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Salesforce Certified

Education Cloud Consultant

Sales force

Exam Certified-Education-Cloud-Consultant

Salesforce Certified Education Cloud Consultant Exam (SP23)

Version: 7.0

[Total Questions: 120]

Question No : 1

A university's Advancement office plans to implement the Education Data Architecture to manage its alumni, donors, and supporters. The university wants to set up a system default that willautomatically create a family record when a Contact record is created by staff members.

Which Default Account Model should the consultant recommend?

A. Household
B. Administrative
C. Educational Institution
D. Person

Answer: A

Question No : 2

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

Which Marketing Cloud product should the consultant recommend?

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

Answer: B

Question No : 3

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

Which feature should the consultant use to resolve the issue?

A. MuleSoft Anypoint Platform
B. Custom Index
C. Data Loader error logs

D. Table-Driven Trigger Management

Answer: B

Question No : 4

Major gift officers at an institution are feeling overwhelmed by the large set of portfolios they have manage. They want to send mass emails to

constituents in their territories and automate donor prospect prioritization based on engagement and specified criteria.

Which solution should consultant recommend?

A. foundationConnect
B. Salesforce Inbox
C. Pardot
D. Marketing Cloud

Answer: D

Question No : 5

A consultant is working on an Advisor Link implementation for the undergraduate Advising departments. Advisors must be able to view a student's classes, track milestones, set studentmeetings, and integrate meetings with their Outlook calendar. The Advising department wants to know which functionality is included with Advisor Link and whether a third-party application is necessary.

Which function may require a third-party app?

A. Success Plans
B. Calendar syncing
C. Degree visualization
D. Appointment scheduling

Answer: C

Question No : 6

The Student Services department wants a way for students and advisors to picture academic options more clearly and visualize degree requirements.

Which two components should the consultant recommend to meet their needs?

Choose 2 answers

A. Success Plans
B. Path
C. Pathways
D. Plan Requirements

Answer: A,C

Question No : 7

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

Which integration approach should the consultant recommend?

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

Answer: C

Question No : 8

A higher education institution has used Salesforce for many years and has Person Accounts enabled. The institution wants to install the

Education Data Architecture (EDA) in their existing Salesforce environment.

What are two considerations the consultant should discuss with the institution?

Choose 2 answers

A. Use EDA record types for student contacts and lead management.
B. Person Accounts are unsupported in EDA.

C. Person Accounts can only be merged withAdministrative Accounts.
D. A support ticket is required to disable Person Accounts.

Answer: A,B

Question No : 9

A university has hired a consultant to help it plan the campus's enterprise roadmap forSalesforce. The CIO wants to use a single. Salesforce org across the university and is interested in learning more about the Education Data Architecture (EDA). The university has two existing Salesforce orgs, one uses Person Accounts, and the other org uses a custom data architecture.

What should the consultant do first lo assess the situation?

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

Answer: C

Question No : 10

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

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

Answer: A

Question No : 11

A large university is planning to release a new recruitment and admissions solution using Salesforce. The university is .... a launch window in conjunction with the campus calendar.

Where should the university confirm the Salesforce product release dates that could impact the timeline?

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

Answer: B

Question No : 12

The Advancements Office wants Salesforce to automatically create a supporters' score based on their donation amount, giving capacity, giving history, and relationship type to the university.

Which Salesforce solution should the consultant recommend?

A. Tableau CRM
B. Nonprofit Success Pack
C. Einstein Prediction Builder
D. Insights Platform Data Integrity

Answer: B

Question No : 13

How should a consultant document risk for a customer in an Education

Cloud implementation?

A. Configure an Early Alert to notify stakeholders.
B. Maintain a project health dashboard.
C. Recommend a Center of Excellence.
D. Share Salesforce resourceswith the customer.

Answer: A

Question No : 14

A partner wants to self-certify thatits app complies with Education Data Architecture (EDA) readiness. The partner needs to certify that its solution is compatible with EDA, or if it duplicates EDA functionality, that it is properly documented and abides by conventions for key EDA objects.

What are two key objects used with EDA?

Choose 2 answers.

A. Opportunity
B. Affiliation
C. Account
D. Attribute

Answer: B,C

Question No : 15

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

Which identity management feature should the consultantuse?

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

Answer: D

Question No : 16

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

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

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

Answer: C
Explanation:

QUESTIONNO: 52

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

What should the consultant discuss with the client?

A. Unlimited Edition requires a full Salesforce license.

B. Education Data Architecture requires a Community license.

C. The business user case requires a Lighting Platform Plus license.

D. The business user case requires a full Salesforce license.
Answer: D

Question No : 17

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

What should the consultant advise?

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

Answer: D

Question No : 18

A university works with business professionals through a continuing education program. Corporate recruiters work with employers to sponsor these programs.

Which object should recruiters use to track the progress of sponsorship requests?

