership in Financial Services Cloud?

- A. Group Membership defines the role of the member within the Group.
- B. With Group Membership settings you can define if a Group is the member's primary Group.
- C. With Group Membership settings you can define who is the primary and who is the secondary member within the Group.
- D. Group Membership is modeled using the Account-Group Relationship object.

**Answer:** ([SHOW ANSWER](#))

Group Membership is a construct in Financial Services Cloud that allows you to define the relationship between a group and its members. You can use Group Membership to specify the following information:

The role of the member within the group, such as Owner, Beneficiary, Trustee, etc.

Whether the group is the primary group for the member, which affects how financial data is rolled up and displayed. Verified Reference: : Salesforce Financial Services Cloud User Guide, page 38.

#### **NEW QUESTION: 111**

The SF admin wants to make it easier or call center agents to complete some common tasks by setting up Lightning Flows (3 correct answers)

- A. To use FSC LF, you'll need the FS Managed Package installed in the org
- B. LF are available in multiple languages
- C. You can clone LF Templates and then customize according to your needs
- D. To run LF, the user needs a LF permission set license

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

#### **NEW QUESTION: 112**

What should an administrator consider when setting up case feed?

- A. Case feed replaces the standard case detail page by default
- B. Chatter Feed tracking must be enabled for the case object.
- C. The Use Case Feed permission is automatically active for all profiles
- D. Case feed requires the Service Cloud User feature license

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 113**

What tab setting on a profile makes a tab NOT accessible on the All Tabs page or visible in any apps?

- A. Default On
- B. Read-Only
- C. Tab Hidden
- D. Default Off

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

**NEW QUESTION: 114**

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

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

- A.** The standard mortgage flow templates to build a mortgage flow in Financial Services Cloud
- B.** Flow Builder to automate these business processes
- C.** A Mortgage Application' custom object to hold the collected client data
- D.** Data Import Wizard to upload the data collected in spreadsheets

**Answer: A,B (LEAVE A REPLY)**

Explanation

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

The standard mortgage flow templates to build a mortgage flow in Financial Services

Cloud: These are prebuilt flow templates that guide users through the steps of creating a mortgage application, capturing borrower information, and submitting the application for approval<sup>7</sup>. The templates can be customized to suit the bank's specific needs and requirements<sup>8</sup>.

Flow Builder to automate these business processes: Flow Builder is a point-and-click tool that lets users create flows to automate business processes in Salesforce<sup>9</sup>. Flow Builder can be used to create custom mortgage flows that integrate with other Salesforce features, such as data models, objects, fields, validation rules, and actions<sup>10</sup>.

References:

Flow Builder for Mortgage

Customize Mortgage Flows

Flow Builder

Create a Mortgage Flow

**NEW QUESTION: 115**

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

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

- A.** Integrate the Consent object with their Consent Platform to track it in Salesforce.
- B.** Hide the client's contact information and add an approval process for allowing a user to access it to contact the client.
- C.** Implement Consent Management for Financial Services Cloud.

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

**Answer: C (LEAVE A REPLY)**

Explanation

Consent Management for Financial Services Cloud is a feature that helps financial institutions honor and respect their customers' wishes when they request only specific forms of contact from their company or opt-out of certain types of data-sharing. This feature helps institutions comply with the data protection and privacy regulations that apply to their company<sup>11</sup>. A consultant can suggest the following actions to implement Consent Management for Financial Services Cloud:

Set up tracking and storage of certain data privacy preferences: This involves creating data privacy records for customers who have opted out of certain types of communication or data-sharing, and selecting the appropriate options in the record to indicate their preferences<sup>12</sup>.

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

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

References:

Consent Management for Financial Services Cloud

Set Up Tracking and Storage of Certain Data Privacy Preferences

[Use the Consent API]

[Protect Your Salesforce Organization]

### **NEW QUESTION: 116**

How should developers configure customized nodes for display in ARC?

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

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

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

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

**Answer: B (LEAVE A REPLY)**

To configure customized nodes for display in ARC, developers should reference the Lightning Web Component in the Display properties of the custom ARC relationship graph. A Lightning Web Component is a custom framework for creating reusable web components that run natively in browsers and leverage modern web standards. A custom ARC relationship graph is a metadata type in Financial Services Cloud that defines how account-account relationships are displayed in ARC, such as node shape, color, size,

label, or icon. You can use Lightning Web Components and custom ARC relationship graphs to create customized nodes for ARC that show additional information or functionality for each account. Verified Reference: : Salesforce Help Article [9] : Salesforce Help Article [10]

### **NEW QUESTION: 117**

Lake Tahoe Bank has duplicate client records in their current CRM system because they come from a different systems of record. Any changes made in Salesforce should be updated in the source system. What can a Salesforce Administrator do to help bankers get a consolidated view of the individual in the Financial Services Cloud?

