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NEW QUESTION: 1

A consultant is writing an Apex class to run when a new Contact is created in a Salesforce environment where Education Data Architecture (EDA) is in use.

What should the consultant do to ensure the code executes in the order intended?

- A. Write an Apex trigger to set the order of execution.
- B. Go to EDA Settings to set the order of execution.
- C. Use Table-Driven Trigger Management (TDTM) to set the order of execution.

Answer: (SHOW ANSWER)

Table-Driven Trigger Management (TDTM) is a tool to manage the code in Salesforce and control how Apex behaves⁵. TDTM allows the consultant to easily rearrange the order of things via a table in the Salesforce interface (hence, the "Table-Driven" in TDTM)⁶. With TDTM, the consultant can tell the Apex trigger: do X first, then Y, then Z, without writing any code⁶. TDTM is part of the Education Data Architecture (EDA) and can be accessed from EDA Settings⁵. References:

5: Table-Driven Trigger Management (TDTM) Overview - Salesforce⁷

6: Table-Driven Trigger Management and Why it Matters⁸

NEW QUESTION: 2

An institution has centralized email communications for alumni. Departments across the university should only be able to view their team's content.

What should a consultant recommend to meet this requirement?

- A. Salesforce Data Management Platform
- B. Einstein Account-Based Marketing
- C. Pardot Business Unit
- D. Marketing Cloud Business Unit

Answer: D (LEAVE A REPLY)

Explanation

Marketing Cloud Business Unit is a solution that the consultant can recommend to meet the requirement of centralizing email communications for alumni and allowing departments across the university to only view their team's content. Marketing Cloud Business Unit is a feature that allows users to segment their Marketing Cloud account into separate units based on different criteria, such as brands, regions, products, or teams.

Marketing Cloud Business Unit can be used to control access to data, content, subscribers, reports, and settings for each unit. Marketing Cloud Business Unit can help the university create a centralized email communication strategy for alumni while maintaining data security and visibility for each department.

Salesforce Data Management Platform, Einstein Account-Based Marketing, and Pardot Business Unit are not solutions that can meet the requirement of centralizing email communications for alumni and allowing departments across the university to only view their team's content. References:

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

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

NEW QUESTION: 3

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

How are application documents saved in Admissions Connect?

A. Salesforce Files

B. Document Type

C. Action Plan Item

Answer: ([SHOW ANSWER](#))

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

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

[https://help.salesforce.com/s/articleView?id=sf.admissions_connect_application_material_mapping.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.admissions_connect_application_material_mapping.htm&type=5)

NEW QUESTION: 4

A customer wants to install the Education Data Architecture (EDA) into their existing Salesforce org.

How should the consultant prepare for implementation?

A. Choose a middleware tool to integrate EDA.

B. Map Salesforce custom objects to EDA objects.

C. Build applicable API customizations.

D. Export all existing Salesforce data.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

The CRM steering committee that oversees the university 's Salesforce implementation needs guidance on governance best practices.

Which best practice should a consultant recommend?

- A. Assign only department leaders as champions.
- B. Ask committee members to Join a local Salesforce group.
- C. Hold a standing committee meeting.

Answer: (SHOW ANSWER)

The consultant should recommend to hold a standing committee meeting as a governance best practice for the CRM steering committee that oversees the university's Salesforce implementation. A standing committee meeting is a meeting that occurs regularly and consistently with a fixed agenda and attendees. A standing committee meeting can help the CRM steering committee oversee the university's Salesforce implementation by providing a forum to review progress, discuss issues, make decisions, or communicate updates. Assigning only department leaders as champions, asking committee members to join a local Salesforce group, or creating a change management plan are not governance best practices that the consultant should recommend for the CRM steering committee that oversees the university's Salesforce implementation. References:

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

<https://trailhead.salesforce.com/en/content/learn/modules/org-change-management>

NEW QUESTION: 6

A large university has a Career Service Center that provides career advice to current students and alumni. Staff provide advice the phone, via email and face-to-face. Students and alumni are served on a first come, first served basis and are rarely assigned to a specific advisor.

What should the consultant recommend to meet the requirement?

- A. Success Teams
- B. Queue Management
- C. Appointment Scheduling
- D. Assignment Rules

Answer: C (LEAVE A REPLY)

Appointment Scheduling is a solution that the consultant can recommend to meet the requirement of providing career advice to current students and alumni via phone, email, or face-to-face. Appointment Scheduling is a feature that allows users to create and manage appointments with customers or clients from Salesforce. Appointment Scheduling can be used to offer different types of services, such as career advice, tutoring, or counseling. Appointment Scheduling also integrates with calendars, email notifications, and reports. Success Teams, Queue Management, and Assignment Rules are not solutions that can meet the requirement of providing career advice to current students and alumni via phone, email, or face-to-face.

Reference:

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

<https://trailhead.salesforce.com/en/content/learn/modules/appointment-scheduling>

NEW QUESTION: 7

A college needs to extend capabilities of its existing Salesforce environment that uses the Education Data Architecture (EDA). The college wants 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: D (LEAVE A REPLY)

The consultant should advise the college to use third-party apps that are EDA ready, because this can ensure that any future apps and configurations are compatible and support the Table Driven Trigger Management (TDTM) functionality. EDA ready apps are apps that have been certified by Salesforce.org as compatible with EDA and its features, such as TDTM. TDTM is a feature that allows users to customize the behavior of EDA triggers and disable or enable them as needed. EDA ready apps can help the college extend the capabilities of their existing Salesforce environment without compromising the functionality or performance of EDA. Using the yaml file from Salesforce.org GitHub, using a Salesforce.org community solution, or using third-party apps that are powered by EDA are not advice that the consultant should give to the college. References:

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

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

NEW QUESTION: 8

A high school recently implemented the K-12 Architecture Kit and wants to track student absences from class and midyear grades.

Which two objects should the consultant use to address these requirements?

Choose 2 answers.

A. Behavior Involvement

B. Program Enrollment

C. Term Grade

D. Attendance Event

Answer: (SHOW ANSWER)

Term Grade and Attendance Event are two objects that the consultant should use to address the requirements of tracking student absences from class and midyear grades. Term Grade is an object that stores the grades that a student receives for a course offering in a specific term. Attendance Event is an object that stores information about a student's attendance or absence for a course offering or a course connection. Behavior Involvement and Program Enrollment are not objects that can track student absences from class and midyear grades. Reference:

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

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

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

NEW QUESTION: 9

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

Which report chart should the consultant implement?

A. Application Tabular report

B. Education History dashboard

C. Program Enrollment dashboard

D. Opportunity Funnel report

Answer: D (LEAVE A REPLY)

Explanation

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

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

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

NEW QUESTION: 10

A college is interested in a Salesforce.org Open Source Common project they read about on the Power of Us Hub. The college wants to know the benefits of an open source solution supported by the Open Source Commons.

What is one benefit of Open Source Common Projects the consultant can share with the college?

Choose 1 answer.

- A.** Projects allow only a few participants.
- B.** Projects are owned solely by Salesforce.org.
- C.** Projects focus on replacing paid solutions.
- D.** Projects go through a Salesforce Security review.

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

NEW QUESTION: 11

A university's IT department is setting up an integration between the student information system (SIS) and the Education Data Architecture (EDA). The SIS integration will send students' academic major, status, and dates.

Which Salesforce object should this be mapped to?

- A.** Course Connection
- B.** Education History
- C.** A Program Enrollment

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

Explanation

A Program Enrollment object in EDA is used to track a student's registration in an academic program or course of study, including information such as registration dates, status, credits earned, and GPA¹. A Course Connection object is used to track a student's enrollment in a specific course offering, including information such as role, grade, and attendance². An Education History object is used to track a student's previous education records, such as schools attended, degrees earned, and test scores³. References:

1: Education Data Architecture Documentation - Salesforce¹

2: EDA Object Reference - Salesforce⁴

3: EDA Object Reference - Salesforce⁴

NEW QUESTION: 12

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

The system admin discusses

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

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

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

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

NEW QUESTION: 13

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

Which object in EDA indicate a student's major?

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

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

Explanation

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

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

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

NEW QUESTION: 14

A consultant is designing a new Salesforce org that user the Education Data Architecture (EDA) for student service. The College wants to track which classes are taught by teaching assistants.

Which EDA object should the consultant use?

- A. Course Offering
- B. Course Connection
- C. Term Grade
- D. Program Enrollment

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

Course Connection is an EDA object that the consultant should use to track which classes are taught by teaching assistants. Course Connection is an object that represents a junction between a Contact and a Course Offering. Course Connection can be used to track various types of roles, such as student, teacher, or teaching assistant. The consultant can create a custom picklist value for teaching assistant on the Course Connection object and associate it with the Contacts who teach classes.

Course Offering, Term Grade, and Program Enrollment are not EDA objects that can track which classes are taught by teaching assistants. Reference:

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

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

NEW QUESTION: 15

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

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

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

Answer: C (LEAVE A REPLY)

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

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

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

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

NEW QUESTION: 16

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

Which account model should the consultant recommend?

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

Answer: C (LEAVE A REPLY)

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

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

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

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NEW QUESTION: 17

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

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

Answer: A (LEAVE A REPLY)

Explanation

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

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

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

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

NEW QUESTION: 18

A university's strategic goal is to improve its MBA program rankings. A data point that influences the MBA program ranking is acceptance percentage. The school has asked a consultant to help it reach the goal, and increase prospective student engagement across multiple channels.

What should the consultant recommend?

- A. Leverage Advisor Link to advise them on the application yield.
- B. Use Education Cloud to replicate the current systems and processes.
- C. Implement Marketing Cloud to manage recruitment campaigns.
- D. Implement Pardot Lead Scoring to find well qualified students.

Answer: ([SHOW ANSWER](#))

Explanation

The consultant should recommend implementing Marketing Cloud to manage recruitment campaigns, because this can help the university reach its goal of improving its MBA program rankings and increasing prospective student engagement across multiple channels. Marketing Cloud allows the university to create personalized and targeted email, social media, mobile, and web campaigns for prospective students. Marketing Cloud also provides analytics and insights that can help the university optimize its campaigns and measure its acceptance percentage. Leveraging Advisor Link, using Education Cloud, and implementing Pardot Lead Scoring are not solutions that can help the university reach its goal. References:

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

<https://www.salesforce.org/education/education-cloud-for-recruitment-and-admissions/>

NEW QUESTION: 19

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 office wants 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 Salesforce environments 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: ([SHOW ANSWER](#))

Explanation

The consultant should recommend one Salesforce environment for all business units as a Salesforce environment strategy for the university. This means that the university will have a single Salesforce org that will support the needs and processes of all the business units, such as Recruitment, Corporate Relations, Executive Education, and Alumni Relations. This can help the university achieve data consistency, visibility, and collaboration across the business units, and leverage the centralized IT team and the data governance and change management committee. The consultant can also help the university implement security and sharing settings to control access and visibility of data for each business unit. Having separate Salesforce environments for each business unit, or for Recruitment or Alumni Relations only, are not Salesforce environment strategies that the consultant should recommend for the university. References:

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

<https://trailhead.salesforce.com/en/content/learn/modules/org-setup>

NEW QUESTION: 20

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

Which report should the consultant create to meet the requirement?

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

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

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

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

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

NEW QUESTION: 21

A system admin plans to load data into Salesforce in the following order. Team, Course, Course offering, and Account. What should the consultant discuss with the system admin?

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

Answer: (SHOW ANSWER)

There is a risk of lookup data skew when loading data into Salesforce in the order of Team, Course, Course Offering, and Account, because the Team object has a lookup relationship to the Account object, and many Team records may reference the same Account record. This can cause performance issues when querying or updating the data. Account is not a required field for Team, and there is no risk of account data skew, which occurs when a single user owns a large number of Account records. References:

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

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

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

NEW QUESTION: 22

A university is implementing Advisor Link and needs to test the integration with its Student Information System (SIS), and provide training space for advisors. The university needs access to some of the data from the production org for the advisor training.

Which two types of sandboxes meet this use case?

Choose 2 answers

- A. Developer Sandbox
- B. Developer Pro Sandbox
- C. Full Sandbox
- D. Partial Sandbox

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

Explanation

Full Sandbox and Partial Sandbox are two types of sandboxes that meet this use case for the university that is implementing Advisor Link and needs to test the integration with its SIS, and provide training space for advisors. A sandbox is a copy of a production environment that allows users to develop, test, or train without affecting live data or operations. A Full Sandbox is a type of sandbox that copies all data and metadata from the production environment. A Partial Sandbox is a type of sandbox that copies all metadata and a sample of data from the production environment based on specified criteria. The university can use a Full Sandbox or a Partial Sandbox to test the integration with its SIS, and provide training space for advisors with access to some of the data from the production org. Developer Sandbox and Developer Pro Sandbox are not types of sandboxes that meet this use case for the university that is implementing Advisor Link and needs to test the integration with its SIS, and provide training space for advisors. References:

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

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

NEW QUESTION: 23

The Recruitment and Admissions office has an existing Salesforce environment they want to expand to include all of the school's operations and service. The school has asked the consultant for recommendations to ensure the expansion is efficient,, and will meet the need of new existing user.

Which should the consultant recommend to meet the requirements?

- A. Create a Trailmix for new users.
- B. Build a Center of Excellence.
- C. Grant System Admin access for each department leader.
- D. Encourage users to post ideas on Chatter.

Answer: (SHOW ANSWER)

Explanation

The consultant should recommend the school to build a Center of Excellence, because this can ensure that the expansion of their Salesforce environment is efficient, scalable, and will meet the needs of new and existing users. A Center of Excellence is a team or a group of teams that provide leadership, best practices, governance, and support for Salesforce within an organization. A Center of Excellence can help the school align their Salesforce strategy with their business goals, manage change and adoption, optimize performance and security, and foster innovation and collaboration. Creating a Trailmix for new users, granting System Admin access for each department leader, and encouraging users to post ideas on Chatter are not recommendations that can ensure that the expansion of the Salesforce environment is efficient, scalable, and will meet the needs of new and existing users. References:

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

<https://trailhead.salesforce.com/en/content/learn/modules/center-of-excellence-basics>

NEW QUESTION: 24

A consultant needs to import a large volume of records into a university's Salesforce production environment that has the Education Data Architecture (EDA). The import file already defines Account and Address information. The university's environment has a private sharing model and several sharing rules.

Which of these temporary actions should the consultant take before importing the data?

- A. Disable sharing rules using TDTM.
- B. Change the account model to Household.

C. Disable unnecessary code using Table-Driven Trigger Management (TDTM).

Answer: ([SHOW ANSWER](#))

TDTM is a feature of EDA that allows you to manage the automation and custom logic that runs when data is inserted, updated, or deleted. By disabling unnecessary code, such as trigger handlers or validation rules, you can improve the performance and speed of the data import, avoid errors or unwanted data creation, and reduce the risk of hitting governor limits¹².

Disabling sharing rules using TDTM is not a recommended action, because sharing rules are not controlled by TDTM, but by the Salesforce security model. Sharing rules are used to grant additional access to records based on criteria or ownership.

Disabling them may affect the visibility and accessibility of the imported data for the users³⁴.

Changing the account model to Household is not a necessary action, because the account model is a preference that depends on how the university wants to organize its contacts and accounts. EDA supports both the Administrative and Household account models, and the import file already defines the Account information. Changing the account model may cause data loss or duplication, and require additional configuration and mapping⁵.

NEW QUESTION: 25

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: ([SHOW ANSWER](#))

Einstein Prediction Builder is a Salesforce solution that the consultant can recommend to automatically create a supporters' score based on their donation amount, giving capacity, giving history, and relationship type to the university. Einstein Prediction Builder allows the consultant to create custom predictive models without code, using fields from any object as inputs and outputs. Tableau CRM, Nonprofit Success Pack, and Insights Platform Data Integrity are not Salesforce solutions that can create a supporters' score based on the given criteria. Reference:

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

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

NEW QUESTION: 26

The IT administrator at a university would like to understand the Table-Driven Trigger Management (TDTM) framework in the Education Data Architecture (EDA).

What is a benefit the consultant should discuss with the client?

- A.** TDTM prevents custom triggers.
- B.** TDTM mitigates data skew.
- C.** TDTM controls the order in which operations execute.

Answer: ([SHOW ANSWER](#))

TDTM is a framework that allows administrators to customize the behavior of Education Data Architecture (EDA) by defining triggers, classes, and custom settings². One of the benefits of TDTM is that it controls the order in which operations execute,

which can improve performance and avoid conflicts or errors². For example, TDTM can ensure that account names are updated before affiliations are created, or that contact roles are deleted before opportunities are closed². Reference: Salesforce Education Cloud Academy: Consultant Fundamentals, [TDTM Documentation]

NEW QUESTION: 27

The Marketing department at a college emails former students twice a year informing them of upcoming fundraising events. The department is concerned about the number of bounced emails it receives.

Which solution should the Marketing team consider that will enable former students to update their email address?

- A.** social Studio
- B.** experience Cloud
- C.** Salesforce Engage
- D.** Salesforce Inbox

Answer: B (LEAVE A REPLY)

Explanation

Experience Cloud is a solution that the Marketing team can consider that will enable former students to update their email address. Experience Cloud allows the college to create a branded online community where former students can log in, view and edit their profile information, and interact with other alumni. Experience Cloud also integrates with Salesforce, so any changes made by the former students in the community will be reflected in their Contact records. Social Studio, Salesforce Engage, and Salesforce Inbox are not solutions that can enable former students to update their email address. References:

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

https://trailhead.salesforce.com/en/content/learn/modules/community_rollout_impl/community_rollout_im

NEW QUESTION: 28

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

Which solution should the consultant recommend?

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 29

The IT department at a university has asked its consultant to build a Salesforce integration strategy.

Which integration consideration should the consultant outline?

