

Test Education-Cloud-Consultant Prep | Education-Cloud-Consultant Test Lab Questions



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Salesforce Education-Cloud-Consultant Exam Syllabus Topics:

Section	Objectives
Experience Cloud for Education	- Engagement and communication strategies - Student and alumni portals
Student Lifecycle Management	- Enrollment and student success tracking - Recruitment and admissions processes
Education Cloud Fundamentals	- Higher Education and K-12 data models overview - Core concepts of Salesforce Education Cloud
Data Management and Security	- Security model and access control - Education data architecture and relationships
Automation and Integration	- Integration with external education systems - Flow automation for education processes

Reporting and Analytics

- Standard reports and dashboards
- Education KPIs and insights

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Salesforce Certified Education Cloud Consultant Exam Sample Questions (Q154-Q159):

NEW QUESTION # 154

The Advancement office plans to use Salesforce and Marketing Cloud to engage its alumni, donors, and university supporters. The marketing staff and advancement officers want to retain all contact data and email activity, including Individual Email Result (IER) data.

a. The system admins and CRM team want to avoid unnecessary data storage.

Which data management strategy should the consultant consider?

- **A. Move old data out of the CRM into a data warehouse.**
- B. Use Data Studio to process old data.
- C. Create a Force.com Query Plan for old data.

Answer: A

Explanation:

The consultant should consider moving old data out of the CRM into a data warehouse as a data management strategy for the Advancement office that plans to use Salesforce and Marketing Cloud to engage its alumni, donors, and university supporters and wants to retain all contact data and email activity, including Individual Email Result (IER) data, but also wants to avoid unnecessary data storage. Moving old data out of the CRM into a data warehouse means transferring historical or inactive data from Salesforce into another system that can store large amounts of data for analysis or reporting purposes. Moving old data out of the CRM into a data warehouse can help the Advancement office retain all contact data and email activity, including IER data, but also avoid unnecessary data storage by reducing the amount of data in Salesforce and improving performance and efficiency. Creating a Force.com Query Plan for old data, using Data Studio to process old data, or using Data Loader to export old data are not data management strategies that can meet the Advancement office's needs. Reference:

[https://developer.salesforce.com/docs/atlas.en-](https://developer.salesforce.com/docs/atlas.en-us.salesforce_large_data_volumes_bp.meta/salesforce_large_data_volumes_bp/kdv_deployments_introduction.htm)

[us.salesforce_large_data_volumes_bp.meta/salesforce_large_data_volumes_bp/kdv_deployments_introduction.htm](https://developer.salesforce.com/docs/atlas.en-us.salesforce_large_data_volumes_bp.meta/salesforce_large_data_volumes_bp/kdv_deployments_introduction.htm)

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

NEW QUESTION # 155

The Director of Advising wants to understand what students say are the most common reasons for scheduling advising appointments.

What should the consultant include in a report to meet the requirement?

- **A. Case Reason**
- B. Appointment Topic
- C. Alert Reason

Answer: A

Explanation:

Understanding Student Advising Reasons:

The Appointment Topic field in advising appointments captures the reasons students schedule these appointments.

This field provides insights into the common topics and concerns addressed during advising sessions.

Reporting on Appointment Topics:

Create a Report: Go to the Reports tab in Salesforce and create a new report based on the advising appointment object.

Add Fields: Include the Appointment Topic field to capture the reasons for the appointments.

Filter Data: Apply filters to include relevant appointment records.

Analyze Results: Use the report to analyze and summarize the most common reasons for advising appointments.

Steps to Create the Report:

Navigate to Reports: Log in to Salesforce and go to the Reports tab.

Create New Report: Select the appropriate report type for advising appointments.

Add Fields: Include the Appointment Topic field.

Run and Save Report: Run the report to view the data and save it for future reference.

References:

Salesforce Documentation: Creating Reports and Dashboards

NEW QUESTION # 156

A university using the Education Data Architecture (EDA) finds that some addresses in the system have minor data entry errors that need to be corrected. The university wants to ensure that the system is existing rather than creating new address records.

What should the do to meet this?

- **A. Enable the EDA Setting for Simple Address Change Treated as Update.**
- B. Disable Multi-Addresses in EDA Account and Contact Settings.
- C. Check the Do Not Update before saving the
- D. Check the Disable Error Handling setting in EDA System Settings.

Answer: A

Explanation:

According to the Salesforce Education Cloud Consultant documents, the EDA Setting for Simple Address Change Treated as Update allows the system to update existing address records when a user makes a minor change to an address, such as correcting a typo or adding an apartment number. This prevents the creation of duplicate address records and ensures data quality. If this setting is disabled, the system will create a new address record whenever an address is changed, even if the change is minor. References:

EDA Documentation: Address Management

Trailhead: Education Data Architecture Basics

NEW QUESTION # 157

The Alumni Association is interested in using Education Cloud to support its operations. The Association tracks alumni interests and hosts networking activities.

Which of these Education Cloud considerations should the consultant discuss with the Association?

- A. Install Insights Platform to understand alumni data.
- **B. Leverage a third-party app to support event management.**
- C. Install NPSP into their Education Cloud environment.

Answer: B

Explanation:

The consultant should discuss with the Alumni Association the option of leveraging a third-party app to support event management, such as Eventbrite or Fonteva Events, which are available on the AppExchange. Education Cloud does not have a native event management solution. Installing Insights Platform or NPSP into their Education Cloud environment are not relevant considerations for event management. Reference:

<https://trailhead.salesforce.com/en/content/learn/modules/education-cloud-basics/education-cloud-solutions>

<https://appexchange.salesforce.com/appxStore?type=Product&keywords=event>

NEW QUESTION # 158

A higher education institution has used Salesforce for many years and has Person Accounts enabled. The institution wants to install the Education Data Architecture (EDA) in their existing Salesforce environment.

What are two considerations the consultant should discuss with the institution?

Choose 2 answers

- A. Person Accounts can only be merged with Administrative Accounts.
- B. A support ticket is required to disable Person Accounts.
- C. Use EDA record types for student contacts and lead management.
- D. Person Accounts are unsupported in EDA.

Answer: B,C

Explanation:

The consultant should discuss with the institution how they can use EDA record types for student contacts and lead management, and how a support ticket is required to disable Person Accounts, as two considerations for installing EDA in their existing Salesforce environment that has Person Accounts enabled. EDA record types are predefined record types that are available for the Contact and Lead objects in EDA. EDA record types can be used to categorize and manage different types of contacts and leads, such as students, faculty, staff, alumni, or applicants. The institution can use EDA record types for student contacts and lead management instead of using Person Accounts. A support ticket is a request that users can submit to Salesforce Support to get assistance or guidance on various issues or tasks. A support ticket is required to disable Person Accounts, because this is a permanent and irreversible action that can affect data and functionality. The institution should submit a support ticket to disable Person Accounts before installing EDA, because Person Accounts are unsupported in EDA. Person Accounts being unsupported in EDA, or Person Accounts being able to only merge with Administrative Accounts, are not considerations for installing EDA in their existing Salesforce environment that has Person Accounts enabled. Reference:

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

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

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

NEW QUESTION # 159

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