- A.** Implement deduplication rules in Salesforce and let the integration handle the updates to the source system.
- B.** Create custom components to provide a single view of the client.
- C.** Create a custom Person Account hierarchy to link duplicate client records.
- D.** Link individuals using related contacts to link duplicate client records
- E.** Leverage Financial Services Cloud Relationship Groups to link duplicate client records and create a consolidated view.

**Answer: A (LEAVE A REPLY)**

### **NEW QUESTION: 118**

Lake Tahoe Bank wants to onboard a client digitally and without asking the client for information that the bank already has on file. The process has multiple steps and can have branching (conditional) logic that asks for different information depending on the responses. Which Salesforce feature should be used for this digital onboarding process?

- A.** Action Plans
- B.** Financial Goals
- C.** Actionable Relationship Center
- D.** Flows

**Answer: D (LEAVE A REPLY)**

The Salesforce feature that should be used for the digital onboarding process is Flows. Flows are a tool that can automate business processes and guide users or customers through screens that collect and display information. Flows can have multiple steps and branching logic that ask for different information depending on the responses. Flows can also integrate with existing data and prefill fields with information that the bank already has on file, reducing the need to ask the customer for redundant information. Flows can be embedded in Lightning pages, Experience Cloud sites, mobile apps, or websites to provide a seamless and engaging digital onboarding experience. Verified Reference: : Salesforce Help Article 1 : Salesforce Help Article 2

### **NEW QUESTION: 119**

Lake Tahoe Bank has been using Sales Cloud to support the business to consumer (B2C) activities. The VP of IT wants a better and more flexible data model that can support his B2C Banking use cases. He is considering upgrading to Financial Services Cloud, using Person Accounts. Which 2 of these statements are true for the Financial Services Cloud Person Account Data Model?

- A.** Person Accounts can be merged with Business Accounts in Financial Services Cloud
- B.** To share a Person Account record the admin will need to create sharing rules Account and Contact objects
- C.** The Person Account record type can be used when a client is an agent for a broker firm that is doing business with the Financial Institution.
- D.** The Person Account is a virtual object displaying data from Accounts and Contacts objects. It represents all aspects of the person and includes D data such date of birth or tax ID number.
- E.** The Person Account model uses the standard Account object to hold all of the details about a person The Account object has been extended " with custom fields and a Person Account Record Type

**Answer: D,E (LEAVE A REPLY)**

Explanation

The following statements are true for the Financial Services Cloud Person Account Data Model:

The Person Account is a virtual object displaying data from Accounts and Contacts objects. It represents all aspects of the person and includes data such as date of birth or tax ID number. You can use Person Accounts to store information about individual people by combining certain Account and Contact fields into a single record.

The Person Account model uses the standard Account object to hold all of the details about a person.

The Account object has been extended with custom fields and a Person Account Record Type. You can use Person Accounts to simplify your data model and reduce the number of records you need to manage.

#### **NEW QUESTION: 120**

What type of field allows users to input text, images, and links?

- A.** Input area
- B.** Text area
- C.** Text area (rich)
- D.** Text and Image area

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 121**

A consultant is working with a new customer and has gained a firm understanding of their business processes and systems in preparation for implementing Salesforce Financial Services Cloud.

What should the consultant create as a deliverable for the current state business process?

- A. Word document telling the story of the process from the user's perspective
- B. An Excel spreadsheet with steps of the process as rows, and systems and personas in columns
- C. An end-to-end visual map of the process using personas, systems, inputs, and outcomes
- D. A Powerpoint deck with screenshots of the current systems and callouts to what is happening on each slide

**Answer: C (LEAVE A REPLY)**

To document the current state business process for implementing Salesforce Financial Services Cloud, the consultant should create an end-to-end visual map of the process using personas, systems, inputs, and outcomes. A visual map is a tool that can help illustrate the flow of a business process from start to finish, showing the steps, decisions, and dependencies involved in each stage. A visual map can also include personas, systems, inputs, and outcomes to provide more context and detail for each step of the process. Personas are fictional characters that represent the different roles or users that participate in or interact with the process. Systems are the tools or applications that are used to perform or support the process. Inputs are the data or information that are required or provided for each step of the process. Outcomes are the results or outputs that are achieved or delivered by each step of the process. Verified Reference: : Salesforce Help Article 3 : Salesforce Help Article [4]

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**NEW QUESTION: 122**

What are the valid organization-wide default options for the Account Object?

