[Q28-Q48 Accurate & Verified 2023 New Financial-Services-Cloud Answers As Experienced in the Actual Test!

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Financial-Services-Cloud Certification Sample Questions certification Exam

Earning the Salesforce FSC Accredited Professional certification can provide numerous benefits to professionals in financial services. It can enhance their credibility and increase their marketability to prospective employers and clients. Certified professionals can also gain access to exclusive Salesforce events, webinars, and communities, where they can connect with other experts in the field and stay up-to-date with the latest industry trends and best practices.

The Salesforce Financial Services Cloud is a powerful CRM solution designed specifically for the financial services industry. It provides a comprehensive view of customer data, financial accounts, and financial products in a single platform. The FSC Accredited Professional Certification Exam covers topics such as client onboarding, financial account management, financial product management, and compliance. By passing the exam, professionals can demonstrate their expertise in using the Salesforce platform to help financial services organizations manage their clients and products.

QUESTION 28

Which three Group Member data points can be rolled up to the Group level?
* Loans
* Financial Goals
* Approvals
* Referrals
* Tasks

QUESTION 29

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

QUESTION 30

What should an administrator consider when configuring workflow rules? (2 answers)
* Rules can be evaluated when records are created or edited
* Rules must be deactivated before using an import wizard
* All existing records are evaluated when a new rule is activated
* Rule actions can take place immediately or on a specific date

QUESTION 31

Financial Advisors can create a financial goal to track a client’s progress toward major purchases, retirement savings, or other life goals. Which statements are correct?
* You can only create savings-oriented goals.
* You can’t create a goal for paying down a debt.
* You can associate a goal with a specific financial account.
* Financial Goals require the Financial Goals permission set to be visible to a user.

QUESTION 32

What option is available when scheduling a dashboard refresh? (2 answers)
* Define refresh times for specific dashboard components
* View and remove a scheduled dashboard refresh
* Schedule the dashboard to refresh in different time zones
* Send a refresh notification to users with access to the dashboard.

QUESTION 33

A user is not able to see the Actionable Relationship Center tab in his Financial Services Cloud Wealth Management App. What steps should the Salesforce Admin take to troubleshoot this issue? (2 correct answers)
* Check the user’s permission assignments and make sure the Financial Services Cloud Extension License and the Financial Services Cloud Extension Permission Set are assigned to that user.

* Log a Salesforce support ticket to add the Actionable Relationship Center tab to the Wealth Management App.
* Check if the Actionable Relationship Center Tab was created as a custom tab and the Lighting Component was added to the page layout.
* Remove the Relationship Map.

QUESTION 34

The VP of sales at universal containers requested that “Verbal Agreement” be added as a new opportunity stage. The Administrator added this new picklist value to the stage field, but found that the new value was not available to users.

What should the administrator do?
* Ensure the limit of 10 stage values was not exceeded
* Ensure the new value was marked as active
* Add the new value to the appropriate record type
* Add the new value to the appropriate sales process

QUESTION 35

The support team at Universal Containers wants to be more proactive about renewing support plans with customers. They would like the support representative dedicated to each account to be notified a month before the account`s support plan expires.

What should an administrator configure to meet this requirement?
* Assignment rule
* Workflow rule
* Auto-Response rule
* Escalation rule

QUESTION 36

What 2 consideration should the Salesforce Admin review bfore implementing Lightning Flows?
* Flow screen input components can only be used in FSC Lightning Flow Templates
* The Flow users must have access to the underlying objects and fields that are included in that process
* Lightning flow for FSC is not available for the Individual Object Model
* The Flow users require a flow permission set license

QUESTION 37

What functionality is included in the Financial Services Cloud Extension license? (2 correct answers)
* It enables user access to the Actionable Relationship Center Lightning component
* It enables user to configure Compliant Data Sharing
* It enables user access to the Action Plans feature
* It enables user access to Download Analytics Data and Install
* Analytics Templated Apps

QUESTION 38

Lake Tahoe Bank needs to conduct periodic reviews with their customers to review credit & debit card usage, review account payables and discuss credit needs. The bank wants to ensure such activities are tracked and exceptions are reported & followed up on in a timely manner. How can Financial Services Cloud support these requirements?
* Run a nightly process to create tasks and assign them to account owners for follow-ups

* Train account owners to create required tasks periodically and set due dates for tracking.
* Use Lightning Scheduler to periodically schedule tasks for account owners.
* Create an Action Plan Template with associated pre-determined Tasks and automate the periodical creation of Action Plans for customer accounts.