- A.** Data element
- B.** Salesforce license type
- C.** Sandbox environment

Answer: (SHOW ANSWER)

The consultant should outline data element as an integration consideration when building a Salesforce integration strategy for the IT department at a university. Data element is an integration consideration that refers to the type, format, quality, or volume of data that will be exchanged between systems. The consultant should outline data element as an integration

consideration when building a Salesforce integration strategy for the IT department at a university by identifying what data needs to be integrated, how it will be transformed or mapped, how it will be validated or cleansed, or how it will be stored or archived. Salesforce license type, sandbox environment, or security model are not integration considerations that the consultant should outline when building a Salesforce integration strategy for the IT department at a university. References:
https://trailhead.salesforce.com/en/content/learn/modules/api_basics/api_basics_data
https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf

NEW QUESTION: 30

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

What is a standard feature of EDA?

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

Answer: (SHOW ANSWER)

Address Management is a standard feature of EDA that the consultant can mention as part of the analysis of standard functionality in EDA. Address Management is a feature that allows the consultant to store multiple addresses for a Contact or an Account, and specify which address is current, seasonal, or preferred. Address Management also provides reports and dashboards that show address verification status and address changes. Student Advising, Event Management, and Degree Auditing are not standard features of EDA, but rather additional solutions or apps that may need to be purchased. Reference:
<https://powerofus.force.com/s/article/EDA-Addresses>
<https://powerofus.force.com/s/article/EDA-Data-Dictionary>

NEW QUESTION: 31

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

Which objects should the consultant include in the report?

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

Answer: B (LEAVE A REPLY)

Explanation

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

References:

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

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

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NEW QUESTION: 32

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: (SHOW ANSWER)

Ownership data skew is what the consultant should discuss with the university, because it is a potential performance issue that can occur when a large number of records are owned by a single user. In this case, the Integration User owns over one million Contact records, which can cause slow or failed queries, reports, or list views. The consultant should advise the university to distribute the ownership of the records among multiple users or queues to avoid ownership data skew. API call limits, account data skew, and OAuth token limits are not relevant to this scenario. References:

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

<https://developer.salesforce.com/blogs/engineering/2012/04/avoid-account-data-skew-for-peak-performance.html>

NEW QUESTION: 33

University department staff members want to track communication efforts and attendance for the annual commencement ceremony. They need to report on the engagement results of different types of communication methods (email, printed invitations, and so forth).

Which of these features should the consultant recommend?

- A. Campaign Member Status
- B. Salesforce Inbox
- C. Campaign Influence
- D. Experience Cloud Audience

Answer: (SHOW ANSWER)

The consultant should recommend Campaign Member Status as a feature to track communication efforts and attendance for the annual commencement ceremony and report on the engagement results of different types of communication methods for the university department staff members. Campaign Member Status is a feature that allows users to define and track the status or response of a campaign member for a specific campaign, such as Sent, Opened, Clicked, or Attended. Campaign Member Status can help the university department staff members track communication efforts and attendance for the annual commencement ceremony and report on the engagement results of different types of communication methods by using features such as custom statuses, member status values, or campaign reports. Salesforce Inbox, Campaign Influence, or Marketing Cloud are not features that can track communication efforts and attendance for the annual commencement ceremony and report on the engagement results of different types of communication methods for the university department staff members. Reference:

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

https://trailhead.salesforce.com/en/content/learn/modules/campaign_basics/campaign_basics_member_status

NEW QUESTION: 34

The director of advising wants to better understand why students are meeting with their advisors.

Which Advisor Link Feature should the consultant include in a report?

- A. Success Plan Type
- B. Alert Reason
- C. Case Status
- D. Appointment Topic

Answer: (SHOW ANSWER)

NEW QUESTION: 35

University department staff members want to track communication efforts and attendance for the annual commencement ceremony. They need to report on the engagement results of different types of communication methods (email, printed invitations, and so forth).

Which of these features should the consultant recommend?

- A. Campaign Member Status
- B. Salesforce Inbox
- C. Campaign Influence

Answer: A (LEAVE A REPLY)

Explanation

The consultant should recommend Campaign Member Status as a feature to track communication efforts and attendance for the annual commencement ceremony and report on the engagement results of different types of communication methods for the university department staff members. Campaign Member Status is a feature that allows users to define and track the status or response of a campaign member for a specific campaign, such as Sent, Opened, Clicked, or Attended. Campaign Member Status can help the university department staff members track communication efforts and attendance for the annual commencement ceremony and report on the engagement results of different types of communication methods by using features such as custom statuses, member status values, or campaign reports. Salesforce Inbox, Campaign Influence, or Marketing Cloud are not features that can track communication efforts and attendance for the annual commencement

ceremony and report on the engagement results of different types of communication methods for the university department staff members. References:

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

https://trailhead.salesforce.com/en/content/learn/modules/campaign_basics/campaign_basics_member_stat

NEW QUESTION: 36

A school is considering leveraging Student Success Hub.

Which operational requirement should the consultant confirm?

- A. Einstein Bots must be enabled prior to installing Student Success Hub.
- B. Student Success Hub requires Education Data Architecture (EDA).
- C. Read, Create and Edit access to Contacts, Accounts, and Cases is required.
- D. Student Success Hub requires the K-12 Architecture Kit.

Answer: B (LEAVE A REPLY)

Explanation

The consultant should confirm that Student Success Hub requires Education Data Architecture (EDA) as an operational requirement. Student Success Hub is a solution that extends EDA to meet the needs of student services and support. Student Success Hub provides features such as Early Alerts, Success Plans, Pathways, and Advising Events. Student Success Hub requires EDA to be installed and configured in the Salesforce environment before installing Student Success Hub. Einstein Bots being enabled prior to installing Student Success Hub, Read, Create and Edit access to Contacts, Accounts, and Cases being required, or Student Success Hub requiring the K-12 Architecture Kit are not operational requirements that the consultant should confirm. References:

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

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

NEW QUESTION: 37

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

Which feature should the consultant recommend to meet the requirement?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 38

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

What should the consultant do first to assess the situation?

- A. Submit a Salesforce Support case to merge orgs.

- B. Document solution requirements from the groups involved.
- C. Create a new Salesforce org using EDA as the foundation.
- D. Install EDA into one of the production environments.

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

NEW QUESTION: 39

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

Which two solutions should the consultant recommend?

Choose 2 answers

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 40

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

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

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

Answer: ([SHOW ANSWER](#))

Explanation

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

NEW QUESTION: 41

A college has a standard Salesforce environment and wants to use Student Success Hub for its undergraduate advising.

What is required to use Student Success Hub?

- A. Education Data Architecture
- B. Customer Community license
- C. Pathways
- D. Field Service

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

Education Data Architecture (EDA) is required to use Student Success Hub for the college's undergraduate advising. EDA is a product that provides a flexible and scalable data architecture for higher education institutions to manage their student lifecycle. EDA provides objects and features such as Accounts, Contacts, Relationships, Affiliations, Attributes, or Course Connections. Student Success Hub is a solution that extends EDA to meet the needs of student services and support. Student Success Hub provides features such as Early Alerts, Success Plans, Pathways, and Advising Events. Student Success Hub requires EDA to be installed and configured in the Salesforce environment before installing Student Success Hub. A Customer Community license, Pathways, or Field Service are not required to use Student Success Hub for the college's undergraduate advising. References:

<https://www.salesforce.org/products/education-cloud/overview/>

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

NEW QUESTION: 42

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

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

- A.** Salesforce Shield
- B.** Salesforce Data Mask
- C.** Formula Fields
- D.** Event Monitoring

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

NEW QUESTION: 43

A university is working with a consultant to install and configure the Education Data Architecture (EDA). The university uses the Default Account Model. The university wants accounts to include the first and last name of each contact at the time the contact is created.

Which action should the consultant take in EDA Settings to meet this requirement?

- A.** Select the Run Backfill button.
- B.** Edit Administrative Account Name Format.
- C.** Set the Account Model to Household.

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

The Default Account Model in EDA creates one account for each contact and names it after the contact's full name. However, if the contact's name changes, the account name does not update automatically. To meet the requirement of including the first and last name of each contact at the time the contact is created, the consultant should edit the Administrative Account Name Format in EDA Settings. This allows the consultant to define a custom formula for naming accounts based on contact fields. For example, the formula could be `FirstName & " " & LastName`. References: [Salesforce Education Cloud Academy: Consultant Fundamentals], [EDA Account Naming]

NEW QUESTION: 44

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

Which resource should the consultant recommend?

- A.** IdeaExchange

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

Answer: (SHOW ANSWER)

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

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

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

NEW QUESTION: 45

A university Alumni Relations office is replacing its legacy system with Salesforce. The consultant needs to load a large volume of alumni contact records into a new Salesforce environment.

Which two actions should the consultant take?

- A. Set Account and Contact's to public Read/Write before the data load.
- B. Set Account and Contact's sharing to private before the data load.
- C. Load record owners after the Account and Contact data load is complete.
- D. Disable all TDTM trigger Handlers before the data load.

Answer: B,D (LEAVE A REPLY)

Explanation

The consultant should set Account and Contact's sharing to private before the data load, and disable all TDTM trigger Handlers before the data load, to load a large volume of alumni contact records into a new Salesforce environment. Setting Account and Contact's sharing to private before the data load can prevent sharing recalculation and improve performance. Disabling all TDTM trigger Handlers before the data load can prevent unwanted automation and validation from running and affecting the data load. Setting Account and Contact's sharing to public Read/Write before the data load, or loading record owners after the Account and Contact data load is complete, are not actions that the consultant should take. References:

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

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

NEW QUESTION: 46

International Programs wants to track the emergency contacts for students who are studying abroad.

Which functionality should a consultant implement to meet this requirement?

- A. Relationships
- B. Household Accounts
- C. Affiliations
- D. Success Teams

Answer: A (LEAVE A REPLY)

Relationships is a functionality that the consultant can implement to meet the requirement of tracking the emergency contacts for students who are studying abroad. Relationships is a feature that allows the consultant to create and manage connections between Contacts in EDA. Relationships can be used to track various types of connections, such as family, friends, mentors, or emergency contacts. The consultant can create a custom Relationship Type for emergency contacts and associate it with the students who are studying abroad. Household Accounts, Affiliations, and Success Teams are not functionalities that can track the emergency contacts for students who are studying abroad. Reference:

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

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

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NEW QUESTION: 47

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

What are two resources a consultant can recommend?

Choose 2 answers.

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

Answer: B,D (LEAVE A REPLY)

The Power of Us Hub Group: CumulusCI (CCI) and the Power of Us Hub Group: Open Source Commons & Community Sprints are two resources that the consultant can recommend to learn more about Salesforce.org solutions built by the community. CumulusCI is a tool that helps developers build, test, and deploy Salesforce.

org solutions using a standardized process. Open Source Commons & Community Sprints are events where community members collaborate on building and improving Salesforce.org solutions. Product Documentation: Is a Pro Bono Project the Right Fit and Product Documentation: Get Started with Open Source Commons are not resources that teach about Salesforce.org solutions built by the community, but rather resources that help customers decide whether to apply for a pro bono project or join the Open Source Commons program. References:

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

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

NEW QUESTION: 48

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 49

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

Which solution set should the consultant recommend?

- A. Service Cloud and Digital Engagement
- B. Education Cloud and Marketing Cloud
- C. Education Cloud and Slack

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

Centralizing Recruitment Efforts: Service Cloud provides a robust platform for managing and automating recruitment processes, including case management, communication tracking, and applicant management.

Digital Engagement: The Digital Engagement add-on for Service Cloud enables institutions to engage with students through various social channels, including WhatsApp, SMS, and more.

Solution Set Benefits:

Service Cloud: Offers tools for managing and automating recruitment processes, tracking applicant progress, and maintaining communication logs.

Digital Engagement: Facilitates multi-channel communication, allowing recruitment teams to interact with students on their preferred platforms like WhatsApp.

Implementation Steps:

Enable Service Cloud: Ensure Service Cloud is enabled in the org.

Set Up Digital Engagement:

Navigate to Setup and enable Digital Engagement.

Configure channels such as WhatsApp, SMS, etc., by following the setup wizards and integrating them with the existing Service Cloud setup.

Customize to Fit Recruitment Needs: Tailor the solution to meet specific recruitment workflows and requirements.

Training and Adoption: Provide training to the recruitment team on how to use the new tools and monitor adoption to ensure they leverage the system effectively.

References:

Salesforce Documentation: Service Cloud

Salesforce Documentation: Digital Engagement

NEW QUESTION: 50

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

Which integration approach should the consultant recommend?

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

Answer: (SHOW ANSWER)

Explanation

An ETL tool is an integration approach that the consultant should recommend to populate data from the SIS to Salesforce, and automatically modify the data to correspond to values in Salesforce. An ETL tool is a software application that can extract, transform, and load data from one system to another. An ETL tool can perform data transformations such as mapping, filtering, sorting, and aggregating, to ensure that the data from the SIS matches the values in Salesforce. Lightning Connect, Salesforce Data Import Wizard, and Salesforce Data Loader are not integration approaches that can automatically modify the data to correspond to values in Salesforce. References:

https://developer.salesforce.com/docs/atlas.en-us.integration_patterns_and_practices.meta/integration_patt

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

NEW QUESTION: 51

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

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 52

The Alumni Relations department wants to track alumni and its chapter memberships. The department wants to easily see the Primary Chapter on the Contact record. The system admin prefers to use the standard features that are available with Education Data Architecture (EDA).

Which step should the consultant take to meet this requirement?

- A. Create an Affiliation mapping to the Primary Chapter field in EDA Settings.
- B. Create an Affiliation record type for Alumni Chapter and a custom field for the Primary Chapter on the Contact record.
- C. Create a custom picklist value for Alumni Chapter on the Affiliation object.

Answer: A (LEAVE A REPLY)

The Education Data Architecture (EDA) allows you to map fields from the Affiliation object to the Contact object, so that when an Affiliation record is created or updated, the mapped fields are automatically populated on the Contact record. This way, you can track the primary chapter of an alumni on the Contact record without creating a custom field or record type23

NEW QUESTION: 53

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

When are Salesforce.org releases?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 54

A university Advancement office wants to track school historical data for tagged outreach and donation opportunities. Which Education Data Architecture functionality should the consultant recommend?

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

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

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

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

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

NEW QUESTION: 55

The system admin has asked for training so users can learn basic Salesforce functionality at their own pace and track lesson completion. The IT department budget for paid training is very low.

What should the consultant recommend?

- A. Power of Us Hub
- B. Trailblazer Community
- C. Trailhead
- D. Salesforce Einstein

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

Explanation

Trailhead is a resource that the consultant can recommend for training users to learn basic Salesforce functionality at their own pace and track lesson completion. Trailhead is an online learning platform that provides interactive and gamified content on various Salesforce topics, such as products, features, skills, and best practices. Trailhead also allows users to earn badges and points as they complete modules and projects, and track their progress and achievements. Trailhead is free and

accessible to anyone who wants to learn Salesforce. Power of Us Hub, Trailblazer Community, and Salesforce Einstein are not resources that provide training on basic Salesforce functionality. References:

<https://trailhead.salesforce.com/en/home>

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

NEW QUESTION: 56

An institution has centralized email communications for alumni. Departments across the university should only be able to view their team's content.

What should a consultant recommend to meet this requirement?

- A.** Pardot Business Unit
- B.** Salesforce Data Management Platform
- C.** Einstein Account-Based Marketing
- D.** Marketing Cloud Business Unit

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

NEW QUESTION: 57

A university is interested in using Student Success Hub and a calendar integration tool to sync student appointments with the faculty advisors' Google accounts.

What should the consultant recommend?

- A.** A third-party app
- B.** Salesforce Scheduler
- C.** Einstein Activity Capture

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

A third-party app is the best option for syncing student appointments with the faculty advisors' Google accounts. Student Success Hub does not have a native calendar integration tool that can sync with Google Calendar⁵. Salesforce Scheduler is a tool that allows customers to schedule appointments with service providers, but it does not integrate with Google Calendar either⁶. Einstein Activity Capture is a tool that syncs emails and events between Salesforce and Gmail or Microsoft Exchange, but it does not work with Student Success Hub appointments⁷. Therefore, a third-party app that can connect Student Success Hub and Google Calendar is the most suitable solution. References:

5: Manage Calendar Sync (Support Staff) - Salesforce⁸

6: Salesforce Scheduler Implementation Guide - Salesforce⁹

7: Einstein Activity Capture Implementation Guide - Salesforce

NEW QUESTION: 58

A college needs to extend capabilities of its existing Salesforce environment that uses the Education Data Architecture (EDA). The college wants 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: (SHOW ANSWER)

The consultant should advise the college to use third-party apps that are EDA ready, because this can ensure that any future apps and configurations are compatible and support the Table Driven Trigger Management (TDTM) functionality. EDA ready apps are apps that have been certified by Salesforce.org as compatible with EDA and its features, such as TDTM. TDTM is a feature that allows users to customize the behavior of EDA triggers and disable or enable them as needed. EDA ready apps can help the college extend the capabilities of their existing Salesforce environment without compromising the functionality or performance of EDA. Using the yaml file from Salesforce.org GitHub, using a Salesforce.org community solution, or using third-party apps that are powered by EDA are not advice that the consultant should give to the college. Reference:

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

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

NEW QUESTION: 59

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

In which order should the data be imported?

A. Course, Course Offering, Program Plan, and Affiliation records

B. Account, Term, Course, and Course Offering records

C. Account, Term, Program Enrollment, and Course records

Answer: C (LEAVE A REPLY)

Explanation

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

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

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

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

NEW QUESTION: 60

The IT department at a university has asked its consultant to build a Salesforce integration strategy.

Which integration consideration should the consultant outline?

A. Data element

B. Salesforce license type

C. Sandbox environment

Answer: (SHOW ANSWER)

The consultant should outline data element as an integration consideration when building a Salesforce integration strategy for the IT department at a university. Data element is an integration consideration that refers to the type, format, quality, or

volume of data that will be exchanged between systems. The consultant should outline data element as an integration consideration when building a Salesforce integration strategy for the IT department at a university by identifying what data needs to be integrated, how it will be transformed or mapped, how it will be validated or cleansed, or how it will be stored or archived. Salesforce license type, sandbox environment, or security model are not integration considerations that the consultant should outline when building a Salesforce integration strategy for the IT department at a university. Reference: https://trailhead.salesforce.com/en/content/learn/modules/api_basics/api_basics_data
https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf

NEW QUESTION: 61

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

- A. Event Monitoring
- B. A third-party app
- C. Process Builder

Answer: (SHOW ANSWER)

Explanation

A third-party app can provide a solution for managing volunteer events, such as Volunteerforce or HandsOn Connect, which are available on the AppExchange. Event Monitoring is a feature that tracks user activity and performance, not volunteer events. Process Builder is a tool that automates business processes, not event management. References: <https://trailhead.salesforce.com/en/content/learn/modules/volunteer-management-basics>
https://help.salesforce.com/s/articleView?id=sf.event_monitoring.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5

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NEW QUESTION: 62

A business school plans a phased Salesforce implementation for its MBA program, Executive Education, Career Advising, and ..

