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Salesforce Certified Education Cloud Consultant Sample Questions (Q28-Q33):

NEW QUESTION # 28

The director of graduate recruitment is interested in Education Cloud. Recruitment staff need to access Opportunity and Campaign Member information about students. The IT director is concerned about cost and suggests using other license types for recruitment users.

What should the consultant discuss with the client?

- A. Education Data Architecture requires a Community license.
- **B. The business user case requires a full Salesforce license.**
- C. The business user case requires a Lightning Platform Plus license.
- D. Unlimited Edition requires a full Salesforce license.

Answer: B

Explanation:

The consultant should discuss with the client that the business user case requires a full Salesforce license, not other license types. A full Salesforce license allows users to access standard CRM functionality, such as Accounts, Contacts, Opportunities, and Campaigns. This is what the recruitment staff need to access Opportunity and Campaign Member information about students. Other

license types, such as Lightning Platform or Community licenses, have limited access to CRM functionality and may not meet the business user case. Reference:

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

https://trailhead.salesforce.com/en/content/learn/modules/identity_basics/identity_basics_licenses

NEW QUESTION # 29

The director of graduate recruitment is interested in Education Cloud. Recruitment staff need to access Opportunity and Campaign Member information about students. The IT director is concerned about costs and suggests using other license types for full-time recruitment users.

What should the consultant discuss with the client?

- A. The business use case requires a Salesforce Platform license.
- **B. The business use case requires a full Salesforce license.**
- C. Education Cloud requires a Customer Community license.

Answer: B

Explanation:

Understanding Licensing Requirements:

Full-time recruitment staff need access to Opportunity and Campaign Member objects, which are part of core Salesforce functionalities.

Salesforce Platform licenses have limitations on access to certain standard objects such as Opportunities and Campaigns, which are essential for the recruitment use case.

Business Use Case for Full Salesforce License:

Opportunity Management: Recruitment staff need to manage opportunities related to student admissions and engagement.

Campaign Management: Access to Campaign Members allows recruitment staff to track and manage student participation in various recruitment campaigns.

Advanced CRM Functionalities: Full Salesforce licenses provide access to all Salesforce CRM capabilities, which are necessary for comprehensive recruitment operations.

Cost Considerations:

While full Salesforce licenses are more expensive than platform licenses, they provide the necessary functionality without limitations.

Discuss potential volume discounts or bundling options with Salesforce to mitigate costs.

Implementation Steps:

License Assignment: Ensure that full Salesforce licenses are assigned to recruitment staff.

Training: Provide training to recruitment staff on how to effectively use Opportunities and Campaign Members.

Customization: Customize Salesforce to meet specific recruitment needs, leveraging Opportunities and Campaign functionalities.

Reference:

Salesforce Licensing Guide: Salesforce Licenses

NEW QUESTION # 30

Staff want to maximize the value of their Education Cloud org and CRM Analytics. They need a dashboard that tracks metrics, such as application status, the total number of applications, and how those totals compare to the previous period.

What should the consultant do?

- A. Leverage the Advisor Insights dashboard.
- B. Create a custom dashboard.
- **C. Leverage the Admissions Insights dashboard.**

Answer: C

Explanation:

The Admissions Insights dashboard in Salesforce Education Cloud provides a comprehensive view of the admissions process, offering pre-built reports and dashboards that track key metrics such as application status, total number of applications, and comparisons to previous periods. This dashboard allows staff to easily monitor and analyze admissions data without the need to create custom dashboards from scratch, thus maximizing the value of their Education Cloud org and CRM Analytics.

Reference:

Admissions Connect

CRM Analytics for Education

NEW QUESTION # 31

A university's IT department uses a version control-based process for its system development and enhancement. The department wants to test the new features the consultant has configured in a dedicated, short term Salesforce environment. What should the consultant use to meet the requirement?

- A. Partial Copy sandbox
- B. Developer Edition org
- C. Scratch org
- D. Full sandbox

Answer: C

Explanation:

A scratch org is a dedicated, short term Salesforce environment that the consultant can use to test the new features they have configured in a version control-based process. A scratch org is a source-driven and disposable deployment of Salesforce code and metadata. A scratch org is fully configurable, allowing the consultant to emulate different Salesforce editions and features. A Developer Edition org, a full sandbox, and a partial copy sandbox are not dedicated, short term Salesforce environments that can be used in a version control-based process. Reference:

https://developer.salesforce.com/docs/atlas.en-us.sfdx_dev.meta/sfdx_dev/sfdx_dev_scratch_orgs.htm

<https://trailhead.salesforce.com/en/content/learn/modules/scratch-orgs>

NEW QUESTION # 32

How should a consultant document risk for a customer in an Education Cloud implementation?

- A. Configure an Early Alert to notify stakeholders.
- B. Recommend a Center of Excellence.
- C. Maintain a project health dashboard.
- D. Share Salesforce resources with the customer.

Answer: C

Explanation:

The consultant should document risk for a customer in an Education Cloud implementation by maintaining a project health dashboard. A project health dashboard is a tool that provides a visual representation of the status and progress of a project, such as key milestones, deliverables, issues, or risks. A project health dashboard can help the consultant document risk for a customer in an Education Cloud implementation by identifying and tracking potential threats or challenges that may affect the project scope, timeline, budget, or quality, and providing mitigation strategies or contingency plans. Configuring an Early Alert, recommending a Center of Excellence, or sharing Salesforce resources with the customer are not ways to document risk for a customer in an Education Cloud implementation. Reference:

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

<https://trailhead.salesforce.com/en/content/learn/modules/project-management-basics/project-management-basics-monitor>

NEW QUESTION # 33

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