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## Salesforce Certified Education Cloud Consultant Sample Questions (Q209-Q214):

### NEW QUESTION # 209

Recruitment Staff want to use their university login when accessing Salesforce.

Which identity management feature should the consultant use?

- A. Named Credentials
- B. Social Sign-On
- C. Two-factor Authentication
- **D. Single Sign-On**

**Answer: D**

Explanation:

Single Sign-On (SSO) is an identity management feature that allows users to log in to Salesforce using their university login credentials. SSO simplifies the login process and reduces the need for multiple passwords. Named Credentials, Two-factor Authentication, and Social Sign-On are not identity management features that allow users to use their university login when accessing Salesforce. Reference:

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

[https://trailhead.salesforce.com/en/content/learn/modules/identity\\_basics/identity\\_basics\\_sso](https://trailhead.salesforce.com/en/content/learn/modules/identity_basics/identity_basics_sso)

### NEW QUESTION # 210

A small college plans to use Salesforce for its student services. A part-time system admin has been working with a program coordinator who has previous Salesforce experience and is eager to work on the project.

What should the consultant recommend?

- **A. The program coordinator should be a Salesforce power user.**
- B. The program coordinator should be assigned the System Admin profile.
- C. The program coordinator's role should be on top of the role hierarchy.

**Answer: A**

Explanation:

The consultant should recommend that the program coordinator should be a Salesforce power user for the small college that plans to use Salesforce for its student services and has a part-time system admin who has been working with a program coordinator who has previous Salesforce experience and is eager to work on the project. A Salesforce power user is a user who has advanced knowledge and skills in using Salesforce and can perform tasks such as creating reports, dashboards, or workflows. The program coordinator should be a Salesforce power user for the small college that plans to use Salesforce for its student services and has a part-time system admin who has been working with a program coordinator who has previous Salesforce experience and is eager to work on the project by leveraging their Salesforce experience and eagerness to work on the project to support the part-time system admin and contribute to the project's success. The program coordinator should not be assigned the System Admin profile, the program coordinator's role should not be on top of the role hierarchy, or the program coordinator should not be a Salesforce end user for the small college that plans to use Salesforce for its student services and has a part-time system admin who has been working with a program coordinator who has previous Salesforce experience and is eager to work on the project. Reference:

[https://trailhead.salesforce.com/en/content/learn/modules/salesforce\\_users\\_roles\\_and\\_permissions](https://trailhead.salesforce.com/en/content/learn/modules/salesforce_users_roles_and_permissions)

[https://www.salesforce.org/wp-content/uploads/2019/03/Education\\_Cloud\\_COE\\_Guide.pdf](https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf)

### NEW QUESTION # 211

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. Person Accounts
- **C. Customer Community Plus**
- **D. Education Data Architecture**

**Answer: C,D**

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. Reference:  
[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 # 212

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

**Answer: C**

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. Reference:

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

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

#### NEW QUESTION # 213

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

**Answer: B**

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. Reference:

[https://help.salesforce.com/s/articleView?id=sf.data\\_skew\\_ownership.htm&type=5](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 # 214

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