- A. Private
- B. Public Read/Write/Delete
- C. No Access
- D. Public Read/Write/Transfer

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

**NEW QUESTION: 123**

The Salesforce Admin at Lake Tahoe Bank is implementing Financial Services Cloud and wants to roll up customer data at the client and group levels. What functionality can Rollup By Lookup (RBL) provide for this requirement?

- A.** RBL calculations can not be disabled when importing data into your Salesforce org.
- B.** An RBL rule displays summary calculations of financial account information, such as account balances.
- C.** When you edit a financial account record or primary Group membership, the Rollup By Lookup (RBL) configuration updates the corresponding RBL summaries at the client and Group levels.
- D.** Rollups for multiple joint owners are not supported
- E.** Rollup By Lookup (RBL) displays associated records for Financial Accounts, Financial Goals, and Opportunities.

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

The functionality that Rollup By Lookup (RBL) can provide for rolling up customer data at the client and group levels are as follows:

An RBL rule displays summary calculations of financial account information, such as account balances, net worth, total assets, total liabilities, and so on<sup>1</sup>.

When you edit a financial account record or primary group membership, the Rollup By Lookup (RBL) configuration updates the corresponding RBL summaries at the client and group levels<sup>1</sup>.

Rollup By Lookup (RBL) displays associated records for Financial Accounts, Financial Goals, and Opportunities on the client and group pages<sup>1</sup>. Verified Reference: 1

**NEW QUESTION: 124**

What must an administrator do when creating a record type?

- A.** Add the record type to the required user records
- B.** Assign the record type to the appropriate profiles
- C.** Set the field-level security for the record type
- D.** Create a new page layout for the record type

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 125**

Which 3 options does the Financial Services Cloud application offer to view and update Account-Account.

Account-Contact, and Contact-Contact Relationships?

- A.** Family Members Component
- B.** Life Events Component
- C.** Relationship Map

D. Group Members Component

E. Actionable Relationship Center

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

**NEW QUESTION: 126**

What 2 considerations should the Salesforce Administrator review before implementing Flow for customer onboarding?

A. Use Field Level Security on Milestones

B. Flow for Financial Service Cloud is not available for the Individual Object Model.

C. Flow Screen Input Components can only be used in Financial Service Cloud Flow Templates

D. The Flow users require a Flow Permission Set License.

**Answer: ([SHOW ANSWER](#))**

Explanation

The following considerations should be reviewed before implementing Flow for customer onboarding:

Use Field Level Security on Milestones, which is a setting that controls whether users can view and edit fields on records. The Admin should use Field Level Security to restrict access to the Milestones field on the Flow Template object, which is used to track the progress of customer onboarding flows<sup>2</sup>.

Flow for Financial Service Cloud is not available for the Individual Object Model, which is an alternative data model that uses the Individual object instead of Person Accounts to store information about people. Flow for Financial Service Cloud only supports Person Accounts as the primary object for customer onboarding flows<sup>2</sup>. Verified References: 2

**NEW QUESTION: 127**

Which field settings can you control in the Page Layout Editor? (3 answers)

A. Required

B. Visible

C. Read only

D. Dependent

E. Controlling

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

**NEW QUESTION: 128**

Lake Tahoe Bank is implementing Financial Services Cloud. The bank's new business processes require that Financial Advisors can add individuals to more than one Group or Household using Multiple Relationship Groups. Where do Admins enable Multiple Relationship Groups?

A. Profiles

B. Object Settings

C. Lightning Page Editor

D. Custom Settings

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

**NEW QUESTION: 129**

Which is a feature of Chatter? (3 answers)

A. Events

B. Feeds

C. Recommendations

D. Notes

E. Bookmarks

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

**NEW QUESTION: 130**

What should a Financial Advisor use to model the relationship between a business contact and a client that is modeled as a person account?

A. Account-Account Relationship

B. Contact-Contact Relationship and the Reciprocal Role

C. Reciprocal Role

D. Account-Contact Relationship and the Reciprocal Role

**Answer: ([SHOW ANSWER](#))**

Explanation

A Contact-Contact Relationship is a construct in Financial Services Cloud that allows you to model the relationship between two contacts, such as a business contact and a client that is modeled as a person account.