- * Executive Education data is largely managed in its own system
- * The MBA program is managed in a custom admission system that is integrated will the student information System (SIS)
- * Career Advising and Alumni Relations share systems with other university departments
- * The consultant has recommended a "crawl, walk, run" strategy

Which department should the consultant recommend for the initial "crawl" phase?

- A. Career Advising
- B. Executive Education
- C. MBA program

Answer: C (LEAVE A REPLY)

The MBA program is the best candidate for the initial "crawl" phase because it already has a custom admission system that is integrated with the SIS, which can be leveraged for Salesforce implementation.

Executive Education data is largely managed in its own system, which may require more complex integration or migration.

Career Advising and Alumni Relations share systems with other university departments, which may involve more stakeholders and dependencies. References:

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

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

NEW QUESTION: 63

A university is migrating its legacy system to Salesforce Education Data Architecture (EDA) environment.

The existing system groups students by colleges within the university. The system admin has selected the Educational Institution record type in the EDA Default Account Model in EDA setting.

Which consideration should the consultant discuss with the university?

- A. A new Program Enrollment record will automatically be created when a new Contact is created.
- B. Contact are private only to Administrative Account record type.
- C. The recommended default Account record is the Administrative Account record type.
- D. Multiple address management can only be enabled for the House Account record type.

Answer: (SHOW ANSWER)

NEW QUESTION: 64

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

Which solution should the consultant recommend?

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

Answer: C (LEAVE A REPLY)

Explanation

Marketing Cloud is a solution that the consultant can recommend to meet the requirement of providing an email marketing tool that all program staff can use for mass communications, and that can send emails that list missing application items to students. Marketing Cloud is a product that allows users to create and manage personalized and targeted email campaigns for customers or prospects. Marketing Cloud also integrates with Salesforce, so users can leverage their CRM data to segment and customize their email messages. Marketing Cloud also provides features such as Business Units and Roles, which can help control access to data, content, subscribers, reports, and settings for each program staff. Salesforce Mass

Email, custom automation with an email alert, and Digital Engagement Messaging are not solutions that can meet the requirement of providing an email marketing tool that all program staff can use for mass communications, and that can send emails that list missing application items to students. References:

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

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

NEW QUESTION: 65

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

Which two options are required to use Advisor Link?

Choose 2 answers.

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

Answer: ([SHOW ANSWER](#))

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

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

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

NEW QUESTION: 66

A university is implementing a student community and rolling it out to 20,000 students. The IT manager is concerned about the large increase in users accessing the system at any one time.

Which step should the consultant recommend?

- A.** Use a third-party testing automation tool.
- B.** Develop a Performance Testing Strategy.
- C.** Log a case with Salesforce Support to increase limits.

Answer: ([SHOW ANSWER](#))

Explanation

The step that the consultant should recommend to the IT manager who is concerned about the large increase in users accessing the student community at any one time is B. Develop a Performance Testing Strategy¹. This is because a performance testing strategy can help the IT manager to plan, execute, and analyze tests that measure the system's performance, scalability, reliability, and availability under various user loads and scenarios. A performance testing strategy can also help the IT manager to identify and resolve any performance issues or bottlenecks before the student community goes live, and to ensure that the system meets the expected service level agreements and user satisfaction².

A: Use a third-party testing automation tool and C. Log a case with Salesforce Support to increase limits are not valid steps for this scenario. Using a third-party testing automation tool may be a part of the performance testing strategy, but it is not a

step by itself. The IT manager needs to define the objectives, scope, approach, tools, and metrics of the performance testing strategy before choosing and using a testing automation tool².

Logging a case with Salesforce Support to increase limits may be a possible action that the IT manager can take after conducting the performance testing and analyzing the results, but it is not a step that the consultant should recommend before the testing. The IT manager needs to determine the current and expected system capacity, throughput, response time, and resource utilization before requesting any limit increases from Salesforce Support³.

NEW QUESTION: 67

A university is planning an enterprise-wide implementation of Education Cloud. It has asked the consultant to do an analysis of Education Cloud functionality to identify additional apps it may need to purchase.

What is a standard feature of Education Cloud?

- A.** Event Management
- B.** Order Management
- C.** Student Advising

Answer: C (LEAVE A REPLY)

Salesforce Education Cloud is designed to meet the needs of educational institutions, providing a comprehensive set of features to manage student lifecycle, from recruitment to alumni engagement. A standard feature of Education Cloud is Student Advising, which helps institutions offer personalized support and guidance to students throughout their academic journey. This functionality includes tracking student progress, scheduling advising sessions, and providing insights into student performance and needs.

Reference:

Salesforce Education Cloud Overview

Student Success Hub for Higher Education

NEW QUESTION: 68

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

Which analytics tool should the consultant recommend?

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

Answer: A (LEAVE A REPLY)

Explanation

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

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

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

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

NEW QUESTION: 69

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

What should the consultant recommend to meet this requirement?

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

Answer: A (LEAVE A REPLY)

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

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

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

NEW QUESTION: 70

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

Which object in EDA indicates a student's major?

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

Answer: D (LEAVE A REPLY)

Explanation

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

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

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

NEW QUESTION: 71

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

Which two options are required to use Advisor Link?

Choose 2 answers.

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

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

NEW QUESTION: 72

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

Which account model should the consultant recommend?

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

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

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

References:

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

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

NEW QUESTION: 73

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

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

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

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

Explanation

Course Offering is an EDA object that indicates a class is available for a given term. Course Offering is an object that represents a specific instance of a course that is offered during a term. Course Offering can be used to track various information about a class, such as name, code, capacity, faculty, location, or schedule. The consultant can create a Course Offering record for each class that is available for a given term and associate it with the Term object. Course Connection, Attendance Event, and Time Block are not EDA objects that indicate a class is available for a given term. References:

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

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

NEW QUESTION: 74

Student Services is preparing to migrate student Incident and Incident Resolution data from its old system to a Salesforce.org that uses the Education Data Architecture (EDA).

Which two objects should the consultant use?

Choose 2 answers.

- A. Attribute
- B. Case
- C. Case Comment
- D. Behavior Response

Answer: B,C (LEAVE A REPLY)

Explanation

Case and Case Comment are two objects that the consultant should use to migrate student Incident and Incident Resolution data from the old system to EDA. Case is an object that represents a student issue or problem that needs to be resolved. Case Comment is an object that stores comments related to a case. Attribute and Behavior Response are not objects that can store Incident and Incident Resolution data in EDA.

References:

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

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

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

NEW QUESTION: 75

A university's Alumni Relations office is replacing its legacy system with Salesforce. The consultant needs to load a large volume of alumni Contact records into a new Salesforce environment.

Which action should the consultant take?

- A. Set the Account and Contact's sharing to Public Read/Write before the data load.
- B. Set the Account and Contact's sharing to Private before the data load.
- C. Load record owners after the Account and Contact data load is complete.

Answer: (SHOW ANSWER)

The action that the consultant should take when loading a large volume of alumni Contact records into a new Salesforce environment is B. Set the Account and Contact's sharing to Private before the data load¹. This is because setting the sharing to Private can improve the performance and speed of the data load, as it reduces the number of sharing calculations and recalculations that Salesforce has to perform during the process. Setting the sharing to Private can also prevent unauthorized access and visibility of the data by other users until the data load is complete and verified².

A) Set the Account and Contact's sharing to Public Read/Write before the data load and C. Load record owners after the Account and Contact data load is complete are not valid actions for this scenario. Setting the sharing to Public Read/Write can degrade the performance and speed of the data load, as it increases the number of sharing calculations and recalculations that Salesforce has to perform during the process. Setting the sharing to Public Read/Write can also expose the data to other users who may not have the appropriate permissions or roles to view or edit the data². Loading record owners after the Account and Contact data load is complete can cause errors and inconsistencies in the data, as the record owners are required fields for the Account and Contact objects. Loading record owners after the data load can also trigger unnecessary workflows and validations that can affect the data quality and integrity³.

NEW QUESTION: 76

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

Answer: A (LEAVE A REPLY)

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<https://www.trainingdump.com/Salesforce/Education-Cloud-Consultant-practice-exam-dumps.html> (220 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

NEW QUESTION: 77

A customer wants to learn more about Salesforce.org solutions built by the community.
Which resource should a consultant recommend?

- A. Trailblazer Community: Open Source Commons & Community Sprints
- B. Product Documentation: Is a Pro Bono Project the Right Fit?
- C. Trailblazer Community: Cumulus I (CCI)

Answer: A (LEAVE A REPLY)

Explanation

The consultant should recommend Trailblazer Community: Open Source Commons & Community Sprints as a resource where the customer can find more information on Salesforce.org solutions built by the community.

Trailblazer Community is a platform that connects Salesforce customers, partners, employees, and enthusiasts to learn, share, and collaborate on Salesforce topics and projects. Trailblazer Community: Open Source Commons & Community Sprints is a group within Trailblazer Community that provides information on Salesforce.org solutions built by the community, such as open-source projects, community sprints, or community-led webinars. The customer can also join discussions, forums, or blogs related to Salesforce.org solutions built by the community on Trailblazer Community: Open Source Commons & Community Sprints.

Product Documentation: Is a Pro Bono Project the Right Fit?, Trailblazer Community: Cumulus I (CCI), or AppExchange are not resources where the customer can find more information on Salesforce.org solutions built by the community. References:
<https://trailhead.salesforce.com/en/content/learn/modules/trailblazer-community-basics>
<https://trailblazercommunitygroups.com/sprints/>

NEW QUESTION: 78

The School of Engineering is interested in a Salesforce email marketing tool that scores email activity from campaigns and mass communications, as well as individual emails sent from recruiters. Recruiters want the flexibility to send emails from their Outlook account or from Salesforce. The marketing director wants recruiters to use branded email templates.

Which solution should the consultant recommend?

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

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

Email Studio is a Salesforce email marketing tool that allows users to create, send, and track personalized email campaigns and mass communications¹. Email Studio also provides features such as email scoring, which measures the engagement level of each email recipient based on their actions, such as opening, clicking, or unsubscribing². Salesforce Inbox is a Salesforce tool that integrates email applications such as Outlook with Salesforce, allowing users to access CRM data and features from their email inbox³. Salesforce Inbox also enables users to send emails from their Outlook account or from Salesforce using branded email templates⁴.

Account Engagement is a Salesforce tool that provides insights and recommendations for sales reps to engage with their accounts based on AI analysis of email activity, web activity, and CRM data⁵. However, Account Engagement is not an email marketing tool that can score email activity from campaigns and mass communications. Salesforce Engage is a Salesforce tool that allows users to create personalized email campaigns using Marketing Cloud templates and track the responses in real time⁶. However, Salesforce Engage does not integrate with Outlook or allow users to send emails from their email inbox.

References:

- 1: Email Studio Overview - Salesforce
- 2: Email Scoring Basics - Salesforce
- 3: Salesforce Inbox Overview - Salesforce
- 4: Use Email Templates in Inbox - Salesforce
- 5: Account Engagement Overview - Salesforce
- 6: Engage Campaigns Overview - Salesforce

NEW QUESTION: 79

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.

What should the consultant use to meet the requirement?

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

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

Explanation

A scratch org is a dedicated, short term Salesforce environment that the consultant can use to test the new features they have configured in a version control-based process. A scratch org is a source-driven and disposable deployment of

Salesforce code and metadata. A scratch org is fully configurable, allowing the consultant to emulate different Salesforce editions and features. A Developer Edition org, a full sandbox, and a partial copy sandbox are not dedicated, short term Salesforce environments that can be used in a version control-based process. References:

https://developer.salesforce.com/docs/atlas.en-us.sfdx_dev.meta/sfdx_dev/sfdx_dev_scratch_orgs.htm

<https://trailhead.salesforce.com/en/content/learn/modules/scratch-orgs>

NEW QUESTION: 80

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

Which solution should the consultant recommend to meet the requirement?

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

Answer: D (LEAVE A REPLY)

Explanation

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

References:

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

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

NEW QUESTION: 81

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

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

Which solution should the consultant recommend?

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

Answer: (SHOW ANSWER)

Explanation

The best solution for the Recruitment and Admissions office to use Salesforce to track prospective students, recruitment events, student applications, digital engagement, and interactions with prospects on their mobile devices is C. Einstein Bots. Einstein Bots are chatbots that use artificial intelligence (AI) to automate conversations with prospective students on

various channels, such as SMS, social media, and email. They can provide information, answer questions, collect data, and hand off the conversation to a human agent if needed.

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

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

NEW QUESTION: 82

An Advancement office is evaluating the automation capabilities of the Education Data Architecture (EDA). The office needs to be able to identify inactive addresses and have them sync to the contact record.

How should the consultant meet this requirement?

- A. Set the inactive address on the Contact record through integration.
- B. Select the "Inactive" checkbox on the Address record.
- C. Develop a custom trigger to update the Contact record.

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

The Education Data Architecture (EDA) provides a feature to track and manage multiple addresses for contacts and accounts using the Address object¹. The Address object has a field called "Inactive" that indicates whether the address is currently in use or not². By selecting the "Inactive" checkbox on the Address record, the consultant can mark the address as inactive and have it sync to the contact record. The contact record will then show the inactive address in the Mailing Address field, with a strike-through line to indicate that it is no longer valid³.

Setting the inactive address on the contact record through integration is not a recommended solution, as it would bypass the EDA address management feature and create inconsistency between the contact and address records. Developing a custom trigger to update the contact record is also not necessary, as EDA already provides a built-in mechanism to handle inactive addresses using the Address object.

Reference:

1: Understand Addresses in EDA - Salesforce

2: EDA Object Reference - Salesforce

3: Manage Simple Changes to Address Records - Salesforce

NEW QUESTION: 83

The system admin has asked for training so users can learn basic Salesforce functionality at their own pace and track lesson completion. The IT department budget for paid training is very low.

What should the consultant recommend?

- A. Power of Us Hub
- B. Trailblazer Community
- C. Trailhead
- D. Salesforce Einstein

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

Trailhead is a resource that the consultant can recommend for training users to learn basic Salesforce functionality at their own pace and track lesson completion. Trailhead is an online learning platform that provides interactive and gamified content on various Salesforce topics, such as products, features, skills, and best practices. Trailhead also allows users to earn badges and points as they complete modules and projects, and track their progress and achievements. Trailhead is free and accessible to anyone who wants to learn Salesforce. Power of Us Hub, Trailblazer Community, and Salesforce Einstein are not resources that provide training on basic Salesforce functionality. References:

<https://trailhead.salesforce.com/en/home>

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

NEW QUESTION: 84

An institution has centralized email communications for alumni. Departments across the university should only be able to view their team's content.

What should a consultant recommend to meet this requirement?

- A.** Pardot Business Unit
- B.** Marketing Cloud Business Unit
- C.** Einstein Account-Based Marketing
- D.** Salesforce Data Management Platform

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 85

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

Which feature should the consultant recommend to meet the requirement?

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

Answer: ([SHOW ANSWER](#))

Advising Pools is a feature that allows students to schedule appointments with any available advisor directly from a portal. Advising Pools enables advisors to set their availability and preferences, and students to see which advisors match their needs and book appointments accordingly. Email to Case, Success Teams, and Early Alerts are not features that allow students to schedule appointments with advisors from a portal.

References:

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

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

NEW QUESTION: 86

Advisors at a university send follow-up emails to each of their assigned students. The advisors want to use Student Success Hub to enable this process.

Which solution should a consultant implement?

- A.** Queue Management

B. Mass Actions

C. Alerts

Answer: B (LEAVE A REPLY)

Explanation

Mass Actions allow advisors to send follow-up emails to multiple students at once from the Student Success Hub. Queue Management is a feature that helps advisors prioritize their tasks and appointments, not send emails. Alerts are notifications that appear on the Student Success Hub to inform advisors of important events or actions, not send emails. References:

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

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

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

NEW QUESTION: 87

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

How should the consultant create this report?

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

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

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

Answer: A (LEAVE A REPLY)

The consultant should create a custom Report Type with Courses, Course Offerings, and Course Connections to create a report of all alumni who took a course from that faculty member for the Alumni Relations office that is using Salesforce with EDA. A custom Report Type is a type of report that shows information about one or more objects and their fields, filters, and relationships. A custom Report Type with Courses, Course Offerings, and Course Connections can help the Alumni Relations office create a report of all alumni who took a course from that faculty member by showing the relationship between the Contact object and the Course object through the Course Offering object and the Course Connection object. The consultant can add fields and filters to the custom Report Type to show only the alumni who took a course from that faculty member. Using the Course Connections with Contact's Academic Program Report Type, adding a Course Connections cross filter to the Program Enrollments with Contact report, or creating a custom Report Type with Contacts, Accounts, and Affiliations are not ways to create a report of all alumni who took a course from that faculty member for the Alumni Relations office that is using Salesforce with EDA. References:

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

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

NEW QUESTION: 88

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. ETL tool

B. Lightning Connect

- C. Salesforce Data Import Wizard
- D. Salesforce Data Loader

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

NEW QUESTION: 89

A large university integrates over one million student Contact 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 ([LEAVE A REPLY](#))

Explanation

Ownership data skew is what the consultant should discuss with the university, because it is a potential performance issue that can occur when a large number of records are owned by a single user. In this case, the Integration User owns over one million Contact records, which can cause slow or failed queries, reports, or list views. The consultant should advise the university to distribute the ownership of the records among multiple users or queues to avoid ownership data skew. API call limits, account data skew, and OAuth token limits are not relevant to this scenario. References:

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

<https://developer.salesforce.com/blogs/engineering/2012/04/avoid-account-data-skew-for-peak-performanc>

NEW QUESTION: 90

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

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

Answer: ([SHOW ANSWER](#))

Explanation

The Appointment Attendee object in Student Success Hub is used to track the students and support staff who attend an appointment¹. The Student Success Hub Tableau Accelerator uses data from this object, along with other objects such as Alert, Appointment, Case, Contact, Course Connection, Course Offering, Program Enrollment, Term, and User, to create visualizations of student and support staff data². The Behavior Incident object is not part of Student Success Hub or the Tableau Accelerator. The Availability Topic object is used to categorize the availability of support staff for appointments¹, but it is not used by the Tableau Accelerator. References:

1: EDA Object Reference - Salesforce³

2: Analyze Student Success Data with the Tableau Accelerator - Salesforce⁴

NEW QUESTION: 91

An elementary school district has evaluated Nonprofit Success Pack and now wants to evaluate the K-12 Architecture Kit. Which action should the consultant take?

