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Salesforce Financial Services Cloud Accredited Professional Sample Questions (Q123-Q128):

NEW QUESTION # 123

Cumulus Bank's mortgage department is currently using spreadsheets to gather client data for mortgage applications. The bank is interested in improving the efficiency of this process.

Which two features should a consultant suggest to Cumulus Bank to implement?

- **A. Flow Builder to automate these business processes**
- B. A Mortgage Application' custom object to hold the collected client data
- **C. The standard mortgage flow templates to build a mortgage flow in Financial Services Cloud**
- D. Data Import Wizard to upload the data collected in spreadsheets

Answer: A,C

Explanation:

Salesforce provides features and tools to help financial institutions improve the efficiency of their mortgage processes and provide better experiences for their customers. Some of the features and tools that a consultant can suggest to Cumulus Bank to implement are:

The standard mortgage flow templates to build a mortgage flow in Financial Services Cloud: These are prebuilt flow templates that guide users through the steps of creating a mortgage application, capturing borrower information, and submitting the application for approval⁷. The templates can be customized to suit the bank's specific needs and requirements⁸.

Flow Builder to automate these business processes: Flow Builder is a point-and-click tool that lets users create flows to automate business processes in Salesforce⁹. Flow Builder can be used to create custom mortgage flows that integrate with other Salesforce features, such as data models, objects, fields, validation rules, and actions¹⁰.

References:

Flow Builder for Mortgage

Customize Mortgage Flows

Flow Builder

Create a Mortgage Flow

NEW QUESTION # 124

A regional bank is implementing Financial Services Cloud (FSC). Today, relationship managers receive email reminders 2 days, 2 weeks, and 2 months after a new customer opens their first bank account to contact the customer for feedback. In addition, the bank wants the ability for relationship managers to track and report on progress in FSC.

What should the administrator do when designing the future state business process using FSC features?

- A. When a lead or referral is converted, create an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months.
- B. When an account status is changed to "Customer", send emails to the Account Owner to follow up in 2 days, 2 weeks, and 2 months.
- C. When creating an account, create an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months.
- **D. When an account status is changed to "Customer", create an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months.**

Answer: D

Explanation:

To design the future state business process using FSC features, the administrator should create an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months when an account status is changed to "Customer".

An action plan is a feature that allows users to create templates for common client processes, such as account opening, loan application, or financial review. An action plan template consists of action plan items that define the tasks, subtasks, and deadlines for each step of the process. By creating an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months when an account status is changed to "Customer", the administrator can automate the email reminder process and track and report on the progress in FSC.

NEW QUESTION # 125

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. 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**

- B. Drove Advisor productivity with a daily task list, client life events, opportunities, and aggregated household information directly from the FSC Home Page
- C. Improved customer onboarding experiences by fast-tracking and simplifying document tracking and approvals via FSC Action Plans
- D. 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
- E. Streamlined the entire deal lifecycle with FSC, leveraging relationship maps and interaction history in business development/discovery to accelerate pipeline management and research

Answer: A,B,C

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 # 126

Agents for an insurance company need to know the current and past weather conditions when creating customer claims. The consultant implements a Flex Card for weather conditions in the console to ensure the agents can access the information. The Flex Card needs to provide fields extracted from a weather API and an account field from Salesforce.

Which method should the consultant use, according to best practices?

- A. APEX classes
- B. Integration Procedure
- C. Streaming API
- D. Data Raptor Extract

Answer: B

Explanation:

Reference: Integration Procedure | Vlocity Developer Docs

Explanation: An Integration Procedure is a feature of Vlocity that allows users to create and execute data integration tasks between Salesforce and external systems. An Integration Procedure can perform various operations, such as extract, transform, load, query, or update data from different sources and targets. An Integration Procedure can also invoke other Vlocity features, such as Data Raptors, OmniScripts, or Calculations.

To implement a Flex Card for weather conditions in the console, the consultant should use an Integration Procedure that can do the following steps:

Query the weather API using an HTTP action and pass the account address as a parameter.

Extract the relevant fields from the weather API response, such as temperature, humidity, precipitation, etc.

Query the account field from Salesforce using a Data Raptor Extract action and pass the account ID as a parameter.

Merge the weather API fields and the account field into a single data set using a List Merge action.

Return the data set to the Flex Card using a Return action.

NEW QUESTION # 127

Lake Tahoe Bank has branch offices in many countries around the world and they are planning to roll out Financial Services Cloud. Which of the 2 considerations does the Salesforce Admin have to keep in mind when it comes to dealing with multiple currencies?

- A. For each user, the user currency must correspond to the default currency for the user's locale
- **B. When filtering by currency values in reports or list views, users must specify a currency ISO code, such as USO or GBP, before the value.**
- C. The Salesforce Admin can enable or disable multiple currencies if needed
- **D. When multicurrency is enabled in FSC, advanced currency management is also available**

Answer: B,D

Explanation:

Multicurrency is a feature in Salesforce that allows you to work with multiple currencies in your org. If you enable multicurrency in FSC, you need to consider the following:

When filtering by currency values in reports or list views, users must specify a currency ISO code, such as USD or GBP, before the value. For example, USD500 or GBP300.

When multicurrency is enabled in FSC, advanced currency management is also available. This feature allows you to track historical exchange rates and apply them to opportunities and forecasts.

NEW QUESTION # 128

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