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Salesforce Certified Education Cloud Consultant Exam Sample Questions (Q161-Q166):

NEW QUESTION # 161

A university has hired a consultant to help it plan the campus's enterprise roadmap for Salesforce. The CIO wants to use a single Salesforce org across the university and is interested in learning more about the Education Data Architecture (EDA). The university has two existing Salesforce orgs, one uses Person Accounts, and the other org uses a custom data architecture.

What should the consultant do first to assess the situation?

- A. Submit a Salesforce Support case to merge orgs.
- B. Create a new Salesforce org using EDA as the foundation.
- C. Install EDA into one of the production environments.
- D. Document solution requirements from the groups involved.

Answer: D

Explanation:

The first thing that the consultant should do to assess the situation is to document solution requirements from the groups involved. This will help the consultant understand the current state, pain points, goals, and needs of each group that uses or will use Salesforce, and how they relate to each other. This will also help the consultant determine whether EDA is a suitable solution for all groups, or whether some customization or integration is needed. Submitting a Salesforce Support case to merge orgs, installing EDA into one of the production environments, and creating a new Salesforce org using EDA as the foundation are not good first steps, because they do not involve gathering requirements from the stakeholders, and they may cause data loss or disruption. Reference: <https://trailhead.salesforce.com/en/content/learn/modules/education-cloud-basics/education-cloud-basics-discovery>
<https://powerofus.force.com/s/article/EDA-Migrate>

NEW QUESTION # 162

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

Answer: A

Explanation:

Appointment Topic is an Advisor Link feature that the consultant should include in a report to better understand why students are meeting with their advisors. Appointment Topic is a field on the Appointment object that indicates the reason or subject of the meeting. Success Plan Type, Alert Reason, and Case Status are not Advisor Link features that show why students are meeting with their advisors. References:

https://help.salesforce.com/s/articleView?id=sf.eda_appointment_topic.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.eda_advisor_link_reports.htm&type=5

NEW QUESTION # 163

A university is planning an enterprise-wide implementation of Education Cloud. It has asked the consultant to do an analysis of Education Cloud functionality to identify additional apps it may need to purchase. What is a standard feature of Education Cloud?

- A. Event Management
- B. Order Management
- **C. Student Advising**

Answer: C

Explanation:

Student Advising is a standard feature of Education Cloud. It provides tools and functionalities to manage student advising processes, track student progress, and facilitate communication between advisors and students.

Features of Student Advising:

Advising Notes: Keep track of discussions and recommendations.

Appointment Scheduling: Allows students to schedule appointments with advisors.

Case Management: Manage and track advising cases and interventions.

Implementation:

Configure Advising Settings: Set up advising schedules, roles, and permissions.

Training: Provide training for advisors on using the advising tools within Education Cloud.

Monitoring and Reporting: Use dashboards and reports to monitor advising activities and student progress.

Reference:

Salesforce Education Cloud Documentation: Student Success Hub

NEW QUESTION # 164

A customer wants to install the Education Data Architecture (EDA) into their existing Salesforce org. How should the consultant prepare for implementation?

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

Answer: A

Explanation:

The consultant should map Salesforce custom objects to EDA objects to prepare for installing EDA into an existing Salesforce org. This means identifying which custom objects in the existing org have similar or equivalent functionality as EDA objects, and mapping their fields and relationships accordingly. This will help the consultant determine which custom objects can be replaced by EDA objects, which custom objects need to be integrated with EDA objects, and which custom objects need to be retained as they are. Choosing a middleware tool to integrate EDA, building applicable API customizations, and exporting all existing Salesforce data are not tasks that the consultant should do to prepare for installing EDA. Reference:

<https://powerofus.force.com/s/article/EDA-Migrate>

https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_Migration_Guide.pdf

NEW QUESTION # 165

A consultant for university has built customizations in a sandbox environment that is a different version from the production org. What should the consultant do first to avoid any issues?

- **A. Package the customizations, refresh the sandbox and reinstall the customization.**
- B. Manually update the production org by installing the release update from Github.
- C. Deploy the customizations into the production org via change sets.
- D. Submit a case to Salesforce Support to update the production org.

Answer: A

Explanation:

Explanation

The consultant should package the customizations, refresh the sandbox, and reinstall the customization as the first step to avoid any issues when deploying from a sandbox environment that is a different version from the production org. Packaging the customizations means creating an unmanaged package that contains all the components and metadata that are part of the custom solution. Refreshing the sandbox means creating a new copy of the sandbox environment from the production org. Reinstalling the customization means installing the unmanaged package into the refreshed sandbox environment. This step can help avoid any issues that may arise from deploying from a sandbox environment that is a different version from the production org, such as compatibility errors, missing dependencies, or data loss. Manually updating the production org by installing the release update from GitHub, submitting a case to Salesforce Support to update the production org, or deploying the customizations into the production org via change sets are not steps that the consultant should take first to avoid any issues when deploying from a sandbox environment that is a different version from the production org. References:

https://help.salesforce.com/s/articleView?id=sfpackaging_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.data_sandbox_create.htm&type=5

<https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/te>

NEW QUESTION # 166

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