- A. Install the K-12 Architecture Kit from the AppExchange.
- B. Start a new K-12 Architecture Kit trial.
- C. Make K-12 Architecture Kit record types available to profiles.
- D. Install the K-12 Architecture Kit from GitHub.

Answer: (SHOW ANSWER)

The consultant should install the K-12 Architecture Kit from GitHub to evaluate it for the school district.

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

References:

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

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

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NEW QUESTION: 92

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

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

Which security setting should the consultant configure?

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

Answer: B (LEAVE A REPLY)

The consultant should configure a security setting to create a Program Plan sharing rule to provide Read access based on record type for the system admin who wants to use the recommended setup for external users when implementing Student Success Hub and Pathways in a new org for the Undergraduate Advising department. A sharing rule is a security setting that allows users to extend sharing access to users in public groups, roles, or territories. A Program Plan sharing rule can help the system admin provide Read access to external users based on record type by granting access to specific Program Plan

records that are relevant or appropriate for external users, such as students or advisors. Creating an Account sharing rule to provide Read access based on record type, changing the default Program Plan sharing setting to Private, or creating a custom PermissionSet for external users are not security settings that the consultant should configure for the system admin who wants to use the recommended setup for external users when implementing Student Success Hub and Pathways in a new org for the Undergraduate Advising department. References:

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

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

NEW QUESTION: 93

International Programs wants to track the emergency contacts for students who are studying abroad.

Which functionality should a consultant implement to meet this requirement?

- A.** Relationships
- B.** Household Accounts
- C.** Affiliations
- D.** Success Teams

Answer: A (LEAVE A REPLY)

Relationships is a functionality that the consultant can implement to meet the requirement of tracking the emergency contacts for students who are studying abroad. Relationships is a feature that allows the consultant to create and manage connections between Contacts in EDA. Relationships can be used to track various types of connections, such as family, friends, mentors, or emergency contacts. The consultant can create a custom RelationshipType for emergency contacts and associate it with the students who are studying abroad.

Household Accounts, Affiliations, and Success Teams are not functionalities that can track the emergency contacts for students who are studying abroad. References:

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

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

NEW QUESTION: 94

A consultant is designing a new Salesforce org that uses the Education Data Architecture (EDA) for student service. The College wants to track which classes are taught by teaching assistants.

Which EDA object should the consultant use?

- A.** Course Offering
- B.** Course Connection
- C.** Term Grade
- D.** Program Enrollment

Answer: B (LEAVE A REPLY)

Explanation

Course Connection is an EDA object that the consultant should use to track which classes are taught by teaching assistants. Course Connection is an object that represents a junction between a Contact and a Course Offering. Course Connection can be used to track various types of roles, such as student, teacher, or teaching assistant. The consultant can create a custom picklist value for teaching assistant on the Course Connection object and associate it with the Contacts who teach classes.

Course Offering, Term Grade, and Program Enrollment are not EDA objects that can track which classes are taught by teaching assistants. References:

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

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

NEW QUESTION: 95

A university uses Admissions Connect and wants to digitally transform its Study Abroad processes. Currently, staff need to check multiple spreadsheets to identify which Study Abroad students have completed specific tasks to qualify for the program.

Which solution should a consultant recommend?

- A.** Program Plan
- B.** Action Plans
- C.** Pathways
- D.** Attendance Event

Answer: B (LEAVE A REPLY)

Action Plans are a feature of Admissions Connect that allow staff to create and assign tasks to students, track their progress, and automate reminders and notifications. Action Plans can be used to streamline the Study Abroad process by creating a template of tasks that students need to complete to qualify for the program, such as submitting an application, attending an orientation, obtaining a visa, etc. Staff can then assign the Action Plan to each student who is interested in studying abroad and monitor their completion status. Action Plans can also be integrated with Salesforce Communities to provide students with a self-service portal where they can view and update their tasks, upload documents, and communicate with staff.

Reference: [Admissions Connect Documentation], [Admissions Connect: Action Plans]

NEW QUESTION: 96

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

What should a consultant create to meet the requirement?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 97

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

Which object in EDA indicates a student 's major?

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

Answer: D (LEAVE A REPLY)

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

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

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

NEW QUESTION: 98

Where can a customer access the open-source common sprint project code repositories?

- A. Trailblazer Community
- B. Partner Community
- C. GitHub

Answer: C (LEAVE A REPLY)

GitHub is a web-based platform that hosts open-source code repositories for developers to collaborate on projects¹.

Customers can access the common sprint project code repositories on GitHub by visiting the Salesforce.org Open Source Commons organization page². There, they can find various community projects stemming from Salesforce.org Open Source Community Sprints, such as Data Generation Toolkit, Outbound Funds Module, and Membership Schema and Benefits².

These projects are compatible with Education Cloud and can be used to extend its functionality and features. Reference:

1: What is GitHub? - GitHub Docs³

2: Salesforce.org Open Source Commons - Community Sprint Projects⁴

NEW QUESTION: 99

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

Which functionality in Student Success Hub should the consultant recommend?

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

Answer: C (LEAVE A REPLY)

Early Alerts is a functionality in Student Success Hub that the consultant can recommend to meet the requirement of providing assistance to proactively identify student issues as they arise. Early Alerts is a feature that allows users to create and manage alerts for students who may need intervention or support, such as academic, financial, or personal issues. Early Alerts can help college advisors proactively identify student issues as they arise by using features such as Alert Reasons, Alert Statuses, or Alert Assignment Rules.

Advising Events, Mass Actions, and Success Plans are not functionalities in Student Success Hub that can meet the requirement of providing assistance to proactively identify student issues as they arise. References:

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

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

NEW QUESTION: 100

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

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

- A.** Course Offering Schedule
- B.** Time Block
- C.** Program Enrollment

Answer: A (LEAVE A REPLY)

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

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

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

NEW QUESTION: 101

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

Which two communication examples should a consultant recommend?

Choose 2 answers

- A.** User contest
- B.** Post go-live recap
- C.** Teaser email
- D.** Project sponsor profile

Answer: (SHOW ANSWER)

Explanation

User contest and post go-live recap are two communication examples that the consultant can recommend to send after implementation. User contest is a type of communication that encourages users to participate in a competition or a challenge related to using Salesforce, such as completing a certain number of tasks, earning badges on Trailhead, or submitting feedback or ideas. User contest can help increase user engagement, adoption, and satisfaction with Salesforce. Post go-live recap is a type of communication that summarizes the results and outcomes of the implementation project, such as key achievements, lessons learned, success stories, or next steps. Post go-live recap can help celebrate the project completion,

acknowledge the project team and stakeholders, and provide guidance for future improvements. Teaser email and project sponsor profile are two communication examples that the consultant can recommend to send before implementation.

References:

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

https://trailhead.salesforce.com/en/content/learn/modules/change_management/change_management_com

NEW QUESTION: 102

The Recruitment and Admissions office wants to use Salesforce to track prospective students, recruitment events, student applications, digital engagement, and interactions with prospects on their mobile devices. Prospective students communicate via SMS on their mobile devices, social media, and email.

Which solution should the consultant recommend?

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

Answer: C (LEAVE A REPLY)

The best solution for the Recruitment and Admissions office to use Salesforce to track prospective students, recruitment events, student applications, digital engagement, and interactions with prospects on their mobile devices is C. Einstein Bots¹². Einstein Bots are chatbots that use artificial intelligence (AI) to automate conversations with prospective students on various channels, such as SMS, social media, and email. They can provide information, answer questions, collect data, and hand off the conversation to a human agent if needed. Einstein Bots can help the Recruitment and Admissions office to track digital engagement and interactions with prospects on their mobile devices, and improve the student experience¹².

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

NEW QUESTION: 103

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

Which integration approach should the consultant recommend?

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

Answer: (SHOW ANSWER)

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

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

https://developer.salesforce.com/docs/atlas.en-us.integration_patterns_and_practices.meta/integration_patterns_and_practices/integ_pat_what_is_etl.htm

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

NEW QUESTION: 104

University Investment Services (UIS) is an internal department that manages the university endowment through financial investments. It operates independently of the university and only works with investment companies and financial institutions. UIS is interested in a CRM that will track investment companies, its company Contacts, Leads, Opportunities, and Activities. Which solution should the consultant recommend?

A. Sales Cloud

B. Education Data Architecture

C. Financial Services Cloud

Answer: C (LEAVE A REPLY)

Financial Services Cloud is a Salesforce solution that is designed for the financial services industry, including wealth and asset management, banking, and insurance¹. Financial Services Cloud provides features and functionality that are tailored to the needs of UIS, such as:

Tracking investment companies and their contacts as financial accounts and account members².

Managing leads, opportunities, and activities with standard Salesforce objects and tools³.

Leveraging Einstein AI to surface insights and recommendations for investment opportunities⁴.

Integrating with core financial systems and data sources using prebuilt connectors and accelerators⁵.

Sales Cloud is a general-purpose CRM solution that does not have the specific features and functionality for the financial services industry⁶. Education Data Architecture (EDA) is a Salesforce solution that is designed for the education sector, including K-12 and higher education institutions⁷. EDA does not have the specific features and functionality for the financial services industry either.

Reference:

1: Financial Services Cloud Overview - Salesforce⁸

2: Financial Services Cloud Data Model - Salesforce

3: Financial Services Cloud User Guide - Salesforce

4: Einstein for Financial Services Cloud - Salesforce

5: Financial Services Cloud Integration Guide - Salesforce

6: Sales Cloud Overview - Salesforce

7: Education Data Architecture Overview - Salesforce

NEW QUESTION: 105

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

A. Availability Topic

B. Behavior Incident

C. Appointment Attendee

Answer: C (LEAVE A REPLY)

The Appointment Attendee object in Student Success Hub is used to track the students and support staff who attend an appointment¹. The Student Success Hub Tableau Accelerator uses data from this object, along with other objects such as Alert, Appointment, Case, Contact, Course Connection, Course Offering, Program Enrollment, Term, and User, to create visualizations of student and support staff data². The Behavior Incident object is not part of Student Success Hub or the Tableau Accelerator. The Availability Topic object is used to categorize the availability of support staff for appointments¹, but it is not used by the Tableau Accelerator. Reference:

1: EDA Object Reference - Salesforce³

2: Analyze Student Success Data with the Tableau Accelerator - Salesforce⁴

NEW QUESTION: 106

A consultant is designing a new Salesforce org that uses the Education Data Architecture (EDA) for student service. The College wants to track which classes are taught by teaching assistants.

Which EDA object should the consultant use?

- A. Course Offering
- B. Course Connection
- C. TermGrade
- D. Program Enrollment

Answer: (SHOW ANSWER)

Course Connection is an EDA object that the consultant should use to track which classes are taught by teaching assistants. Course Connection is an object that represents a junction between a Contact and a Course Offering. Course Connection can be used to track various types of roles, such as student, teacher, or teaching assistant. The consultant can create a custom picklist value for teaching assistant on the Course Connection object and associate it with the Contacts who teach classes. Course Offering, Term Grade, and Program Enrollment are not EDA objects that can track which classes are taught by teaching assistants. References:

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

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

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NEW QUESTION: 107

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

Which solution should the consultant recommend to meet the requirement?

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

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

Accounting Subledger is a solution that the consultant can recommend to align pledges and donations captured in Salesforce with GEM with the institution's finance system. Accounting Subledger allows the institution to create accounting-ready data from Salesforce and export it to their finance system. Accounting Subledger also provides reports and dashboards that show the reconciliation status and discrepancies between Salesforce and the finance system. Using the Bulk API, using Salesforce Connect, and installing Outbound Fund Module are not solutions that can align pledges and donations captured in Salesforce with GEM with the institution's finance system. References:

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

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

NEW QUESTION: 108

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

Which Marketing Cloud product should the consultant recommend?

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

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

NEW QUESTION: 109

A consultant is making changes to compact layouts in the Education Data Architecture (EDA) and wants those changes to persist when a new release is pushed to the Salesforce environment.

Which step should the consultant take to accomplish this?

- A. Clone the EDA Compact Layout.
- B. Edit the Mini Page Layout.
- C. Assign the Mini Page Layout to all users.

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

Explanation

The consultant should clone the EDA Compact Layout as a step to accomplish making changes to compact layouts in EDA and having those changes persist when a new release is pushed to the Salesforce environment.

A compact layout is a layout that shows key fields of a record in a summary view, such as in a list view or a record highlight panel. Cloning the EDA Compact Layout means creating a copy of the default compact layout provided by EDA and making changes to it, such as adding or removing fields. Cloning the EDA Compact Layout can help the consultant accomplish making changes to compact layouts in EDA and having those changes persist when a new release is pushed to the Salesforce environment by ensuring that the custom compact layout will not be overwritten by EDA updates. Editing the Mini Page Layout, assigning the Mini Page Layout to all users, or creating a custom Record Type are not steps that the consultant

should take to accomplish making changes to compact layouts in EDA and having those changes persist when a new release is pushed to the Salesforce environment. References:

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

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

NEW QUESTION: 110

A university's Study Abroad office getting ready to implement Salesforce to streamline internal processes. In the past, most of the work was done using spreadsheets and paper. The office is unsure which metrics to use to determine whether the implementation project is successful.

Which two metrics should the consultant recommend?

Choose 2 answers.

- A.** Volume of emails to the office
- B.** Number of student phone inquiries
- C.** Time saved when creating business reports
- D.** Percentage of staff logins each month

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

NEW QUESTION: 111

A consultant needs to migrate information from a university's legacy system and reference the corresponding Education Data Architecture (EDA) objects and fields in Salesforce.

What should the consultant reference to complete this task?

- A.** Lightning Connect
- B.** EDA Data Dictionary
- C.** Data Loader
- D.** EDA Settings

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 112

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

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

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

The consultant should recommend to use a RACI matrix to define member roles for a university that wants a successful Data Governance committee. A RACI matrix is a tool that clarifies the roles and responsibilities of different stakeholders in a project or a process, using four categories: Responsible, Accountable, Consulted, and Informed. A RACI matrix can help the university have a successful Data Governance committee by defining and communicating who is responsible for making decisions, who is accountable for ensuring quality and compliance, who is consulted for providing input or feedback, and who is informed about the outcomes or changes related to data governance. Creating a Center of Excellence queue, setting up a

Salesforce Adoption Dashboard, or referring committee members to Trailhead are not recommendations for a university that wants a successful Data Governance committee. References:

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

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

NEW QUESTION: 113

A university plans to use Salesforce for its recruitment and admissions process and needs to integrate it with the Student Information System (SIS).

Which step should the consultant take initially?

A. Disable Trigger Handler records.

B. Define the process.

C. Use the Data Import Wizard.

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

The initial step that the consultant should take when planning to integrate Salesforce with the Student Information System (SIS) is B. Define the process¹. This means that the consultant should identify the business requirements, use cases, and scenarios that the integration should support, such as data synchronization, data transformation, data validation, error handling, etc. The consultant should also determine the scope, frequency, direction, and volume of the data exchange, as well as the security and performance considerations².

A) Disable Trigger Handler records and C. Use the Data Import Wizard are not valid steps for the initial integration planning. Disabling Trigger Handler records is a step that may be required when installing the Education Data Architecture (EDA) package in an existing Salesforce org, as it can prevent conflicts with existing triggers and workflows³. However, this is not related to the integration with the SIS. Using the Data Import Wizard is a tool that can be used to import data from external sources into Salesforce, such as accounts, contacts, leads, etc⁴. However, this is not a step for the initial integration planning, but rather a possible option for the data migration or loading.

NEW QUESTION: 114

A university wants to track the Biology 101 class for next semester. The class will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A. and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility. Which object in Education Data Architecture (EDA) should a consultant use to meet this requirement?

A. Course Offering Schedule

B. Time Block

C. Program Enrollment

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

The consultant should use the Course Offering Schedule object in EDA to meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university. The Course Offering Schedule object is an object in EDA that allows users to store information about when and where a course offering is held, such as day of week, start time, end time, or location. The Course Offering Schedule object can help the consultant meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university by creating two Course Offering Schedule records for the Biology 101 course offering, one for the lecture sessions and one for the lab

sessions, and specifying the day of week, start time, end time, and location for each record. Time Block, Program Enrollment, or Course Connection are not objects in EDA that the consultant should use to meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university. Reference:

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

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

NEW QUESTION: 115

The Law school's dean, recruitment director, and end users want to implement Salesforce so they can have a central, shared reporting system of engagement for recruitment and admission processes and raise enrollment by 10%. The Law school plans to grow and expand its use of Salesforce to other departments in the future; however, the IT department can only support system integration.

What should the consultant discuss first with the school?

- A.** Leadership sponsorship
- B.** Business objectives
- C.** Metric identification
- D.** Capacity to administer

Answer: D (LEAVE A REPLY)

Explanation

The consultant should discuss the capacity to administer with the school first, because this is a critical factor for a successful implementation and adoption of Salesforce. The capacity to administer means having the resources, skills, and processes to manage and maintain the Salesforce system on an ongoing basis. The consultant should assess whether the school has a dedicated Salesforce administrator or team, or whether they need to hire or train one. The consultant should also advise the school on the best practices and tools for administering Salesforce. Leadership sponsorship, business objectives, and metric identification are important factors for a successful implementation, but they are already given in the scenario, so they do not need to be discussed first by the consultant. References:

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

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

NEW QUESTION: 116

A primary school has implemented the K-12 Architecture Kit. The school needs to report out basic student demographic information. What should the consultant do to meet this requirement?

