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Salesforce Certified Marketing Cloud Account Engagement Specialist Sample Questions (Q11-Q16):

NEW QUESTION # 11

LenoxSoft has an engagement studio program within a recipient list and a suppression list. A prospect is a member of both the recipient list and the suppression list.

In which scenario would a prospect be able to receive the emails in the program?

- A. The prospect is removed from the suppression list
- B. The prospect is removed from the recipient list
- C. The prospect is removed from both the suppression list and the recipient list.
- D. The prospect is marked as opted out.

Answer: A

Explanation:

The scenario in which a prospect would be able to receive the emails in the program is when the prospect is removed from the suppression list. A suppression list is a list that prevents prospects from receiving emails from an engagement studio program, even if they are in the recipient list. A recipient list is a list that defines the prospects who are eligible to receive emails from the program. If a prospect is in both the recipient list and the suppression list, they will not receive any emails from the program. Removing the prospect from the suppression list will allow them to receive the emails, as long as they are still in the recipient list and not opted out. Removing the prospect from the recipient list, marking the prospect as opted out, or removing the prospect from both the suppression list and the recipient list will not allow them to receive the emails from the program. Reference [Engagement Studio Suppression Lists]

NEW QUESTION # 12

A user wants to develop a lead qualification model based on implicit prospect interest and explicit information provided by prospects.

What feature is needed for this model?

- A. Prospect Audit & Profile
- B. Marketing Cloud Account Engagement Score & lifecycle Stage
- C. Engagement Studio & Lists
- D. Marketing Cloud Account Engagement Score & Grade

Answer: D

Explanation:

A lead qualification model based on implicit prospect interest and explicit information provided by prospects requires the feature of Marketing Cloud Account Engagement Score and Grade. The score is a numerical value that measures the implicit interest of a prospect based on their engagement with marketing activities, such as opening emails, clicking links, and visiting landing pages. The grade is a letter value that measures the explicit fit of a prospect based on the information they provide, such as industry, company size, and job title. By combining the score and grade, marketers can segment and prioritize their prospects more effectively.

Reference: 3: Scoring and Grading Prospects

NEW QUESTION # 13

An administrator includes a link to a file on a web page that the company does NOT own on the company website.

What is the best way to be able to track the number of visitors who access this file?

- A. Marketing Cloud Account Engagement tracking code
- B. Custom redirects
- C. Page actions
- D. Marketing Cloud Account Engagement form

Answer: B

Explanation:

The best way to be able to track the number of visitors who access a file on a web page that the company does not own is to use a custom redirect. A custom redirect is a Marketing Cloud Account Engagement feature that allows you to track any link on your website or a third-party website and measure the clicks and conversions. You can create a custom redirect for the link to the file and use the custom redirect URL instead of the original link on your web page. This way, you can track how many visitors click on the link and access the file, and also see which prospects are interested in the file. A Marketing Cloud Account Engagement form, a

Marketing Cloud Account Engagement tracking code, or a page action are not suitable for this purpose, as they are used for different scenarios. A Marketing Cloud Account Engagement form is used to collect visitor information and convert them to prospects. A Marketing Cloud Account Engagement tracking code is used to track the page views and activities of visitors and prospects on your own website. A page action is used to perform certain actions when a prospect views a specific page on your website. Reference Custom Redirects

NEW QUESTION # 14

Identify the differences between default and custom roles.

- A. Default roles can be deleted
- B. Default roles can be edited
- C. Default roles are included with Marketing Cloud Account Engagement
- D. Custom Roles can be created from scratch
- E. Default roles are included with Marketing Cloud Account Engagement
- F. Custom roles can be edited
- G. Custom roles can be created from a default role

Answer: D,E,F,G

Explanation:

Default roles are included with Marketing Cloud Account Engagement and cannot be edited or deleted². Custom roles can be edited and deleted, and can be created from scratch or from a default role². Custom roles allow you to customize the access and permissions for different types of users in your organization²

NEW QUESTION # 15

A user wants to send an email to a prospect when a form is submitted and a specific field value is selected on that form. What automation tool could they use to accomplish this?

- A. A completion action on the form submission
- B. A dynamic list used to send list emails using the email template
- C. An automation rule with a Match All match type
- D. An automation rule with a Match Any match type

Answer: C

Explanation:

According to the Salesforce documentation, an automation rule is an automation tool that can be used to send an email to a prospect when a form is submitted and a specific field value is selected on that form. An automation rule can be configured to trigger an action (such as sending an email) when a prospect meets certain criteria (such as submitting a form and having a specific field value). The criteria can be set to Match All or Match Any, depending on the logic required. In this case, the Match All option should be used, as the prospect needs to meet both conditions (form submission and field value) to receive the email. A completion action is another automation tool that can be used to perform an action after a prospect successfully completes a form, but it cannot be used to check for a specific field value. A dynamic list is a list of prospects that is updated automatically based on certain criteria, but it cannot be used to send an email directly. A list email is an email that is sent to a specific list of prospects, but it cannot be triggered by a form submission or a field value. Reference: Salesforce documentation

NEW QUESTION # 16

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