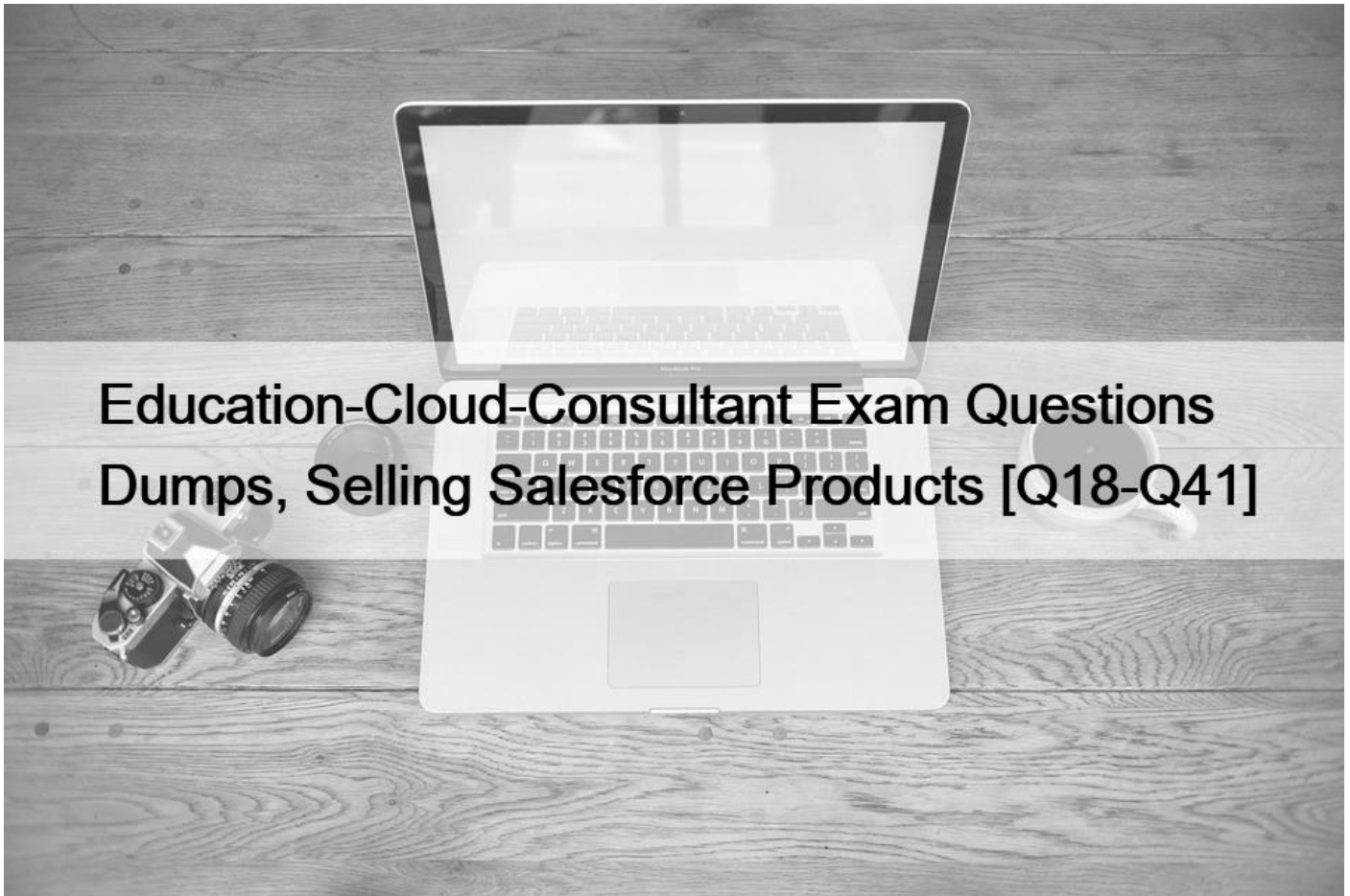


Education-Cloud-Consultant Exam Questions Dumps, Selling Salesforce Products [Q18-Q41]



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Q18. 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?

- * Sector: Higher Education
- * SFDO Major Release Announcements
- * SFDO Open Source Contributors
- * CumulusCI (CCI)

Q19. 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.

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

Q20. 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?

- * Single sign-on
- * Multi-factor authentication
- * Connected apps
- * Social sign-on

Q21. During the requirements gathering phase, the academic staff stated that students are independent of any Account or Company. The staff requested that the Contact's Account field be blank and hidden on the page layout.

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

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

Q22. 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?

- * Gift Entry Manager
- * Nonprofit Success Pack
- * Giving Pages
- * Elevate

Q23. 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.

- * Salesforce.org website
- * EDA repository in GitHub
- * Partner Community
- * Salesforce AppExchange

Q24. 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?

- * social Studio
- * experience Cloud
- * Salesforce Engage
- * Salesforce Anywhere

Q25. Career Services wants to import internship information from a spreadsheet into Salesforce. Student contact and educational information is populated from the Student Information System (SIS) to Salesforce. The spreadsheet has a list of interns, their student ID numbers, their email addresses, company phone numbers, company names, and start and end dates.

Which external ID should the consultant recommend to match spreadsheet information with the Salesforce Contact record?

- * Email address
- * Student number
- * Company name
- * Company phone

Q26. 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?

- * EDA Data Dictionary
- * Lightning Connect
- * Data Loader
- * EDA Settings

Q27. 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?

- * Salesforce Data Mask
- * Formula Fields
- * Event Monitoring
- * Salesforce Shield

Q28. 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?

- * Tableau CRM
- * Nonprofit Success Pack
- * Einstein Prediction Builder
- * Insights Platform Data Integrity

Q29. 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?

- * The recommended default Account record is the Administrative Account record type.
- * A new Program Enrollment record will automatically be created when a new Contact is created.

- * Multiple address management can only be enabled for the House Account record type.
- * Contact are private only to Administrative Account record type.

Q30. International Programs wants to track the emergency contacts for students who are studying abroad.

Which functionality should a consultant implement to meet this requirement?

- * Relationships
- * Household Accounts
- * Affiliations
- * Success Teams

Q31. 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?

- * Salesforce Data Management Platform
- * Einstein Account-Based Marketing
- * Pardot Business Unit
- * Marketing Cloud Business Unit

Q32. 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?

- * Approximately two weeks after Salesforce.com releases
- * Approximately one month before Salesforce.com releases
- * Approximately two weeks before Salesforce.com releases
- * Approximately one month after Salesforce.com releases

Q33. A customer wants to install the Education Data Architecture (EDA) into their existing Salesforce org.

How should the consultant prepare for implementation?

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

Q34. 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?

- * Power of Us Hub
- * Trailblazer Community
- * Trailhead
- * Salesforce Einstein

Q35. 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.

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

Q36. 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?

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

Q37. 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?

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

Q38. 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.

- * One-way integration between Marketing Cloud and the event system
- * One-way integration between Salesforce and Marketing Cloud
- * Two-way integration between the event system and Marketing Cloud
- * Two-way integration between the event system and Salesforce

Q39. 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?

- * Salesforce Identity
- * Digital Engagement
- * Einstein Next Best Action
- * Service Cloud

Q40. 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?

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

Q41. An Admissions Department is evaluating data analytics tools to help determine the likelihood that accepted students will enroll at its school.

Which solution should the consultant recommend?

- * Advisor Link Pathways
- * Tableau Prep Builder
- * Einstein Next Best Action
- * Einstein Prediction Builder

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