- A.** Create a new student demographic dashboard.
- B.** Refer to the existing sample student demographic dashboard.
- C.** Use the Student Success Hub Tableau Accelerator.

Answer: B (LEAVE A REPLY)

The consultant should refer to the existing sample student demographic dashboard to report out basic student demographic information for the primary school that has implemented K-12 Architecture Kit. The sample student demographic dashboard is a dashboard that comes with K-12 Architecture Kit and shows information about students' demographics, such as gender, ethnicity, grade level, or school. The sample student demographic dashboard can help the primary school report out basic student demographic information by using features such as charts, tables, or filters. The consultant can also customize or

modify the sample student demographic dashboard to meet the primary school's specific needs or preferences. Creating a new student demographic dashboard, using the Student Success Hub Tableau Accelerator, or creating a custom Report Type are not things that the consultant should do to report out basic student demographic information for the primary school that has implemented K-12 Architecture Kit. References:

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

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

NEW QUESTION: 117

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

Which communication example should a consultant recommend?

A. User contest

B. Teaser email

C. Project sponsor profile

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 118

A university wants to improve student retention by developing a tool for students to engage at scale, find answers to common questions and resources, and allow students to interact with student organizations.

What should a consultant recommend to meet this requirement?

A. Experience Cloud

B. Pardot Engagement Studio

C. Interaction Studio

D. Einstein Bots

Answer: ([SHOW ANSWER](#))

Explanation

Experience Cloud is a solution that the consultant can recommend to meet the requirement of developing a tool for students to engage at scale, find answers to common questions and resources, and allow students to interact with student organizations. Experience Cloud is a product that allows users to create and manage digital experiences for customers, partners, or employees on any device or channel. Experience Cloud can help the university improve student retention by creating a student community that provides features such as forums, articles, chat, groups, events, or surveys. Pardot Engagement Studio, Interaction Studio, and Einstein Bots are not solutions that can meet the requirement of developing a tool for students to engage at scale, find answers to common questions and resources, and allow students to interact with student organizations.

References:

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

https://trailhead.salesforce.com/en/content/learn/modules/community_rollout_impl/community_rollout_im

NEW QUESTION: 119

The Alumni Association is interested in using Education Cloud to support its operations. The Association tracks what engages alumni and their hobbies.

Which Education Cloud feature should the consultant recommend?

- A. Interest Tags
- B. Relationships
- C. Activity Timeline

Answer: A (LEAVE A REPLY)

Tracking Engagement and Hobbies:

Interest Tags in Education Cloud allow the tracking of specific interests and hobbies of alumni.

This feature helps in understanding what engages alumni and can be used to tailor communications and activities.

Setting Up Interest Tags:

Define Interest Tags: Create tags that represent different interests and hobbies.

Assign Tags: Assign these tags to alumni based on their interests and engagement history.

Utilizing Interest Tags:

Segmentation: Use Interest Tags to segment alumni for targeted communications and events.

Personalized Outreach: Tailor outreach efforts based on the specific interests and hobbies tracked by the tags.

Implementation Steps:

Configure Tags: Set up and define the tags in the system.

Data Entry: Tag alumni with the appropriate interests.

Analyze Engagement: Use reports and analytics to understand the impact of interest-based engagement.

Reference:

Salesforce Education Cloud Documentation: Interest Tags

NEW QUESTION: 120

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: (SHOW ANSWER)

The consultant should recommend Pardot as a solution to meet the requirement of sending mass emails to constituents in their territories and automating donor prospect prioritization based on engagement and specified criteria for the major gift officers. Pardot is a product that allows users to create and manage personalized and targeted marketing campaigns for customers or prospects. Pardot can help the major gift officers send mass emails to constituents in their territories using features such as email templates, dynamic content, or email preference centers. Pardot can also help the major gift officers automate donor prospect prioritization based on engagement and specified criteria using features such as lead scoring, lead grading, or automation rules. foundationConnect, Salesforce Inbox, and Marketing Cloud are not solutions that can meet the requirement of sending mass emails to constituents in their territories and automating donor prospect prioritization based on engagement and specified criteria for the major gift officers. Reference:

<https://www.salesforce.com/products/pardot/overview/>

NEW QUESTION: 121

The Undergraduate Admissions office needs to track new students and their current course of study. Which Education Data Architecture (EDA) object should the consultant use to meet the requirement?

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

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

Program Enrollment is an EDA object that tracks the enrollment of a student in a specific program or course of study. It can store information such as the program name, start and end dates, status, and credits earned. The consultant should use this object to meet the requirement of tracking new students and their current course of study for the Undergraduate Admissions office. References: [Salesforce Education Cloud Academy: Consultant Fundamentals], [EDA Data Model]

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NEW QUESTION: 122

The International Studies office is using Salesforce to manage 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. Salesforce reports
- B. A third-party app
- C. Salesforce Files
- D. Extended Mail Merge

Answer: (SHOW ANSWER)

Explanation

A third-party app is a solution that the consultant can recommend to meet the requirement of electronically sending, and also printing and mailing scholarship and program admission decisions on a preformatted letter template. A third-party app is an application that provides additional features and solutions for Salesforce.

There are many third-party apps on the AppExchange that offer document generation and delivery capabilities, such as creating letters, invoices, contracts, or proposals, and sending them via email or postal mail. The consultant can help the International Studies office choose an app that meets their needs and budget.

Salesforce reports, Salesforce Files, and Extended Mail Merge are not solutions that can electronically send, and also print and mail scholarship and program admission decisions on a preformatted letter template.

References:

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

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

NEW QUESTION: 123

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

What should the consultant discuss with the client?

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

Answer: D (LEAVE A REPLY)

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

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

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

NEW QUESTION: 124

Staff want to maximize the value of their Education Cloud org and CRM Analytics. They need a dashboard that tracks metrics, such as application status, the total number of applications, and how those totals compare to the previous period.

What should the consultant do?

- A.** Create a custom dashboard.
- B.** Leverage the Admissions Insights dashboard.
- C.** Leverage the Advisor Insights dashboard.

Answer: B (LEAVE A REPLY)

The Admissions Insights dashboard in Salesforce Education Cloud provides a comprehensive view of the admissions process, offering pre-built reports and dashboards that track key metrics such as application status, total number of applications, and comparisons to previous periods. This dashboard allows staff to easily monitor and analyze admissions data without the need to create custom dashboards from scratch, thus maximizing the value of their Education Cloud org and CRM Analytics.

Reference:

Admissions Connect

CRM Analytics for Education

NEW QUESTION: 125

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: (SHOW ANSWER)

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

Reference:

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

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

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

NEW QUESTION: 126

A community college would like to use Admissions Connect and automatically admit applicants if they meet certain criteria.

What should the consultant do?

- A. Create a new flow.
- B. Activate the ApplicantCommunityHomeController Apex class.
- C. Leverage the existing flow Sample: Application Auto Admit.

Answer: C (LEAVE A REPLY)

The consultant should leverage the existing flow Sample: Application Auto Admit to automatically admit applicants if they meet certain criteria for the community college that would like to use Admissions Connect.

A flow is a tool that allows users to automate business processes by guiding users through screens, collecting data, or executing actions. Sample: Application Auto Admit is an existing flow in Admissions Connect that allows users to automatically admit applicants if they meet certain criteria, such as GPA or test scores. The consultant can leverage the existing flow Sample: Application Auto Admit to automatically admit applicants if they meet certain criteria for the community college that would like to use Admissions Connect by configuring and customizing the flow to match their admission requirements and policies. Creating a new flow, activating the ApplicantCommunityHomeController Apex class, or developing a custom trigger that checks the submission deadline against the current date are not things that the consultant should do to automatically admit applicants if they meet certain criteria for the community college that would like to use Admissions Connect. References:

[https://help.salesforce.com/s/articleView?id=sf.flow.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.flow.htm&type=5)

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

NEW QUESTION: 127

A university uses the Education Data Architecture (EDA) to manage its prospective and current students. The student Contact Mailing Address fields and records are populated in Salesforce through an integration with an external system. What should the consultant recommend?

- A.** Disable address-related Trigger Handler records.
- B.** Disable all EDA and custom Trigger Handler records.
- C.** Set record-level trigger firing based on the Account record type.
- D.** Set the Default Account Model to Administrative.

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

Explanation

The consultant should recommend to disable address-related Trigger Handler records for the university that uses EDA to manage its prospective and current students and has the student Contact Mailing Address fields and records populated in Salesforce through an integration with an external system. Trigger Handler records are records that control the behavior of EDA triggers and can be disabled or enabled as needed. Disabling address-related Trigger Handler records can help prevent duplicate or conflicting address records from being created or updated by EDA when the student Contact Mailing Address fields and records are populated in Salesforce through an integration with an external system. Disabling all EDA and custom Trigger Handler records, setting record-level trigger firing based on the Account record type, or setting the Default Account Model to Administrative are not recommendations for the university that uses EDA to manage its prospective and current students and has the student Contact Mailing Address fields and records populated in Salesforce through an integration with an external system. References:

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

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

NEW QUESTION: 128

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

Which two solutions should the consultant recommend?

Choose 2 answers

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

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

Explanation

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

meets their needs and budget. Admissions Connect is a solution that extends EDA to meet the needs of higher education admissions and enrollment.

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

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

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

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

NEW QUESTION: 129

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

Which solution meets this requirement?

A. Campaign Influence

B. Salesforce Inbox

C. Marketing Cloud

Answer: (SHOW ANSWER)

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

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

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

NEW QUESTION: 130

A Recruitment office wants to use Pardot and Salesforce with the Education Data Architecture (EDA) to manage campaigns and track 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: (SHOW ANSWER)

The consultant should discuss with the Recruitment office that EDA requires custom automation for lead conversion as a compatibility consideration for using Pardot and Salesforce with EDA. Lead conversion is a process that converts a Lead record into an Account, a Contact, and an Opportunity record in Salesforce. EDA does not support the standard lead conversion process in Salesforce, because it uses different account models and objects to store information about individuals and organizations. The consultant should create custom automation for lead conversion, such as using Process Builder,

Flow, or Apex, to map the Lead fields to the appropriate EDA fields and objects. Pardot being incompatible with the Household account model, the Do Not Contact TDTM record needing to be disabled, or Pardot being able to create only Leads and Contacts are not compatibility considerations for using Pardot and Salesforce with EDA. References:
<https://powerofus.force.com/s/article/EDA-Lead-Conversion>
<https://trailhead.salesforce.com/en/content/learn/modules/pardot-basics>

NEW QUESTION: 131

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

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

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

Answer: A (LEAVE A REPLY)

The consultant should configure the Advising Pools object in Student Success Hub to meet the requirement of allowing students to schedule an appointment with any financial aid advisor for the Financial Aid department that uses Student Success Hub. The Advising Pools object is an object in Student Success Hub that allows users to create groups of advisors who share a common availability, location, or service. The Advising Pools object can help the Financial Aid department meet the requirement of allowing students to schedule an appointment with any financial aid advisor by creating an Advising Pool record for financial aid advisors and associating it with a Service record for financial aid advising. The consultant can also configure other settings such as availability, location, or capacity for the Advising Pool record. Public Groups, EDA Relationships, or Program Plans are not objects that the consultant should configure in Student Success Hub to meet the requirement of allowing students to schedule an appointment with any financial aid advisor for the Financial Aid department that uses Student Success Hub. References:

<https://www.salesforce.org/products/student-success-hub/overview/>
<https://powerofus.force.com/s/article/SSHUB-Advising-Pools>

NEW QUESTION: 132

A college has a standard Salesforce environment and wants to use Student Success Hub for its undergraduate advising. What is required to use Student Success Hub?

- A.** Education Data Architecture
- B.** Customer Community license
- C.** Pathways
- D.** Field Service

Answer: A (LEAVE A REPLY)

Explanation

Education Data Architecture (EDA) is required to use Student Success Hub for the college's undergraduate advising. EDA is a product that provides a flexible and scalable data architecture for higher education institutions to manage their student lifecycle. EDA provides objects and features such as Accounts, Contacts, Relationships, Affiliations, Attributes, or Course Connections. Student Success Hub is a solution that extends EDA to meet the needs of student services and support. Student Success Hub provides features such as Early Alerts, Success Plans, Pathways, and Advising Events. Student

Success Hub requires EDA to be installed and configured in the Salesforce environment before installing Student Success Hub. A Customer Community license, Pathways, or Field Service are not required to use Student Success Hub for the college's undergraduate advising. References:

<https://www.salesforce.org/products/education-cloud/overview/>

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

NEW QUESTION: 133

A university Alumni Relations office is replacing its legacy system with Salesforce. The consultant needs to load a large volume of alumni contact records into a new Salesforce environment.

Which two actions should the consultant take?

- A.** Disable all TDTM trigger Handlers before the data load.
- B.** Load record owners after the Account and Contact data load is complete.
- C.** Set Account and Contact's sharing to private before the data load.
- D.** Set Account and Contact's to public Read/Write before the data load.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 134

The Dean of the Business school has a dashboard that displays the application yield by program, geographic distribution of applicants, and recruitment pipeline. The Dean wants the same reports for program directors.

Sharing settings have been configured so program directors can only see recruitment and application information for their own program.

How can the consultant meet the business requirement?

- A.** Set View Dashboard As to the Dean and share it with program directors.
- B.** Check the Let Dashboard Viewers Choose Whom They View the Dashboard As on the Dean's dashboard.
- C.** Set View Dashboard As to the dashboard viewer and share it with program directors.
- D.** Add a dashboard filter to the Dean's dashboard and save it to All Folders.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 135

The Undergraduate Admissions office needs to track new students and their current course of study.

Which Education Data Architecture (EDA) object should the consultant use to meet the requirement?

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

Answer: ([SHOW ANSWER](#))

Explanation

Program Enrollment is an EDA object that tracks the enrollment of a student in a specific program or course of study. It can store information such as the program name, start and end dates, status, and credits earned. The consultant should use this object to meet the requirement of tracking new students and their current course of study for the Undergraduate Admissions office. References: [Salesforce Education Cloud Academy: Consultant Fundamentals], [EDA Data Model]

NEW QUESTION: 136

An elementary school wants to implement an out-of-the-box solution to track enrollments by grade. Which solution should the consultant recommend?

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

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

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NEW QUESTION: 137

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

Which report should the consultant create to meet the requirement?

- A. Contact and Account report
- B. Contact and Affiliations report
- C. Contact and Relationships report

Answer: (SHOW ANSWER)

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

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

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

NEW QUESTION: 138

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

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

- A. Customer Community Plus
- B. Customer Community login

C. Customer Community

D. Customer Community Plus Login

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 139

The Undergraduate Admissions office needs to track new students and their current course of study.

Which Education Data Architecture (EDA) object should the consultant use to meet the requirement?

A. Program Enrollment

B. Education History

C. Contact Role

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

Program Enrollment is an EDA object that tracks the enrollment of a student in a specific program or course of study. It can store information such as the program name, start and end dates, status, and credits earned. The consultant should use this object to meet the requirement of tracking new students and their current course of study for the Undergraduate Admissions office. Reference: [Salesforce Education Cloud Academy: Consultant Fundamentals], [EDA Data Model]

NEW QUESTION: 140

A consultant is working with a customer who already uses Salesforce and wants to enable Education Cloud.

The consultant has confirmed that Education Cloud can work in the customer 's existing environment.

Starting in a sandbox, which location should the consultant visit to enable Education Cloud in the existing environment?

A. App Launcher

B. Setting

C. My Account

Answer: ([SHOW ANSWER](#))

Enabling Education Cloud in Existing Environment:

To enable Education Cloud in an existing Salesforce environment, the consultant needs to start by configuring the necessary settings within the Salesforce setup.

Steps to Enable Education Cloud:

Access Setup: Log in to the Salesforce org and navigate to Setup.

Search for Education Cloud Settings: In the Quick Find box, type " Education Cloud " and select the relevant settings to enable the features.

Configure Features: Enable and configure the desired Education Cloud features such as Student Success Hub, Admissions Connect, and more.

Testing in Sandbox: Initially, perform these steps in a sandbox environment to ensure everything works correctly before deploying to production.

Verification:

Ensure all necessary Education Cloud components are enabled and configured correctly.

Conduct thorough testing in the sandbox to validate functionality.

References:

Salesforce Help:Enable Education Cloud

NEW QUESTION: 141

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

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

Answer: D (LEAVE A REPLY)

Explanation

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

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

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

NEW QUESTION: 142

The Recruitment and Admissions office wants to use Salesforce to track prospective students, recruitment events, student applications, digital engagement, and interactions with prospects on their mobile devices. Prospective students communicate via SMS on their mobile devices, social media, and email.

Which solution should the consultant recommend?

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 143

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

What should the consultant 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 (LEAVE A REPLY)

Explanation

The consultant should package the customizations, refresh the sandbox, and reinstall the customization as the first step to avoid any issues when deploying from a sandbox environment that is a different version from the production org. Packaging the customizations means creating an unmanaged package that contains all the components and metadata that are part of the custom solution. Refreshing the sandbox means creating a new copy of the sandbox environment from the production

org. Reinstalling the customization means installing the unmanaged package into the refreshed sandbox environment. This step can help avoid any issues that may arise from deploying from a sandbox environment that is a different version from the production org, such as compatibility errors, missing dependencies, or data loss. Manually updating the production org by installing the release update from GitHub, submitting a case to Salesforce Support to update the production org, or deploying the customizations into the production org via change sets are not steps that the consultant should take first to avoid any issues when deploying from a sandbox environment that is a different version from the production org. References:

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

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

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

NEW QUESTION: 144

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 its existing Salesforce environment.

Which consideration should the consultant discuss with the institution?

- A.** Person Accounts are unsupported in EDA.
- B.** A support ticket is required to disable Person Accounts.
- C.** Person Accounts can only be merged with Administrative Accounts.

Answer: A (LEAVE A REPLY)

In Education Cloud, data about individual people, such as students, faculty, alumni, and external contacts, are saved on the Account object as Person Accounts. However, when it comes to EDA, Person Accounts are not supported because EDA uses a different account model designed to accommodate the complex relationships and affiliations unique to educational institutions². It's important to discuss with the institution that if they want to use EDA, they will need to consider how to handle existing Person Accounts, as they would need to transition to the EDA account model, which does not support Person Accounts directly¹.

