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Salesforce Financial Services Cloud Accredited Professional Sample Questions (Q87-Q92):

NEW QUESTION # 87

The Salesforce Admin at Lake Tahoe Wealth Management Company wants to ensure that the advisors at his firm can quickly see the most important client data in the Actionable Relationship Center (ARC). What must the Admin configure for each object to display the most important fields on the side panel of ARC?

- A. Field Sets
- B. Lightning Record Pages
- C. Page Layout
- **D. Compact Layout**
- E. Search Layout

Answer: D

Explanation:

To display the most important fields on the side panel of ARC, the Admin must configure the Compact Layout for each object. The Compact Layout is a layout that determines which fields appear in key places in Salesforce such as record highlights areas, list views, lookup dialogs, and global search results. The Admin can use the Compact Layout to select up to 10 fields that are most relevant for each object and display them on the side panel of ARC

NEW QUESTION # 88

An insurance company aims to improve a call center's productivity. A detailed analysis discovered that agents spend a lot of time capturing data while adding and updating beneficiary details. Capturing premium payment details (payment date and frequency) is another time-consuming task. Which action should a Financial Services Cloud consultant take to resolve the issue?

- A. Create an Action Plan Template for capturing beneficiary data and payment information.
- B. Install an Insurance Data AppExchange package.
- C. Provide a better user interface by building Lightning web components for beneficiary data and payment information.
- **D. Utilize Insurance Flow Templates.**

Answer: D

Explanation:

A Financial Services Cloud consultant can suggest utilizing Insurance Flow Templates to resolve the issue of improving the call center's productivity and reducing the time spent on capturing data for beneficiary details and premium payment details. Insurance Flow Templates are prebuilt flow templates that guide users through the steps of creating or updating insurance policies and beneficiaries in Financial Services Cloud. The templates can be customized to suit the specific needs and requirements of the insurance company. By using Insurance Flow Templates, the call center agents can streamline their data entry process and provide better service to their customers.

References:

[Insurance Flow Templates]

[Customize Insurance Flows]

NEW QUESTION # 89

The investor relations director of a large insurance company just published a press release after the company's Quarterly Earnings Call to report about its digital transformation implementing Salesforce Financial Services Cloud (FSC).

Which three value outcomes should the company's stakeholders expect?

- A. Streamlined the entire deal lifecycle with FSC, leveraging relationship maps and interaction history in business development/discovery D to accelerate pipe management and research
- **B. Achieved higher CSAT & NPS scores attributed to personalized customer experiences driven by shorter waits due to decreased average case handle times and improved self-service solutions via Einstein Bots for FSC**
- **C. Improved customer onboarding experiences by fast-tracking and simplifying document tracking and approvals via FSC Action Plans**
- **D. Drove Advisor productivity with a daily task list, client life events, opportunities, and aggregated household information directly from D the FSC HomeTe**
- E. Automated claims orchestration via straight through processing workflow rules from OmniStudio with minimal human intervention from insurance adjusters or underwriters, allowing claims to be completed faster and at scale

Answer: B,C,D

Explanation:

The following value outcomes should the company's stakeholders expect from implementing Salesforce Financial Services Cloud (FSC):

Achieved higher CSAT & NPS scores attributed to personalized customer experiences driven by shorter waits due to decreased average case handle times and improved self-service solutions via Einstein Bots for FSC.

This outcome means that the company improved its customer satisfaction (CSAT) and net promoter score (NPS) metrics by providing customized and relevant interactions with customers, reducing their waiting time by handling cases more efficiently, and offering self-service options through chatbots powered by artificial intelligence.

Improved customer onboarding experiences by fast-tracking and simplifying document tracking and approvals via FSC Action Plans.

This outcome means that the company enhanced its customer onboarding process by speeding up and streamlining the document management and approval workflow using Action Plans, which are features that allow users to create templates for common client processes, such as account opening, loan application, or financial review.

Drove Advisor productivity with a daily task list, client life events, opportunities, and aggregated household information directly from the FSC Home Page. This outcome means that the company increased its advisor productivity by providing them with a daily task list that shows their priorities and action items, a client life events component that shows important events in their clients' lives, an opportunities component that shows potential sales deals, and an aggregated household information component that shows a holistic view of their clients' financial situation, all on the FSC Home Page

NEW QUESTION # 90

Personal Banker Hank Burton is questioning his Referral Score shown in Salesforce Financial Services Cloud. When is the Referral Score updated?

- A. The Referral Score updated when a lead is created using the referral record type.
- B. The Referral Score updated when a referral is converted to an Opportunity or closed.
- C. The Referral Score updated when an opportunity associated with the Referral is Closed Won
- D. The Referral Score updated when a referral is assigned from the queue to a user.

Answer: C

Explanation:

The Referral Score is updated when an opportunity associated with the Referral is Closed Won. The Referral Score is a metric that measures the quality and quantity of referrals that a user creates or receives. The Referral Score is calculated as the number of referrals converted to opportunities divided by the total number of referrals. The Referral Score is displayed in the Referral Summary component on the user's Home page or record page. The Referral Score is updated whenever a referral is converted to an opportunity or an opportunity is closed as won or lost. Verified References: : Salesforce Help Article 2 : Salesforce Help Article 4

NEW QUESTION # 91

Cumulus Insurance's business processes are quite complex, and steps in the process may vary depending on the information captured.

Which three actions regarding functionality and features should a consultant suggest exploring to help guide Cumulus Insurance users through these processes?

- A. Configure Dynamic Lightning pages.
- B. Use flows to remove the need for complex Lightning pages.
- C. Configure Dynamic Actions for Lightning pages.
- D. Build custom Lightning pages that correspond to each stage of the business process.
- E. Enable In-App Guidance to provide walk-throughs.

Answer: B,C,E

Explanation:

The following actions regarding functionality and features should be suggested to help guide Cumulus Insurance users through their complex business processes:

Configure Dynamic Actions for Lightning pages. Dynamic Actions are a feature that allows you to customize the actions that appear on a Lightning page based on criteria such as record type, field value, device type, or user profile. You can use Dynamic Actions to show or hide actions that are relevant or irrelevant for each stage of the business process, such as creating a case, sending an email, or generating a quote.

Enable In-App Guidance to provide walk-throughs. In-App Guidance is a feature that allows you to create prompts and guided tours that appear within the Salesforce app to help users learn new features, complete tasks, or adopt best practices. You can use In-App Guidance to provide step-by-step guidance for complex business processes, such as onboarding a customer, submitting a claim, or renewing a policy.

Use flows to remove the need for complex Lightning pages. Flows are a tool that allows you to automate business processes and guide users or customers through screens that collect and display information. Flows can have multiple steps and branching logic that ask for different information depending on the responses.

You can use flows to simplify and streamline complex business processes, such as applying for a loan, enrolling in a plan, or changing a beneficiary. Verified References: : Salesforce Help Article [12] : Salesforce Help Article [13] : Salesforce Help Article [14]

NEW QUESTION # 92

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