The Reciprocal Role is a field on the Contact-Contact Relationship object that defines how each contact relates to the other. Verified References: : Salesforce Financial Services Cloud Implementation Guide, page 64.

**NEW QUESTION: 131**

A consulting firm is asked to add Events and Milestones to a Lightning record page to give financial advisors deeper insights into their customers' lives.

What should the consultant configure to enable advisors to capture Once-in-a-Lifetime events and, at the same time, prevent users from accidentally creating more than one event of such an event type?

A. Once-in-a-Lifetime event types

B. Special event types

C. Single event types

D. Unique event types

**Answer: ([SHOW ANSWER](#))**

Explanation

To enable advisors to capture Once-in-a-Lifetime events and prevent users from accidentally creating more than one event of such an event type, the consultant should configure Unique event types. Unique event types are event types that can only be created once for each contact or individual, such as birth, death, or marriage. By using Unique event types, the consultant can ensure that advisors can capture important life events for their customers and avoid duplication or inconsistency.

**NEW QUESTION: 132**

A financial institution has custom security and visibility rules where certain users need to see specific records even though they are not typically engaged in that Account. This includes legal and compliance members who must be engaged for particular deals. Which Financial Services Cloud capability provides the ability to accommodate this request?

- A. Compliant Data Sharing
- B. Custom Sharing Rules
- C. Business Rules Engine
- D. Interaction Summaries

**Answer: A (LEAVE A REPLY)**

Explanation

The Financial Services Cloud capability that provides the ability to accommodate the request of sharing specific records with certain users who are not typically engaged in that account is Compliant Data Sharing.

Compliant Data Sharing is a feature that allows users to share records with other users based on criteria such as record type or field value. Users can create sharing rules for objects such as account, contact, individual, financial account role, opportunity participant role, or case team role. By using Compliant Data Sharing, the financial institution can share records with legal and compliance members who must be engaged for particular deals based on a field value that indicates the deal type.

**NEW QUESTION: 133**

Scott Adams is opening a joint savings account with his mom, Rachel Adams. Rachel Adams is the primary member of the Adams Household. Personal Banker Hank Burton wants to make sure that Scott's data is rolling up to the Adams Household. How can the Banker accomplish this?

- A. Make the Adams Household Scott's primary Group and edit tie Activities & Objects to ft\* Up.
- B. Add Scon as a Related Contact to the Adams Household.
- C. Make the Adams Household Scotts pnmary Group and make Scott the pnmary member
- D. Disable the Primary Group setting fof Scon on the Adams Household

**Answer: A (LEAVE A REPLY)**

To make sure that Scott's data is rolling up to the Adams Household, the Banker should make the Adams Household Scott's primary Group and edit the Activities & Objects to Roll Up. A primary Group is a construct in Financial Services Cloud that allows you to define the main group for a client. You can use primary Group to roll up financial data from all the financial accounts that are related to the client or the group. By making the Adams Household Scott's primary Group, the Banker can ensure that Scott's financial data is included in the household summary. The Banker can also edit the Activities & Objects to Roll Up to specify which items, such as financial accounts, goals, or referrals, should be rolled up for Scott. Verified Reference: : Salesforce Help Article 4

**NEW QUESTION: 134**

A financial services company needs a custom field for reporting when relating two business accounts to each other. Which object should the administrator configure the custom field on?

- A. Contact-Contact Relationship
- B. Account
- C. Account Account Relationship
- D. Account Contact Relationship

**Answer: ([SHOW ANSWER](#))**

To configure a custom field for reporting when relating two business accounts to each other, the administrator should configure the custom field on the Account-Account Relationship object. The Account-Account Relationship object is a custom object in Financial Services Cloud that allows you to create and manage relationships between two accounts, such as Household Member, Business Owner, Trustee, or Friend. You can use the Account-Account Relationship object to store additional information about the relationship between two accounts, such as role, start date, end date, or status. You can also use the Account-Account Relationship object to report on the account-account relationships and analyze their impact on your business. Verified Reference: : Salesforce Help Article [4] : Salesforce Help Article [5]

**NEW QUESTION: 135**

If two objects have a parent child relationship, how can a user access the child record from the parent record?

- A. Related list
- B. Custom link
- C. Child field
- D. Lookup field

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 136**

Lake Tahoe Bank wants their customer reps to be able to see client records such as Person Accounts, but want to restrict access to Financial Accounts to protect the privacy of their clients. Which two steps can an admin take to ensure that all users see Person Accounts, but only specific users can view Financial Accounts?