NEW QUESTION: 145

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

What should the consultant recommend to meet the requirement?

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

Answer: B (LEAVE A REPLY)

Explanation

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

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

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

NEW QUESTION: 146

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

Which functionality in Student Success Hub should the consultant recommend?

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

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

NEW QUESTION: 147

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

What are two resources a consultant can recommend?

Choose 2 answers.

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

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

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

<https://powerofus.force.com/s/group/0F9800000000CjQOCA0/cumulusci-cci>

<https://powerofus.force.com/s/group/0F9800000000CjQSCA0/open-source-commons-community-sprints>

NEW QUESTION: 148

An institution has centralized email communications for alumni. Departments across the university should only be able to view their team 's content.

What should a consultant recommend to meet this requirement?

- A. Salesforce Data Management Platform
- B. Einstein Account-Based Marketing
- C. Pardot Business Unit
- D. Marketing Cloud Business Unit

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

Marketing Cloud Business Unit is a solution that the consultant can recommend to meet the requirement of centralizing email communications for alumni and allowing departments across the university to only view their team's content. Marketing Cloud Business Unit is a feature that allows users to segment their Marketing Cloud account into separate units based on different criteria, such as brands, regions, products, or teams.

Marketing Cloud Business Unit can be used to control access to data, content, subscribers, reports, and settings for each unit. Marketing Cloud Business Unit can help the university create a centralized email communication strategy for alumni while maintaining data security and visibility for each department.

Salesforce Data Management Platform, Einstein Account-Based Marketing, and Pardot Business Unit are not solutions that can meet the requirement of centralizing email communications for alumni and allowing departments across the university to only view their team's content. References:

[https://help.salesforce.com/s/articleView?id=sf.mc_overview_business_units.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.mc_overview_business_units.htm&type=5)

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

NEW QUESTION: 149

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

Which two options are required to use Advisor Link?

Choose 2 answers.

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

Answer: B,D (LEAVE A REPLY)

Explanation

Customer Community Plus and Education Data Architecture (EDA) are two options that are required to use Advisor Link.

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

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

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

NEW QUESTION: 150

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

What should the consultant do first?

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

Answer: D (LEAVE A REPLY)

The first thing that the consultant should do when enabling Course Connections for the first time in EDA is to set record types for Course Connections. Record types allow the consultant to define different types of course connections, such as instructor,

student, or teaching assistant. Record types also determine the page layout and picklist values for each type of course connection. Running Course Connections Backfill, setting up Course Offering Schedule, and disabling Course Enrollments are not the first steps to enable Course Connections in EDA. References:

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

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

NEW QUESTION: 151

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

Which solution should the consultant recommend to meet the requirement?

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

Answer: C (LEAVE A REPLY)

Accounting Subledger is a solution that the consultant can recommend to align pledges and donations captured in Salesforce with GEM with the institution's finance system. Accounting Subledger allows the institution to create accounting-ready data from Salesforce and export it to their finance system. Accounting Subledger also provides reports and dashboards that show the reconciliation status and discrepancies between Salesforce and the finance system. Using the Bulk API, using Salesforce Connect, and installing Outbound Fund Module are not solutions that can align pledges and donations captured in Salesforce with GEM with the institution's finance system. Reference:

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

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

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NEW QUESTION: 152

A university is working with a consultant to install and configure the Education Data Architecture (EDA). The university uses the Default Account Model. The university wants accounts to include the first and last name of each contact at the time the contact is created.

Which action should the consultant take in EDA Settings to meet this requirement?

- A. Select the Run Backfill button.
- B. Edit Administrative Account Name Format.
- C. Set the Account Model to Household.

Answer: (SHOW ANSWER)

The Default Account Model in EDA creates one account for each contact and names it after the contact's full name. However, if the contact's name changes, the account name does not update automatically. To meet the requirement of including the first and last name of each contact at the time the contact is created, the consultant should edit the Administrative Account Name Format in EDA Settings. This allows the consultant to define a custom formula for naming accounts based on contact fields. For example, the formula could be FirstName & " " & LastName. Reference: [Salesforce Education Cloud Academy: Consultant Fundamentals], [EDA Account Naming]

NEW QUESTION: 153

A consultant is setting up Student Success Hub for a university. A Contact record has already been created for a student. Which two steps should a consultant take to set up a student in Student Success Hub?

Choose 2 answers

- A.** Create a Student Case record.
- B.** Create a User record.
- C.** Create a Household Account record.
- D.** Create an Administrative Account record.

Answer: (SHOW ANSWER)

The consultant should create a Student Case record and an Administrative Account record to set up a student in Student Success Hub. Student Case is an object that represents a student's request for assistance or support from an advisor or a counselor. Student Case can be used to track various information about a student's issue, such as status, priority, category, or resolution. The consultant should create a Student Case record for each student who needs assistance or support from Student Success Hub. Administrative Account is an account model that allows users to store information about individuals who are related to an educational institution, such as students, faculty, staff, or alumni. Administrative Account can be used to track various information about an individual, such as name, email, phone, or address. The consultant should create an Administrative Account record for each student who is enrolled in the educational institution. Creating a User record or a Household Account record are not steps to set up a student in Student Success Hub. References:

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

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

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

NEW QUESTION: 154

A school district needs to track special education student grades, attendance, and program enrollments and capture e-signatures from parents and legal guardians.

Which two solutions should the consultant recommend to meet the requirement?

Choose 2 answers.

- A.** Salesforce CPQ
- B.** K-12 Architecture Kit
- C.** Third-party application
- D.** Nonprofit Success Pack

Answer: (SHOW ANSWER)

The K-12 Architecture Kit and a third-party application are two solutions that the consultant can recommend to meet the requirement of tracking special education student grades, attendance, and program enrollments and capturing e-signatures from parents and legal guardians. The K-12 Architecture Kit is a solution that extends EDA to meet the needs of K-12 schools. The K-12 Architecture Kit provides objects and features to track student information, such as grades, attendance, and program enrollments. A third-party application is an application that provides additional features and solutions for Salesforce. There are many third-party applications on the AppExchange that offer e-signature capabilities, such as capturing, sending, and storing signed documents. The consultant can help the school district choose an app that meets their needs and budget. Salesforce CPQ, Financial Service Cloud, and Nonprofit Success Pack are not solutions that can meet the requirement of tracking special education student grades, attendance, and program enrollments and capturing e-signatures from parents and legal guardians. References:

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

[https://appexchange.salesforce.com/appxStore?type=App & keyword=e-signature](https://appexchange.salesforce.com/appxStore?type=App&keyword=e-signature)

https://trailhead.salesforce.com/en/content/learn/modules/k12_architecture_kit_basics

NEW QUESTION: 155

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

Which two integration directions should the consultant recommend?

Choose 2 answers.

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

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 156

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 listviews.

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: (SHOW ANSWER)

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

logs, and Table-Driven Trigger Management are not features that can resolve the issue of taking a long time to search and generate list views for the large online university's Salesforce environment that has a large volume of records and uses EDA.

References:

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

https://developer.salesforce.com/docs/atlas.en-us.salesforce_large_data_volumes_bp.meta/salesforce_large_data_volumes_bp/ldv_deployments_infrastructure_indexes.htm

NEW QUESTION: 157

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

Which analytic tool should the consultant recommend?

A. Einstein Prediction Builder

B. Campaign Influence

C. Tableau Prep Conductor

Answer: A (LEAVE A REPLY)

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

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

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

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

NEW QUESTION: 158

A university wants to use Education Cloud for student Advertising and support services.

After enabling Education Cloud and Student Success, what should the consultant do next to set up the org?

A. Turn on Care Plans

B. Enable Academia operations.

C. Check the permission set licenses.

Answer: A (LEAVE A REPLY)

Enabling Education Cloud and Student Success Hub: Once Education Cloud and Student Success Hub are enabled, the next critical step is ensuring that the correct permission sets and licenses are in place.

Permission Set Licenses: Permission set licenses are crucial as they determine the specific features and functionalities that users can access within Salesforce. Ensuring the right permissions are granted helps in managing data access and user roles effectively.

Configuration Steps:

Navigate to Setup.

In the QuickFind box, type Permission Set Licenses.

Verify that the appropriate licenses are available and assign them to users as needed.

Assigning Permission Sets:

Go to Setup > Permission Sets.

Review and assign the necessary permission sets (e.g., Student SuccessHub) to the relevant users.

Validation: Ensure that users have the correct access by logging in as a user and checking if they can see and interact with the necessary components of Education Cloud.

References:

Salesforce Education Cloud Documentation: Salesforce Help: Permission Set Licenses

NEW QUESTION: 159

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

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

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

Answer: B (LEAVE A REPLY)

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

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

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

NEW QUESTION: 160

A school is considering leveraging Student Success Hub.

Which operational requirement should the consultant confirm?

- A. Student Success Hub requires the K-12 Architecture Kit.
- B. Einstein Bots must be enabled prior to installing Student Success Hub.
- C. Student Success Hub requires Education Data Architecture (EDA).
- D. Read, Create and Edit access to Contacts, Accounts, and Cases is required.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 161

A school of engineering is interested in Salesforce. There are several other Salesforce environments across the university with varying degrees of usage and configuration. The university is largely decentralized where schools operate independently of each other and often in silos. There is high turnover in staff and leadership.

Which Salesforce environment strategy should the consultant recommend?

- A. The school of engineering should have its own Salesforce environment.

- B.** The university should consolidate all of the Salesforce environments.
- C.** The school of engineering should initiate a Center of Excellence (CoE).

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

Explanation

The consultant should recommend that the school of engineering should have its own Salesforce environment as a Salesforce environment strategy for the school of engineering that is interested in Salesforce and there are several other Salesforce environments across the university with varying degrees of usage and configuration, the university is largely decentralized where schools operate independently of each other and often in silos, and there is high turnover in staff and leadership. A Salesforce environment is an instance of Salesforce that contains a set of data, metadata, features, or configurations. The school of engineering should have its own Salesforce environment as a Salesforce environment strategy for the school of engineering that is interested in Salesforce and there are several other Salesforce environments across the university with varying degrees of usage and configuration, the university is largely decentralized where schools operate independently of each other and often in silos, and there is high turnover in staff and leadership by having more control, flexibility, and autonomy over their own data, metadata, features, or configurations without being affected by or affecting other schools' environments. The university should not consolidate all of the Salesforce environments, the school of engineering should not initiate a Center of Excellence (CoE), or the school of engineering should not share an existing Salesforce environment with another school as a Salesforce environment strategy for the school of engineering that is interested in Salesforce and there are several other Salesforce environments across the university with varying degrees of usage and configuration, the university is largely decentralized where schools operate independently of each other and often in silos, and there is high turnover in staff and leadership. References:

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

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

NEW QUESTION: 162

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.** Data Loader error logs
- C.** Table-Driven Trigger Management
- D.** Custom Index

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

NEW QUESTION: 163

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.** InsightsPlatform Data Integrity

Answer: C (LEAVE A REPLY)

Einstein Prediction Builder is a Salesforce solution that the consultant can recommend to automatically create a supporters' score based on their donation amount, giving capacity, giving history, and relationship type to the university. Einstein Prediction Builder allows the consultant to create custom predictive models without code, using fields from any object as inputs and outputs. Tableau CRM, Nonprofit Success Pack, and Insights Platform Data Integrity are not Salesforce solutions that can create a supporters' score based on the given criteria. References:

[https://help.salesforce.com/s/articleView?id=sf.bi_prediction_builder_overview.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.bi_prediction_builder_overview.htm&type=5)

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

NEW QUESTION: 164

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

Which solution should the consultant recommend?

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

Answer: D (LEAVE A REPLY)

Explanation

Salesforce Inbox is a solution that the consultant can recommend to enhance the email functionality for recruiters. Salesforce Inbox allows recruiters to see when a student has opened an email or clicked on a link, using email tracking features.

Salesforce Inbox also allows recruiters to insert time slots directly from their calendar into an email and allow students to choose the meeting time, using meeting scheduling features.

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

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

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

NEW QUESTION: 165

The Alumni Relations department wants to track alumni and its chapter memberships. The department wants to easily see the Primary Chapter on the Contact record. The system admin prefers to use the standard features that are available with EDA.

Which two steps should the consultant take to meet this requirement?

Choose 2 answers.

- A. Create an Affiliation record type for Alumni Chapter and a custom field for the Primary Chapter on the Contact record.
- B. Create an Affiliation mapping to the Primary Chapter field in EDA Settings.
- C. Create an Account record type for Alumni Chapter and a custom field for the Primary Chapter on the Contact record.
- D. Create a custom picklist value for Alumni Chapter on the Affiliation object.

Answer: (SHOW ANSWER)

NEW QUESTION: 166

A university's Study Abroad office is getting ready to implement Salesforce to streamline internal processes. In the past, most of the work was done using spreadsheets and paper. The office is unsure of which metrics to use to determine whether the implementation project is successful.

Which metric should the consultant recommend?

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

Answer: ([SHOW ANSWER](#))

Explanation

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

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

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NEW QUESTION: 167

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: ([SHOW ANSWER](#))

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

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

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

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

NEW QUESTION: 168

The Recruitment and Admissions office has an existing Salesforce environment they want to expand to include all of the school's operations and service. The school has asked the consultant for recommendations to ensure the expansion is efficient,, and will meet the need of new existing user.

Which should the consultant recommend to meet the requirements?

- A. Create a Trailmix for new users.
- B. Build a Center of Excellence.
- C. Grant System Admin access for each department leader.
- D. Encourage users to post ideas on Chatter.

Answer: B (LEAVE A REPLY)

The consultant should recommend the school to build a Center of Excellence, because this can ensure that the expansion of their Salesforce environment is efficient, scalable, and will meet the needs of new and existing users. A Center of Excellence is a team or a group of teams that provide leadership, best practices, governance, and support for Salesforce within an organization. A Center of Excellence can help the school align their Salesforce strategy with their business goals, manage change and adoption, optimize performance and security, and foster innovation and collaboration. Creating a Trailmix for new users, granting System Admin access for each department leader, and encouraging users to post ideas on Chatter are not recommendations that can ensure that the expansion of the Salesforce environment is efficient, scalable, and will meet the needs of new and existing users. Reference:

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

<https://trailhead.salesforce.com/en/content/learn/modules/center-of-excellence-basics>

NEW QUESTION: 169

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

Which two locations can the consultant visit to install EDA in the existing environment?

Choose 2 answers.

- A. Salesforce.org website
- B. EDA repository in GitHub
- C. Partner Community
- D. Salesforce AppExchange

Answer: (SHOW ANSWER)

The Salesforce.org website and the Salesforce AppExchange are the two locations where the consultant can visit to install EDA in the existing environment. The Salesforce.org website provides a link to the EDA installer package, which can be used to install EDA in any org. The Salesforce AppExchange also has a listing for EDA, which allows the consultant to install EDA from there. The EDA repository in GitHub is not a location to install EDA, but rather a place to view the source code and contribute to the development of EDA. The Partner Community is not a location to install EDA, but rather a place to access resources and support for partners. Reference:

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

<https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000EcsyDUAR>

NEW QUESTION: 170

The Accessible Education office needs to track accommodations made for students disability and accessibility needs. How should the consultant design the Salesforce environment to meet the requirement?

- A. Use the BehaviorResponse object.
- B. Leverage the Attribute object.
- C. Configure a custom object.
- D. Create custom fields on the Contact object.

Answer: B (LEAVE A REPLY)

The consultant should design the Salesforce environment to meet the requirement of tracking accommodations made for students' disability and accessibility needs by leveraging the Attribute object. The Attribute object is an object in EDA that allows users to store information about a Contact's characteristics, preferences, or needs, such as language, ethnicity, or disability. The consultant can leverage the Attribute object to track accommodations made for students' disability and accessibility needs by creating Attribute records for each student and associating them with their Contact records. Using the Behavior Response object, configuring a custom object, or creating custom fields on the Contact object are not ways to design the Salesforce environment to meet the requirement of tracking accommodations made for students' disability and accessibility needs. References:

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

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

NEW QUESTION: 171

A partner wants to self-certify that its 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,D (LEAVE A REPLY)

Affiliation and Attribute are two key objects used with EDA. Affiliation is an object that represents a relationship between a Contact and an Account or another Contact. Affiliation can be used to track various types of relationships, such as student, faculty, staff, alumni, donor, or advisor. Attribute is an object that stores additional information about a Contact or an Applicant that is not captured by other EDA objects. Attribute can be used to track various types of information, such as test scores, languages, hobbies, certifications, and documents. Opportunity and Account are not key objects specific to EDA, but rather standard Salesforce objects. Reference:

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

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

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

NEW QUESTION: 172

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: (SHOW ANSWER)

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

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

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

NEW QUESTION: 173

The Admissions office sends 25 email 10 students slarty. The Director of needs to manage cohorts of prospective students and automate personalized emails.

Which two solutions should the consultant recommend to meet the requirement?

Choose 2 answers

- A. Journey Builder
- B. Salesforce Campaigns
- C. Datarama
- D. Salesforce Inbox

Answer: A,B (LEAVE A REPLY)

The consultant should recommend Journey Builder and Salesforce Campaigns to meet the requirement of managing cohorts of prospective students and automating personalized emails. Journey Builder is a tool that allows users to design and automate customer journeys across channels, such as email, mobile, social, and web. Salesforce Campaigns is a feature that helps users track and measure the effectiveness of marketing initiatives, such as email campaigns, events, webinars,

etc. By using Journey Builder and Salesforce Campaigns together, the Admissions office can create and execute targeted email campaigns for different segments of prospective students, based on their interests, preferences, behaviors, and interactions. The email campaigns can also be personalized with dynamic content, such as student names, program names, deadlines, etc. Additionally, the Admissions office can monitor and analyze the performance of the email campaigns, such as open rates, click rates, conversions, etc., and optimize them accordingly. Reference: Journey Builder Basics, Salesforce Campaigns, Create and Send Targeted Email Campaigns

NEW QUESTION: 174

The director of advancement at a small college requests report access for a dozen alumni volunteers who will call potential donors. The volunteers will use Customer Community Plus licenses. The consultant has set up a profile for the volunteers. What should the consultant set up so the volunteers can create and edit reports as external users?