QUESTION 39

Where should a Salesforce Administrator go to add custom icons to the Life Events and Business Milestones?
* Lightning Page Layout > Life Events and Business Milestones Lightning Component > Page Icon Properties
* Setup > Custom Code > Static Resources
* Setup > User Interface > icons > Life Events and Business Milestones
* Setup > Financial Services > Icons > Life Events and Business Milestones

QUESTION 40

Lake Tahoe Bank is rolling out Financial Services Cloud and the VP of IT is concerned about the cost of the licenses. The System Admin recommends using restricted licenses for users that need only limited access to Financial Service Cloud features. Which Financial Services Cloud permission set license enables user access to a license with contractual restrictions for Financial Services Cloud and can be used to grant restricted access to users like Bank Tellers?
* Financial Services Cloud Standard
* Client Segmentation
* Financial Service Cloud Basic
* Financial Service Cloud Extension

QUESTION 41

Which of these statements is true for the Person Accounts Model? (2 correct answers)
* The Person Account record type can be used when a client is a business or an institution.
* The Person Account model uses the standard Account object to hold all of the details about a person. The Account object has been extended with custom fields, record types, and more.
* Person Accounts can not be related to to cases, tasks or calls.
* The Person Account represents all aspects of the person. Data includes personhood details, such as birth date or tax ID number, and dealings with your organization, such as review frequency or service tier

QUESTION 42

Universal Containers needs to synchronize data between sales force and an external financial system.

How can a system administrator accomplish this?
* Use an external ID field to match records between systems
* Use the excel connector to export records from both systems
* Use the data loader to match records between the systems
* Use the data loader to upsert Salesforce records into the financial system

QUESTION 43

Which statement about the products and price books is true? (2 answers)
* A product can have a different list price in different price books
* A standard and list price for product can be listed in multiple currencies
* Products without a price are automatically added to the standard price book

* Price Books that contain assets cannot contain products.

QUESTION 44

The Salesforce Admin wants to make it easier for call center agents to complete some common tasks by setting up flows and launch them from the Retail Banking Console. What does the Admin have to keep in mind when setting up Flows?
* Flows can be used to provide step-by-step guidance for address changes, without the need for then agent to navigate to different screens.
* To open. edit, or create a Flow in Flow Builder, the user needs the Run Flows permission.
* To use Financial Services Cloud Flows, you’ll need the Financial Services Managed Package installed m the org and the Financial Services Cloud a permission set assigned to the user.
* To use a Flow, a user must have access to the underlying object and its field

QUESTION 45

Which statement is true regarding an approval process? (2 answers)
* A delegated approver can reassign approval requests
* An approval action defines the result of record approval or rejection
* An assignment rule defines the approver for each process step
* The approval history related list can be used to track the process

QUESTION 46

Which object would you use to model the relationship between business contact and the client on the relationship group?
* Account Contact Relationship
* Account Account Relationship
* Contact Contact Relationship and Reciprocal Role
* Reciprocal Role

QUESTION 47

What feature allows a user to group campaigns within a specific marketing program or initiative?
* Campaign members
* Campaign lists
* Campaign Hierarchy
* Campaign influence

QUESTION 48

What is the capability of the service cloud (customer) portal? (2 answers)
* Customer can log, view, edit, and close their own cases.
* Customers can view and edit contacts related to their own accounts.
* The portal and its users can be created without additional licenses.
* The portal can be customized with corporate branding.

Salesforce FSC Accredited Professionals are in high demand, given the growing need for digital transformation in the financial services industry. The certification can help professionals stand out from the competition and increase their earning potential. It also provides access to a community of like-minded professionals who can share knowledge and best practices for leveraging the Salesforce platform in the financial services industry.

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