A. Campaign
B. Opportunity
C. Program Plan
D. Affiliation

Answer: D

Question No : 19

A college needs to extend capabilities of its existing Salesforce environment that uses theEducation Data Architecture (EDA). The college want to ensure that any future apps and configurations are compatible and support the Table Driven Trigger Management (TDTM) Functionality.

A. Use the yaml file from Salesforce.org GitHub.
B. Use a Salesforce.org community solution.
C. Use third-party apps that are powered by EDA.
D. Use third-party apps that are EDA ready.

Answer: C,D

Question No : 20

A business school will implement Salesforce for its MBA recruitment and admissions.

Which two roles should participate in the Salesforce Center Excellence?

Choose 2 answers

A. President of the university
B. University technology vice president
C. Recruitment and admissions leader
D. Salesforce system admin

Answer: B,C

Question No : 21

A large university integrates over one million student Consult records from its Student Information System (SIS) .... The university has adopted the Education Data Architecture (EDA) Administrative account .... Records in Salesforce is Integration User.

What should the consultant discuss with the university?

A. API call limits
B. Ownership data skew
C. Account data skew
D. OAuth token limits

Answer: B

Question No : 22

The Alumni Relations office wants to respond to posts by alumni on variety of Channels, including Instagram, Twitter, and Facebook.

Which solution should the office consider?

A. email Studio
B. Audience Studio
C. Social Studio
D. Interaction Studio

Answer: C

Question No : 23

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

Which two integration directions should the consultant recommend?

Choose 2 answers.

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

Answer: B,D

Question No : 24

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

When areSalesforce.org releases?

A. Approximately two weeks after Salesforce.com releases
B. Approximately one month before Salesforce.com releases
C. Approximately two weeks before Salesforce.com releases
D. Approximately one month after Safesforce.com releases

Answer: D

Question No : 25

A university has a centralized IT team and a committee that oversees data governance and change management. Recruiters want access to Corporate Relations data. Corporate Relations wants access to Executive Education information. The Alumni Relations officewants to work with every department.

Which Salesforce environment strategy should the consultant recommend?

A. One Salesforce environment for Recruitment and a separate Salesforce environment for the other business units
B. Separate Salesforceenvironments for each business unit
C. One Salesforce environment for all business units
D. One Salesforce environment for Alumni Relations and a separate Salesforce environment for the other business units

Answer: C

Question No : 26

An Admissions office wants to digitize andautomate transcript requests. Currently, applicants, must follow a set of manual steps they could be more user friendly. The Admissions office wants a declaratively configured, publish facing from that created data in Salesforce.

Which solution should theconsultant recommend to meet the requirement?

A. Email-to-case
B. Process Builder
C. Salesforce Files

D. App on the AppExchange

Answer: B

Question No : 27

A help desk at a large university wants to track and measure average resolution times andescalations associated with student requests for password resets.

Which solution should a consultant recommend?

A. Salesforce Identity
B. Digital Engagement
C. Einstein Next Best Action
D. Service Cloud

Answer: D

Question No : 28

An elementary school plans to implement the K-12 Architecture Kit in a new org. The school want to be able to send SMS messengers to parents.

Which solution should the consultant recommend to meet the requirement?

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

Answer: C

Question No : 29

A consultant for university has built customizations in a sandbox environment that is a different version from the production org.

What should theconsultant do first to avoid any issues?

A. Package the customizations, refresh the sandbox and reinstall the customization.

B. Manually update the production org by installing the release update from Github.

C. Submit a case to Salesforce Support to update the production org.

D. Deploy the customizations into the production org via change sets.

Answer: A

Question No : 30

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

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

A. Program Plan

B. Success Team

C. Attribute

D. Affiliation

Answer: A

Question No : 31

A Recruitment office wants to use Pardot and Salesforce with the Education Data Architecture (EDA) to manage campaigns andtrack prospective students.

Which compatibility consideration should the consultant discuss with the office?

A. EDA requires custom automation for lead conversion.

B. Pardot is incompatible with the Household account model.

C. The Do Not Contact TDTM record must be disabled.

D. Pardot can only create Leads and Contacts.

Answer: A

Question No : 32

College advisors want assistance proactively identifying student issues as they arise.

Which functionality in StudentSuccess Hub should the consultant recommend?

A. Advising Events
B. Mass Actions
C. Early Alerts
D. Success Plans

Answer: C

Question No : 33

The International Studies office is using Salesforce tomanage admissions and scholarship awards programs. The office needs to electronically send, and also print and mail scholarship and program admission decisions on a preformatted letter template.

Which solution should the consultant recommend?

A. Salesforcereports
B. A third-party app
C. Salesforce Files
D. Extended Mail Merge

Answer: C

Question No : 34

A university's IT department uses a version control-based process for its system development and enhancement. The department wants to test the new features the consultant has configured in a dedicated, short term Salesforce environment.

Whatshould the consultant use to meet the requirement?

A. Scratch org
B. Developer Edition org
C. Full sandbox
D. Partial Copy sandbox

Answer: A

Question No : 35

Auniversity is migrating its legacy system to Salesforce Education Data Architecture (EDA)