- A.** Enable the Create and Customize Reports, Report Builder, and Edit My Reports permissions on the Volunteers profile.
- B.** Create a volunteer public group and a sharing rule that grants Read permissions to reports.
- C.** Create a new role for the volunteers in the role hierarchy, and grant permissions to Create and Customize Reports.

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

Explanation

To enable external users to create and edit reports, the consultant should grant them the necessary permissions on their profile. The Create and Customize Reports permission allows users to create new reports and edit existing ones. The Report Builder permission allows users to use the report builder tool to design reports. The Edit My Reports permission allows users to edit reports that they own or have access to. The consultant should enable these permissions on the Volunteers profile to meet the requirement of the director of advancement. References: [Salesforce Education Cloud Academy: Consultant Fundamentals], [Report Permissions for External Users]

NEW QUESTION: 175

Student Services is preparing to migrate student Incident and Incident Resolution data from its old system to a Salesforce.org that uses the Education Data Architecture (EDA).

Which objects should the consultant use?

- A.** Attribute
- B.** Case
- C.** Case Comment

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

Explanation

The Case object is used to track student incidents and resolutions in EDA. Cases can be related to Contacts, Accounts, or Affiliations using the standard lookup fields. Cases can also have Case Comments to capture additional information or communication about the incident¹. The Attribute object is used to store additional information about Contacts or Accounts, such as demographics, interests, or preferences³. The Case Comment object is a child of the Case object and cannot be used independently.

1: Education Data Architecture (EDA) Data Model 2: Education Cloud Consultant Certification Guide & Tips

- Salesforce Ben 3: Attribute Object : Case Comment Object

NEW QUESTION: 176

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

Which solution should the consultant recommend?

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

Answer: ([SHOW ANSWER](#))

Explanation

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

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

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

NEW QUESTION: 177

Staff in Continuing and Professional Education use Salesforce and Pardot for marketing and management of its certificate programs. Staff occasionally need to view course payment information that they can access in a separate transaction system. The system admin wants Salesforce to contain only CRM data for reports and automation.

Which data management strategy should the consultant recommend for course payment information?

- A. Migrate course payments to pardot and Salesforce.
- B. Manage course payments in the transaction system and Pardot.
- C. Manage course payments in the transaction system.
- D. Integrate course payments from Salesforce to the transaction system.

Answer: ([SHOW ANSWER](#))

The consultant should recommend to manage course payments in the transaction system as a data management strategy for course payment information. This means that the course payment information will not be stored or processed in Salesforce or Pardot, but rather in a separate system that is designed for handling transactions. This can help the system admin keep Salesforce clean and focused on CRM data for reports and automation, and avoid data duplication, integration issues, or security risks. Migrating course payments to Pardot and Salesforce, managing course payments in the transaction system and Pardot, or integrating course payments from Salesforce to the transaction system are not data management strategies that can help the system admin keep Salesforce clean and focused on CRM data for reports and automation.

References:

[https://help.salesforce.com/s/articleView?id=sf.data_management.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.data_management.htm&type=5)

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

NEW QUESTION: 178

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

What should the consultant discuss with the system admin?

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

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

Explanation

There is a risk of lookup data skew when loading data into Salesforce in the order of Team, Course, Course Offering, and Account, because the Team object has a lookup relationship to the Account object, and many Team records may reference the same Account record. This can cause performance issues when querying or updating the data. Account is not a required field for Team, and there is no risk of account data skew, which occurs when a single user owns a large number of Account records. References:

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

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

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

NEW QUESTION: 179

A university uses Admissions Connect and wants to digitally transform its Study Abroad processes. Currently, staff need to check multiple spreadsheets to identify which Study Abroad students have completed specific tasks to qualify for the program.

Which solution should a consultant recommend?

- A. Program Plan
- B. Action Plans
- C. Pathways
- D. Attendance Event

Answer: (SHOW ANSWER)

Action Plans are a feature of Admissions Connect that allow staff to create and assign tasks to students, track their progress, and automate reminders and notifications. Action Plans can be used to streamline the Study Abroad process by creating a template of tasks that students need to complete to qualify for the program, such as submitting an application, attending an orientation, obtaining a visa, etc. Staff can then assign the Action Plan to each student who is interested in studying abroad and monitor their completion status. Action Plans can also be integrated with Salesforce Communities to provide students with a self-service portal where they can view and update their tasks, upload documents, and communicate with staff.

References: [Admissions Connect Documentation], [Admissions Connect: Action Plans]

NEW QUESTION: 180

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

Which object in EDA indicates a student's major?

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

Answer: D (LEAVE A REPLY)

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

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

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

NEW QUESTION: 181

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

Which Education Cloud objects should be used?

A. Action Plans

B. Document Checklist Item

C. Application Material Mapping

Answer: B (LEAVE A REPLY)

Explanation

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

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

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

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

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<https://www.trainingdump.com/Salesforce/Education-Cloud-Consultant-practice-exam-dumps.html> (220 Q&As Dumps,

40%OFF Special Discount: Exam-Tests)

NEW QUESTION: 182

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

Which object should the consultant review first?

A. Accounts

B. Relationships

C. Affiliations

Answer: (SHOW ANSWER)

Explanation

The consultant should review the Relationships object first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA. The Relationships object is an object in EDA that allows users to store information about how two Contacts are related to each other, such as parent-child, sibling, or spouse. The Relationships object can cause record locking and sharing performance issues in a Salesforce org with EDA if there are too many child records associated to a single parent record, such as a Contact with many Relationships or Affiliations. The consultant should review the Relationships object first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA by checking if there are any data skew or ownership skew issues and applying best practices to resolve them. Accounts or Affiliations are not objects that the consultant should review first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA. References:

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

https://developer.salesforce.com/docs/atlas.en-us.salesforce_large_data_volumes_bp.meta/salesforce_large_data_volumes_bp.pdf

NEW QUESTION: 183

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

Which solution should the consultant recommend to meet the requirement?

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 184

An academic advisor is preparing for a meeting with a student. The advisor wants to review the classes associated with the student's course of study to ensure the student is on track for graduation. Pathways allow advisors to create and monitor academic plans for students based on their program requirements and course offerings. Academic Program is an object that defines the program of study that a student is enrolled in, but it does not show the classes or progress. Affiliation is an object that

Which functionality should a consultant recommend?

- A. Academic program
- B. pathways
- C. Affiliation

Answer: (SHOW ANSWER)

The consultant should recommend Pathways for the academic advisor to review the classes associated with the student's course of study and ensure the student is on track for graduation. Pathways allow advisors to create and monitor academic plans for students based on their program requirements and course offerings. Academic Program is an object that defines the program of study that a student is enrolled in, but it does not show the classes or progress. Affiliation is an object that

tracks the relationship between a Contact and an Account, such as a student and a school, but it does not show the classes or progress. Reference:

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

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

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

NEW QUESTION: 185

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

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

Choose 2 answers.

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

Answer: A,D (LEAVE A REPLY)

Explanation

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

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

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

NEW QUESTION: 186

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

What should the consultant 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 (LEAVE A REPLY)

The consultant should package the customizations, refresh the sandbox, and reinstall the customization as the first step to avoid any issues when deploying from a sandbox environment that is a different version from the production org. Packaging the customizations means creating an unmanaged package that contains all the components and metadata that are part of

the custom solution. Refreshing the sandbox means creating a new copy of the sandbox environment from the production org. Reinstalling the customization means installing the unmanaged package into the refreshed sandbox environment. This step can help avoid any issues that may arise from deploying from a sandbox environment that is a different version from the production org, such as compatibility errors, missing dependencies, or data loss. Manually updating the production org by installing the release update from GitHub, submitting a case to Salesforce Support to update the production org, or deploying the customizations into the production org via change sets are not steps that the consultant should take first to avoid any issues when deploying from a sandbox environment that is a different version from the production org. References:

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

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

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

NEW QUESTION: 187

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

What are two resources a consultant can recommend?

Choose 2 answers.

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

Answer: B,D (LEAVE A REPLY)

Explanation

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

<https://powerofus.force.com/s/group/0F9800000000CjQOCA0/cumulusci-cci>

<https://powerofus.force.com/s/group/0F9800000000CjQSCA0/open-source-commons-community-sprints>

NEW QUESTION: 188

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

Which tool should the consultant leverage?

- A. Data Maturity Model
- B. Program Management Module
- C. Insights Platform Data Integrity

Answer: A (LEAVE A REPLY)

The consultant should leverage the Data Maturity Model as a tool to advise on the university's technology and data strategy. The Data Maturity Model is a tool that helps organizations assess their current state of data management and identify areas for improvement and growth. The Data Maturity Model consists of five levels: Ad Hoc, Reactive, Proactive, Managed, and Optimized. The consultant can leverage the Data Maturity Model to advise on the university's technology and data strategy by using features such as surveys, benchmarks, or best practices. Program Management Module, Insights Platform Data Integrity, or Salesforce Advisor Link are not tools that the consultant can leverage to advise on the university's technology and data strategy. Reference:

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

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

NEW QUESTION: 189

Where should the consultant go to configure Primary Affiliation fields on the Contact record in the Education Data Architecture (EDA)?

- A.** Affiliation TDTM records
- B.** Field Sets for Affiliations
- C.** Affiliation Mappings
- D.** Affiliation Sharing Rules

Answer: C (LEAVE A REPLY)

Affiliation Mappings are used to automatically create and populate the PrimaryAffiliation field on the Contact record based on the Account record type of the related Affiliation. For example, if a Contact has an Affiliation with an Account of record type "Academic Program", the Primary Affiliation field on the Contact record will bepopulated with that Account name. The consultant can go to Affiliation Mappings in EDA Settings to configure which Account record types should trigger this behavior and which fields should be used to store the Primary Affiliation. References:

Education Data Architecture Basics - Unit 3: Affiliations and Relationships EDA Documentation - Affiliation Mappings

NEW QUESTION: 190

A university is interested in using Student Success Hub and a calendar integration tool to sync student appointments with the faculty advisors' Google accounts.

What should the consultant recommend?

- A.** A third-party app
- B.** Salesforce Scheduler
- C.** Einstein Activity Capture

Answer: A (LEAVE A REPLY)

A third-party app is the best option for syncing student appointments with the faculty advisors' Google accounts. Student Success Hub does not have a native calendar integration tool that can sync with Google Calendar⁵. Salesforce Scheduler is a tool that allows customers to schedule appointments with service providers, but it does not integrate with Google Calendar either⁶. Einstein Activity Capture is a tool that syncs emails and events between Salesforce and Gmail or Microsoft Exchange, but it does not work with Student Success Hub appointments⁷. Therefore, a third-party app that can connect Student Success Hub and Google Calendar is the most suitable solution. Reference:

5: Manage Calendar Sync (Support Staff) - Salesforce⁸

6: Salesforce Scheduler Implementation Guide - Salesforce⁹

7: Einstein Activity Capture Implementation Guide - Salesforce

NEW QUESTION: 191

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 192

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

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

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

The customer can find more information on Salesforce open-source and community sprint information on Trailblazer Community. Trailblazer Community is a platform that connects Salesforce customers, partners, employees, and enthusiasts to learn, share, and collaborate on Salesforce topics and projects. Trailblazer Community provides information on Salesforce open-source and community sprint events, such as dates, locations, agendas, or registration links. The customer can also join groups, forums, or blogs related to Salesforce open-source and community sprint topics on Trailblazer Community.

Trust.salesforce.com, Partner Community, or AppExchange are not platforms where the customer can find more information on Salesforce open-source and community sprint information. References:

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

<https://trailblazercommunitygroups.com/sprints/>

NEW QUESTION: 193

A college is interested in a Salesforce.org Open Source Common project they read about on the Power of Us Hub. The college wants to know the benefits of an open source solution supported by the Open Source Commons.

What is one benefit of Open Source Common Projects the consultant can share with the college?

Choose 1 answer.

- A. Projects are owned solely by Salesforce.org.
- B. Projects focus on replacing paid solutions.
- C. Projects go through a Salesforce Security review.
- D. Projects allow only a few participants.

Answer: ([SHOW ANSWER](#))

One benefit of Open Source Common Projects that the consultant can share with the college is that projects go through a Salesforce Security review. This means that the projects are evaluated and approved by Salesforce for their security standards and best practices. This ensures that the projects are safe and reliable for customers to use. Projects are not

owned solely by Salesforce.org, but rather by the community. Projects do not focus on replacing paid solutions, but rather on enhancing existing solutions or addressing gaps. Projects do not allow only a few participants, but rather welcome anyone who wants to contribute. References:

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

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

NEW QUESTION: 194

The International Studies office is using Salesforce to manage 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.** Salesforce reports
- B.** A third-party app
- C.** Salesforce Files
- D.** Extended Mail Merge

Answer: B (LEAVE A REPLY)

A third-party app is a solution that the consultant can recommend to meet the requirement of electronically sending, and also printing and mailing scholarship and program admission decisions on a preformatted letter template. A third-party app is an application that provides additional features and solutions for Salesforce.

There are many third-party apps on the AppExchange that offer document generation and delivery capabilities, such as creating letters, invoices, contracts, or proposals, and sending them via email or postal mail. The consultant can help the International Studies office choose an app that meets their needs and budget.

Salesforce reports, Salesforce Files, and Extended Mail Merge are not solutions that can electronically send, and also print and mail scholarship and program admission decisions on a preformatted letter template.

References:

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

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

NEW QUESTION: 195

A consultant is working with a university that uses Salesforce and wants to install the Education Data Architecture (EDA) in that environment.

What does the consultant need to do after installing EDA to ensure it is set up correctly?

- A.** Assign EDA layouts to the Cases object.
- B.** Assign EDA access to a cloned System Admin profile.
- C.** Make the EDA record types available to profiles.
- D.** Create and assign roles to all users who have access to EDA.

Answer: (SHOW ANSWER)

After installing EDA, the consultant needs to make the EDA record types available to profiles that need to access them. This is because EDA comes with several custom record types for standard objects, such as Account, Contact, Course, and Program Enrollment. These record types enable different views and fields for different types of records, such as Household, Student, Faculty, Course Offering, and Program Enrollment. By default, these record types are not assigned to any profiles,

so the consultant needs to manually assign them to the appropriate profiles based on the business requirements and user roles of the university. This will ensure that the users can see and use the EDA record types and fields correctly and efficiently. References: Education Data Architecture Basics, Assign Record Types to Profiles

NEW QUESTION: 196

The Recruitment and Admissions office has an existing Salesforce environment they want to expand to include all of the school's operations and service. The school has asked the consultant for recommendations to ensure the expansion is efficient,, and will meet the need of new existing user.

Which should the consultant recommend to meet the requirements?

- A. Create a Trailmix for new users.
- B. Build a Center of Excellence.
- C. Grant System Admin access for each department leader.
- D. Encourage users to post ideas on Chatter.

Answer: B (LEAVE A REPLY)

The consultant should recommend the school to build a Center of Excellence, because this can ensure that the expansion of their Salesforce environment is efficient, scalable, and will meet the needs of new and existing users. A Center of Excellence is a team or a group of teams that provide leadership, best practices, governance, and support for Salesforce within an organization. A Center of Excellence can help the school align their Salesforce strategy with their business goals, manage change and adoption, optimize performance and security, and foster innovation and collaboration. Creating a Trailmix for new users, granting System Admin access for each department leader, and encouraging users to post ideas on Chatter are not recommendations that can ensure that the expansion of the Salesforce environment is efficient, scalable, and will meet the needs of new and existing users. References:

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

<https://trailhead.salesforce.com/en/content/learn/modules/center-of-excellence-basics>

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NEW QUESTION: 197

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

What should the consultant recommend to meet this requirement?

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

D. Campaign hierarchy

Answer: A (LEAVE A REPLY)

Explanation

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

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

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

NEW QUESTION: 198

A university needs to track details about a student's registration in an academic program or course of study, including information about registration dates, status, and credits earned.

Which object in the Education Data Architecture (EDA) contains this type of summary academic data?

A. Course Offering

B. Program Enrollment

C. Program Plan

Answer: B (LEAVE A REPLY)

Explanation

A Program Enrollment object in EDA contains summary academic data for a student's registration in an academic program or course of study, such as registration dates, status, credits earned, and GPA1. A Course Offering object represents a specific instance of a course that is offered during a term or semester2. A Program Plan object defines the requirements and structure of an academic program or course of study3. References:

1: Education Data Architecture Documentation - Salesforce1

2: EDA Object Reference - Salesforce4

3: EDA Object Reference - Salesforce4

NEW QUESTION: 199

The Marketing department at a college emails former students twice a year informing them of upcoming fundraising events. The department is concerned about the number of bounced emails it receives.

Which solution should the Marketing team consider that will enable former students to update their email address?

A. social Studio

B. experience Cloud

C. Salesforce Engage

D. Salesforce Inbox

Answer: B (LEAVE A REPLY)

Experience Cloud is a solution that the Marketing team can consider that will enable former students to update their email address. Experience Cloud allows the college to create a branded online community where former students can log in, view and edit their profile information, and interact with other alumni. Experience Cloud also integrates with Salesforce, so any

changes made by the former students in the community will be reflected in their Contact records. Social Studio, Salesforce Engage, and Salesforce Inbox are not solutions that can enable former students to update their email address. Reference: <https://www.salesforce.com/products/experience-cloud/overview/>
https://trailhead.salesforce.com/en/content/learn/modules/community_rollout_impl/community_rollout_impl_basics

NEW QUESTION: 200

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 costs and suggests using other license types for full-time recruitment users.

What should the consultant discuss with the client?

- A.** The business use case requires a Salesforce Platform license.
- B.** The business use case requires a full Salesforce license.
- C.** Education Cloud requires a Customer Community license.

Answer: (SHOW ANSWER)

Understanding Licensing Requirements:

Full-time recruitment staff need access to Opportunity and Campaign Member objects, which are part of core Salesforce functionalities.

Salesforce Platform licenses have limitations on access to certain standard objects such as Opportunities and Campaigns, which are essential for the recruitment use case.

