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NEW QUESTION: 1

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 2

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?

- A. Email address
- B. Student number
- C. Company name
- D. Company phone

Answer: (SHOW ANSWER)

NEW QUESTION: 3

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. CumulusCI (CCI)
- B. SFDO Open Source Contributors
- C. Sector: Higher Education
- D. SFDO Major Release Announcements

Answer: B (LEAVE A REPLY)

NEW QUESTION: 4

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. Advising Pools
- C. Early Alerts
- D. Success Teams

Answer: (SHOW ANSWER)

NEW QUESTION: 5

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. Manage course payments in the transaction system and Pardot.
- B. Integrate course payments from Salesforce to the transaction system.
- C. Migrate course payments to pardot and Salesforce.
- D. Manage course payments in the transaction system.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 6

The new director of Admissions plans to use Salesforce for its recruitment and admissions process. The director wants to increase the school's ranking and application yield by 15%. The President's Office and dean are supportive and ready to launch the project.

What should the consultant confirm?

- A. The director has end-user support for the project.

- B. The director has leadership support for the project.
- C. The project has a measurable goal.
- D. The project has a specific vision.

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

NEW QUESTION: 7

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. Salesforce Files
- B. Process Builder
- C. Email-to-case
- D. App on the AppExchange

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

NEW QUESTION: 8

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

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

NEW QUESTION: 9

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

Which solution should the office consider?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

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?

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

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

NEW QUESTION: 11

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](#))

NEW QUESTION: 12

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

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

NEW QUESTION: 13

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

Which report chart should the consultant implement?

- A. Education History dashboard
- B. Opportunity Funnel report
- C. Program Enrollment dashboard
- D. Application Tabular report

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

NEW QUESTION: 14

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 15

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: (SHOW ANSWER)

NEW QUESTION: 16

The Advancement office wants to replace its legacy system with Salesforce and has hired a consultant to help them build a CRM Strategy.

What are two recommendations the consultant should make to meet this requirement?

- A. Start solution design during a discovery session.
- B. Define organizational objectives.
- C. Prioritize the organization's initiatives.
- D. Implement Nonprofit Success Pack.

Answer: A,B (LEAVE A REPLY)

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NEW QUESTION: 17

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 code coverage
- B. TDTM
- C. Insufficient data storage
- D. Data skew

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

NEW QUESTION: 18

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

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

NEW QUESTION: 19

The Dean of the Business school has a dashboard that display 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. Add a dashboard filter to the Dean's dashboard and save it to All Folders.
- D. Set View Dashboard As to the dashboard viewer and share it with program directors.

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

NEW QUESTION: 20

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. OAuth token limits
- C. Ownership data skew
- D. Account data skew

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

NEW QUESTION: 21

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?

- A. Advisor Link Pathways
- B. Einstein Prediction Builder
- C. Einstein Next Best Action
- D. Tableau Prep Builder

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

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

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

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. Salesforce File
- C. A third-party app

D. Financial Service Cloud

Answer: A (LEAVE A REPLY)

NEW QUESTION: 24

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

How should the consultant prepare for implementation?

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 25

The Registrar's office has limited staff and is interested in a real-time automated Salesforce messaging solution that can address common student questions on deadlines and requirements, and provide links to resources.

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

Choose 2 answers.

- A. Queues
- B. Bots
- C. Knowledge
- D. Live Chat

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 26

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

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 27

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. Event Monitoring

- B. Gift Entry Manager
 - C. App on the AppExchange
 - D. Elevate and Giving Pages
- Answer: C ([LEAVE A REPLY](#))**

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