- A. Grant users access to the Financial Account object with permission set
- B. Change Organization-wide Defaults (OWD) sharing on the 'Financial Accounts\*' object to Private'.
- C. Change Organization-wide Defaults (OWD) sharing on the 'Person Accounts' object to 'Controlled by Parent.
- D. Change Organization-wide Defaults (OWD) sharing on the 'Financial Accounts' object to Public Read/Write'.

**Answer: A,B (LEAVE A REPLY)**

To ensure that all users see Person Accounts, but only specific users can view Financial Accounts, the Admin should take the following steps:

Grant users access to the Financial Account object with permission set, which is a collection of settings and permissions that give users access to various tools and functions. The Admin can use permission sets to grant access to the Financial Account object and its fields to specific users or groups of users<sup>1</sup>.

Change Organization-wide Defaults (OWD) sharing on the 'Financial Accounts' object to Private', which is a setting that determines the baseline level of access that users have to records they do not own or share. By setting the OWD sharing on the 'Financial Accounts' object to Private', the Admin can ensure that only the record owners and users above them in the role hierarchy can view the Financial Accounts. Verified Reference: 1

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#### **NEW QUESTION: 137**

Lake Tahoe Bank would like to restrict their Financial Services Cloud users from viewing certain types of milestones that might be irrelevant to their customers or might cause negative sentiment. How can the Salesforce Admin implement such a requirement?

- A. The Salesforce Admin can hide the life Event or Business Milestone type, by removing it from the Event Type picklist.

**B.** The Salesforce Admin can hide sensitive Life Events on the Life Events component on the Lightning Page using the Properties pane.

**C.** The Salesforce Admin can manage sensitive Life Events using sharing rules.

**D.** The Salesforce Admin can manage sensitive Life Events using Permission Sets.

**Answer: A (LEAVE A REPLY)**

### **NEW QUESTION: 138**

For which three objects are Rollup By Lookup (RBL) summaries available?

**A.** Life Events

**B.** Financial Accounts

**C.** Assets and Liabilities

**D.** Contacts

**E.** Claims

**Answer: B,C,D (LEAVE A REPLY)**

Rollup By Lookup (RBL) summaries are available for the following objects:

Financial Accounts, which are records that represent financial products or services that a client owns or uses<sup>1</sup>.

Assets and Liabilities, which are records that represent the value of what a client owns or owes<sup>1</sup>.

Contacts, which are records that represent individuals who are associated with an account<sup>3</sup>.

### **NEW QUESTION: 139**

Universal containers set the organization-wide defaults for cases to private. When a case is escalated, case ownership changes to Tier 2 support agent.

How can a system administrator give the sales operation team read/write access to all escalated cases?

**A.** Create a case escalation rule.

**B.** Create an ownership-based sharing rule.

**C.** Create a case assignment rule.

**D.** Create a criteria-based sharing rule.

**Answer: D (LEAVE A REPLY)**

### **NEW QUESTION: 140**

What benefits do Flows for Financial Services Cloud offer to support customer onboarding?

**A.** Flows enable customers to book appointments with the right specialist at the right time and place through self-service scheduling

**B.** Flows enable customers to schedule appointments via customer communities, mobile apps, or websites.

**C.** Flows systematically capture and visualize important customer Life Events to drive more personalized and need-based engagements.

**D.** Flows enable customers to schedule appointments via customer communities, mobile apps, or websites.

**E.** Flows provide step-by-step guidance for common service requests, such as change of address, or change of beneficiary, without the need to \* navigate to different screens.

**Answer: E (LEAVE A REPLY)**

### **NEW QUESTION: 141**

What 2 considerations should the Salesforce Administrator review before implementing Flow for customer onboarding?

**A.** Use Field Level Security on Milestones

**B.** Flow for Financial Service Cloud is not available for the Individual Object Model.

**C.** Flow Screen Input Components can only be used in Financial Service Cloud Flow Templates

**D.** The Flow users require a Flow Permission Set License.

**Answer: A,B (LEAVE A REPLY)**

The following considerations should be reviewed before implementing Flow for customer onboarding:

Use Field Level Security on Milestones, which is a setting that controls whether users can view and edit fields on records. The Admin should use Field Level Security to restrict access to the Milestones field on the Flow Template object, which is used to track the progress of customer onboarding flows.