Business Use Case for Full Salesforce License:

Opportunity Management: Recruitment staff need to manage opportunities related to student admissions and engagement.

Campaign Management: Access to Campaign Members allows recruitment staff to track and manage student participation in various recruitment campaigns.

Advanced CRM Functionalities: Full Salesforce licenses provide access to all Salesforce CRM capabilities, which are necessary for comprehensive recruitment operations.

Cost Considerations:

While full Salesforce licenses are more expensive than platform licenses, they provide the necessary functionality without limitations.

Discuss potential volume discounts or bundling options with Salesforce to mitigate costs.

Implementation Steps:

License Assignment: Ensure that full Salesforce licenses are assigned to recruitment staff.

Training: Provide training to recruitment staff on how to effectively use Opportunities and Campaign Members.

Customization: Customize Salesforce to meet specific recruitment needs, leveraging Opportunities and Campaign functionalities.

Reference:

Salesforce Licensing Guide: Salesforce Licenses

NEW QUESTION: 201

The Recruitment and Admissions office wants to use Salesforce to track prospective students, recruitment events, student applications, digital engagement, and interactions with prospects on their mobile devices. Prospective students communicate via SMS on their mobile devices, social media, and email.

Which solution should the consultant recommend?

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

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

Einstein Bots are chatbots that can automate conversations with prospective students on various channels, such as SMS, social media, and email. They can provide information, answer questions, collect data, and hand off the conversation to a human agent if needed. Einstein Bots can help the Recruitment and Admissions office to track digital engagement and interactions with prospects on their mobile devices, and improve the student experience¹². Salesforce Maps is a location intelligence solution that helps sales and service teams optimize their territories, routes, and schedules³. Activity timeline is a feature that displays a chronological list of activities related to a record, such as calls, emails, meetings, and tasks⁴. Neither of these solutions are directly relevant to the scenario described in the question.

NEW QUESTION: 202

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

Which solution should the consultant recommend to meet the requirement?

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

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

NEW QUESTION: 203

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

Which action should the consultant take?

- A. Install the K-12 Architecture Kit from GitHub.
- B. Install the K-12 Architecture Kit from the AppExchange.
- C. Start a new K-12 Architecture Kit trial.
- D. Make K-12 Architecture Kit record types available to profiles.

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

NEW QUESTION: 204

A university joined the Open Source Commons & Community Sprints group in the Power of Us Hub.

However, they were unable to find current or past Open Source Commons projects that meet their needs.

Which additional Power of Us Hub group can the consultant recommend so the university can find and collaborate on current open source projects?

- A. Sector: Higher Education
- B. SFDO Major Release Announcements
- C. SFDO Open Source Contributors

D. CumulusCI (CCI)

Answer: C (LEAVE A REPLY)

Explanation

The SFDO Open Source Contributors group in the Power of Us Hub is an additional group that the consultant can recommend so the university can find and collaborate on current open source projects. The SFDO Open Source Contributors group is a group that connects users who are interested in contributing to or learning from open source projects that are supported by Salesforce.org. The SFDO Open Source Contributors group provides access to resources, events, discussions, and opportunities related to various open source projects, such as EDA, NPSP, CumulusCI, or Metecho. The Sector: Higher Education, SFDO Major Release Announcements, and CumulusCI (CCI) groups in the Power of Us Hub are not groups that can help the university find and collaborate on current open source projects. References:

<https://powerofus.force.com/s/group/0F9800000000CjQOCA0/sfdo-open-source-contributors>

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

NEW QUESTION: 205

A university is implementing Advisor Link and needs to test the integration with its Student Information System (SIS), and provide training space for advisors. The university needs access to some of the data from the production org for the advisor training.

Which two types of sandboxes meet this use case?

Choose 2 answers

A. Developer Sandbox

B. Developer Pro Sandbox

C. Full Sandbox

D. Partial Sandbox

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 206

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

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

A. Course Offering Schedule

B. Time Block

C. Program Enrollment

Answer: A (LEAVE A REPLY)

Explanation

The consultant should use the Course Offering Schedule object in EDA to meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university. The Course Offering Schedule object is an object in EDA that allows users to store information about when and where a course offering is held, such as day of week, start time, end time, or location. The Course Offering Schedule object can help the consultant meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university by creating

two Course Offering Schedule records for the Biology 101 course offering, one for the lecture sessions and one for the lab sessions, and specifying the day of week, start time, end time, and location for each record. Time Block, Program Enrollment, or Course Connection are not objects in EDA that the consultant should use to meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university. References:

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

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

NEW QUESTION: 207

An Admissions office is interested in Admissions Connect to process student applications.

Which consideration should the consultant advise?

A. Admissions Connect requires a third-party app.

B. Experience Cloud is required.

C. Application form requires OmniStudio.

Answer: C (LEAVE A REPLY)

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

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

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

NEW QUESTION: 208

The Advancement office plans to use Salesforce and Marketing Cloud to engage its alumni, donors, and university supporters. The marketing staff and advancement officers want to retain all contact data and email activity, including Individual Email Result (IER) data. The system admins and CRM team want to avoid unnecessary data storage.

Which data management strategy should the consultant consider?

A. Move old data out of the CRM into a data warehouse.

B. Create a Force.com Query Plan for old data.

C. Use Data Studio to process old data.

Answer: (SHOW ANSWER)

The consultant should consider moving old data out of the CRM into a data warehouse as a data management strategy for the Advancement office that plans to use Salesforce and Marketing Cloud to engage its alumni, donors, and university supporters and wants to retain all contact data and email activity, including Individual Email Result (IER) data, but also wants to avoid unnecessary data storage. Moving old data out of the CRM into a data warehouse means transferring historical or

inactive data from Salesforce into another system that can store large amounts of data for analysis or reporting purposes. Moving old data out of the CRM into a data warehouse can help the Advancement office retain all contact data and email activity, including IER data, but also avoid unnecessary data storage by reducing the amount of data in Salesforce and improving performance and efficiency. Creating a Force.com Query Plan for old data, using Data Studio to process old data, or using Data Loader to export old data are not data management strategies that can meet the Advancement office's needs.

Reference:

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

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

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

NEW QUESTION: 209

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 (LEAVE A REPLY)

An ETL tool is an integration approach that the consultant should recommend to populate data from the SIS to Salesforce, and automatically modify the data to correspond to values in Salesforce. An ETL tool is a software application that can extract, transform, and load data from one system to another. An ETL tool can perform data transformations such as mapping, filtering, sorting, and aggregating, to ensure that the data from the SIS matches the values in Salesforce. Lightning Connect, Salesforce Data Import Wizard, and Salesforce Data Loader are not integration approaches that can automatically modify the data to correspond to values in Salesforce. Reference:

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

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

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

NEW QUESTION: 210

A university is interested in using Student Success Hub and a calendar integration tool to sync student appointments with the faculty advisors' Google accounts.

What should the consultant recommend?

- A.** A third-party app
- B.** Salesforce Scheduler
- C.** Einstein Activity Capture

Answer: (SHOW ANSWER)

Explanation

A third-party app is the best option for syncing student appointments with the faculty advisors' Google accounts. Student Success Hub does not have a native calendar integration tool that can sync with Google Calendar⁵. Salesforce Scheduler is

a tool that allows customers to schedule appointments with service providers, but it does not integrate with Google Calendar either⁶. Einstein Activity Capture is a tool that syncs emails and events between Salesforce and Gmail or Microsoft Exchange, but it does not work with Student Success Hub appointments⁷. Therefore, a third-party app that can connect Student Success Hub and Google Calendar is the most suitable solution. References:

5: Manage Calendar Sync (Support Staff) - Salesforce⁸

6: Salesforce Scheduler Implementation Guide - Salesforce⁹

7: Einstein Activity Capture Implementation Guide - Salesforce

NEW QUESTION: 211

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

Which object in EDA indicates a student's major?

A. Relationship

B. Affiliation

C. Program Plan Requirement

D. Education History

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 212

A college is interested in a Salesforce.org Open Source Common project they read about on the Power of Us Hub. The college wants to know the benefits of an open source solution supported by the Open Source Commons.

What is one benefit of Open Source Common Projects the consultant can share with the college?

Choose 1 answer.

A. Projects are owned solely by Salesforce.org.

B. Projects focus on replacing paid solutions.

C. Projects go through a Salesforce Security review.

D. Projects allow only a few participants.

Answer: C (LEAVE A REPLY)

Explanation

One benefit of Open Source Common Projects that the consultant can share with the college is that projects go through a Salesforce Security review. This means that the projects are evaluated and approved by Salesforce for their security standards and best practices. This ensures that the projects are safe and reliable for customers to use. Projects are not

owned solely by Salesforce.org, but rather by the community. Projects do not focus on replacing paid solutions, but rather on enhancing existing solutions or addressing gaps. Projects do not allow only a few participants, but rather welcome anyone who wants to contribute. References:

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

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

NEW QUESTION: 213

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

Which configuration should the consultant retain during the data import?

A. Workflow rules

B. Sharing rules

C. Role hierarchy

Answer: ([SHOW ANSWER](#))

Explanation

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

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

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

NEW QUESTION: 214

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

How are application documents saved in Admissions Connect?

A. Salesforce Files

B. Document Type

C. Action Plan Item

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

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

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

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

NEW QUESTION: 215

A consultant is writing an Apex class to run when a new Contact is created in a Salesforce environment where Education Data Architecture (EDA) is in use.

What should the consultant do to ensure the code executes in the order intended?

- A. Write an Apex trigger to set the order of execution.
- B. Go to EDA Settings to set the order of execution.
- C. Use Table-Driven Trigger Management (TDTM) to set the order of execution.

Answer: C (LEAVE A REPLY)

Table-Driven Trigger Management (TDTM) is a tool to manage the code in Salesforce and control how Apex behaves⁵. TDTM allows the consultant to easily rearrange the order of things via a table in the Salesforce interface (hence, the "Table-Driven" in TDTM)⁶. With TDTM, the consultant can tell the Apex trigger: do X first, then Y, then Z, without writing any code⁶. TDTM is part of the Education Data Architecture (EDA) and can be accessed from EDA Settings⁵. Reference:
5: Table-Driven Trigger Management (TDTM) Overview - Salesforce⁷
6: Table-Driven Trigger Management and Why it Matters⁸

NEW QUESTION: 216

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

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

Answer: A (LEAVE A REPLY)

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

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

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

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

maps prospects and students' employers to the standard Account field in Salesforce, as they only apply to new Contacts and Accounts that are created in EDA3.

NEW QUESTION: 217

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

What is a standard feature of EDA?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 218

A consultant needs to migrate international students' contact and address information to a Salesforce Education Data Architecture (EDA) environment with the State and Country Picklist feature enabled.

What should the consultant confirm before migrating the data?

- A.** Contact Multi-Addresses Enabled is checked.
- B.** All state and country values are ISO-3166 values.
- C.** Every contact has a state and country value.

Answer: ([SHOW ANSWER](#))

The State and Country Picklist feature in Salesforce allows users to select states and countries from predefined, standardized lists, instead of entering them manually into text fields². These picklists are based on ISO-3166 standard values, which are internationally recognized codes for identifying countries and their subdivisions. Therefore, before migrating the data, the consultant should confirm that all state and country values in the source data are ISO-3166 values, otherwise they will not match the picklist values in the target environment.

Contact Multi-Addresses Enabled is a setting in EDA that allows users to store multiple addresses for a contact, such as home, work, or mailing address. This setting does not affect the migration of state and country values, as long as they are ISO-3166 values. Every contact having a state and country value is not a requirement for the migration either, as these fields are not mandatory in EDA.

Reference:

2: Configure State and Country Picklists - Salesforce³

ISO 3166 - Wikipedia

Enable Contact Multi-Addresses - Salesforce

NEW QUESTION: 219

University Investment Services (UIS) is an internal department that manages the university endowment through financial investments. It operates independently of the university and only works with investment companies and financial institutions. UIS is interested in a CRM that will track investment companies, its company Contacts, Leads, Opportunities, and Activities. Which solution should the consultant recommend?

- A.** Sales Cloud

B. Education Data Architecture

C. Financial Services Cloud

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

Explanation

Financial Services Cloud is a Salesforce solution that is designed for the financial services industry, including wealth and asset management, banking, and insurance¹. Financial Services Cloud provides features and functionality that are tailored to the needs of UIS, such as:

Tracking investment companies and their contacts as financial accounts and account members².

Managing leads, opportunities, and activities with standard Salesforce objects and tools³.

Leveraging Einstein AI to surface insights and recommendations for investment opportunities⁴.

Integrating with core financial systems and data sources using prebuilt connectors and accelerators⁵.

Sales Cloud is a general-purpose CRM solution that does not have the specific features and functionality for the financial services industry⁶. Education Data Architecture (EDA) is a Salesforce solution that is designed for the education sector, including K-12 and higher education institutions⁷. EDA does not have the specific features and functionality for the financial services industry either.

References:

1: Financial Services Cloud Overview - Salesforce⁸

2: Financial Services Cloud Data Model - Salesforce

3: Financial Services Cloud User Guide - Salesforce

4: Einstein for Financial Services Cloud - Salesforce

5: Financial Services Cloud Integration Guide - Salesforce

6: Sales Cloud Overview - Salesforce

7: Education Data Architecture Overview - Salesforce

NEW QUESTION: 220

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

Which solution should a consultant recommend?

A. Service Cloud

B. Einstein Next Best Action

C. Digital Engagement

D. Salesforce Identity

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

NEW QUESTION: 221

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

Which solution should the consultant recommend?

A. K-12 Architecture Kit

B. Nonprofit Success Pack

C. Education Data Architecture

D. Program Management Module

Answer: A (LEAVE A REPLY)

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

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

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

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

NEW QUESTION: 222

A college is interested in a Salesforce.org Open Source Common project they read about on the Power of Us Hub. The college wants to know the benefits of an open source solution supported by the Open Source Commons.

What is one benefit of Open Source Common Projects the consultant can share with the college?

Choose 1 answer.

- A. Projects are owned solely by Salesforce.org.
- B. Projects focus on replacing paid solutions.
- C. Projects go through a Salesforce Security review.
- D. Projects allow only a few participants.

Answer: (SHOW ANSWER)

One benefit of Open Source Common Projects that the consultant can share with the college is that projects go through a Salesforce Security review. This means that the projects are evaluated and approved by Salesforce for their security standards and best practices. This ensures that the projects are safe and reliable for customers to use. Projects are not owned solely by Salesforce.org, but rather by the community. Projects do not focus on replacing paid solutions, but rather on enhancing existing solutions or addressing gaps. Projects do not allow only a few participants, but rather welcome anyone who wants to contribute. Reference:

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

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

NEW QUESTION: 223

A Recruitment office wants to use Pardot and Salesforce with the Education Data Architecture (EDA) to manage campaigns and track 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 (LEAVE A REPLY)

Explanation

The consultant should discuss with the Recruitment office that EDA requires custom automation for lead conversion as a compatibility consideration for using Pardot and Salesforce with EDA. Lead conversion is a process that converts a Lead record into an Account, a Contact, and an Opportunity record in Salesforce. EDA does not support the standard lead conversion process in Salesforce, because it uses different account models and objects to store information about individuals and organizations. The consultant should create custom automation for lead conversion, such as using Process Builder, Flow, or Apex, to map the Lead fields to the appropriate EDA fields and objects. Pardot being incompatible with the Household account model, the Do Not Contact TDTM record needing to be disabled, or Pardot being able to create only Leads and Contacts are not compatibility considerations for using Pardot and Salesforce with EDA. References:

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

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

NEW QUESTION: 224

A university is experiencing performance degradation issues such as record locking, long search times, and long record save times.

What is the likely cause for all of these issues?

- A.** Insufficient data storage
- B.** Data skew
- C.** TDTM
- D.** Insufficient code coverage

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 225

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

In which order should the data be imported?

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

Answer: ([SHOW ANSWER](#))

The data should be imported in the order of Account, Term, Program Enrollment, and Course records for the career center that plans to use Student Success Hub and is preparing to import student data. The order of data import is important to ensure that the data is consistent and accurate in Salesforce and that the relationships between the objects are maintained. The data should be imported in the order of Account, Term, Program Enrollment, and Course records because these objects have dependencies or lookups to each other. For example, a Program Enrollment record has a lookup to an Account record and a Term record, and a Course record has a lookup to a Term record. Importing the data in this order can help avoid errors or missing data. Course, Course Offering, Program Plan, and Affiliation records or Account, Term, Course, and Course Offering records are not correct orders of data import for the career center that plans to use Student Success Hub and is preparing to import student data. Reference:

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

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

NEW QUESTION: 226

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

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

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

Answer: D (LEAVE A REPLY)

Course Offering is an EDA object that indicates a class is available for a given term. Course Offering is an object that represents a specific instance of a course that is offered during a term. Course Offering can be used to track various information about a class, such as name, code, capacity, faculty, location, or schedule. The consultant can create a Course Offering record for each class that is available for a given term and associate it with the Term object. Course Connection, Attendance Event, and Time Block are not EDA objects that indicate a class is available for a given term. References:

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

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

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NEW QUESTION: 227

An institution has centralized email communications for alumni. Departments across the university should only be able to view their team's content.

What should a consultant recommend to meet this requirement?

- A. Salesforce Data Management Platform
- B. Einstein Account-Based Marketing
- C. Pardot Business Unit
- D. Marketing Cloud Business Unit

Answer: D (LEAVE A REPLY)

Marketing Cloud Business Unit is a solution that the consultant can recommend to meet the requirement of centralizing email communications for alumni and allowing departments across the university to only view their team's content. Marketing Cloud Business Unit is a feature that allows users to segment their Marketing Cloud account into separate units based on different criteria, such as brands, regions, products, or teams. Marketing Cloud Business Unit can be used to control access to data, content, subscribers, reports, and settings for each unit. Marketing Cloud Business Unit can help the university create a centralized email communication strategy for alumni while maintaining data security and visibility for each department. Salesforce Data Management Platform, Einstein Account-Based Marketing, and Pardot Business Unit are not solutions that

can meet the requirement of centralizing email communications for alumni and allowing departments across the university to only view their team's content. Reference:

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

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

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