Flow for Financial Service Cloud is not available for the Individual Object Model, which is an alternative data model that uses the Individual object instead of Person Accounts to store information about people. Flow for Financial Service Cloud only supports Person Accounts as the primary object for customer onboarding flows. Verified Reference: 2

### **NEW QUESTION: 142**

Lake Tahoe Bank branch manager is asking the Salesforce Administrator for improvements in Salesforce to speed up Loan Approval Processing. The Salesforce Admin is considering using Action Plans. Which 3 process improvements can be delivered using Action Plans?

**A.** Action Plans create repeatable tasks and automate the task sequences when executed

**B.** When you create an action plan from a template for a specific target record, items that have no assigned user are assigned to the owner of that " target record.

**C.** Action Plans can automatically schedule the next appointment with the Advisor.

**D.** Action Plans enhance collaboration and productivity by automatically assigning task owners and deadlines for specific client processes.

**E.** Action Plans can speed up the collection of a list of documents needed for the loan application

**Answer: A,B,D (LEAVE A REPLY)**

Explanation

Action Plans are a feature that allows users to create templates for common client processes, such as loan approval, account opening, or financial review. Action Plans can create repeatable tasks and automate the task sequences when executed. When an action plan is created from a template for a specific target record, such as an account or an opportunity, items that have no assigned user are assigned to the owner of that target record.

Action Plans can also enhance collaboration and productivity by automatically assigning task owners and deadlines for specific client processes.

**NEW QUESTION: 143**

Planter Farm Credit Union provides loan and insurance products to farmers who operate individually as well as in collaboration with other neighboring farms & farmers. The collaboration can be seasonal or for a limited timeframe. What construct in Financial Services Cloud is most appropriate to represent such collaborative customer business operations?

- A. Contact-Contact Relationship
- B. Custom Relationship Group
- C. Account with Record Type = Business
- D. Standard Household

**Answer: B (LEAVE A REPLY)**

Explanation

A Custom Relationship Group is a construct in Financial Services Cloud that allows you to model complex and dynamic relationships between clients and accounts. You can use it to represent collaborative customer business operations that are not captured by standard household or account structures. Verified References: :

Salesforce Financial Services Cloud Implementation Guide, page 67.

**NEW QUESTION: 144**

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

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

**Answer: B,C,E (LEAVE A REPLY)**

Explanation

Record alerts are a feature of Financial Services Cloud that let users create and display alerts on record pages to highlight important information or actions. Record alerts are

based on OmniStudio, a low-code platform for building digital experiences in Salesforce. To access or extend permissions for record alerts in Financial Services Cloud, users need to have one of the following permission sets:

**FSC Standard permission set:** This permission set grants access to the core features of Financial Services Cloud, including record alerts. Users with this permission set can view and create record alerts on supported objects, such as accounts, contacts, financial accounts, and opportunities<sup>1</sup>.

**FSC Foundations permission set:** This permission set grants access to the common features of Financial Services Cloud that are shared across subverticals, such as retail banking, wealth management, and insurance. Users with this permission set can view and create record alerts on supported objects<sup>2</sup>.

**OmniStudio User permission set:** This permission set grants access to the OmniStudio features, such as OmniScripts, DataRaptors, Integration Procedures, and Record Alerts. Users with this permission set can view and create record alerts on any object that has the Record Alert component enabled<sup>3</sup>.

References:

FSC Standard Permission Set

FSC Foundations Permission Set

OmniStudio User Permission Set

### **NEW QUESTION: 145**

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

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

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

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

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

**D.** Drove Advisor productivity with a daily task list, client life events, opportunities, and aggregated household information directly from D the FSC HomeTve

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

**Answer: A,C,D (LEAVE A REPLY)**

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

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

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

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

### **NEW QUESTION: 146**

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

What should the consultant consider from a customer onboarding perspective?

- A.** If the company struggles with the low efficiency of collecting data in questionnaires and meeting compliance with the company policies. Action Plan can be used to improve the current state.
- B.** If the company struggles with the low efficiency of tracking required documents for its customers and creating templates for checklists. Discovery Framework is recommended to improve the current state.
- C.** If the company struggles with the low efficiency of tracking required documents for its customers and creating templates for checklists, Action Plan is recommended to improve the current state.
- D.** If the company struggles with the low efficiency of collecting data in questionnaires and meeting compliance with the company policies. Discovery Framework can be used to improve the current state.

**Answer: A (LEAVE A REPLY)**

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

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

#### **NEW QUESTION: 147**

Which tool to use to import data exceeding 50,000?

- A. Data Loader
- B. Data Import Wizard

**Answer: A (LEAVE A REPLY)**

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