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Salesforce Financial Services Cloud Accredited Professional Sample Questions (Q110-Q115):

NEW QUESTION # 110
What are two language-related limitations of Financial Services Cloud?

- A. Custom component labels are supported only in English.
- B. Predefined reciprocal roles are available only in English.
- C. Referral record type labels are supported only in English.
- D. Flows are available only in English.

Answer: B,C

Explanation:
Predefined reciprocal roles are available only in English and Referral record type labels are supported only in English are two language-related limitations of Financial Services Cloud. Predefined reciprocal roles are the roles that define the relationship between two individual clients or between an individual client and a group.

For example, Spouse, Child, Parent, etc. These roles are not translated into other languages and cannot be edited or deleted. Referral record type labels are the labels that indicate the type of referral, such as Client Referral or Prospect Referral. These labels are also not translated into other languages and cannot be edited or deleted.References: [Predefined Reciprocal Roles], [Referral Record Type Labels]

NEW QUESTION # 111

A bank needs help with many of its processes taking too long to complete. Many of its challenges are due to issues with handoffs between teams. The challenges also include users transferring control to the wrong person or team or forgetting to transfer it at all. Which two Financial Services Cloud capabilities should help address these challenges?

- A. Roll-up Summaries
- B. Action Plans
- C. Omni Scripts
- D. Financial Accounts

Answer: B,C

Explanation:
Reference: Action Plans in Financial Services Cloud for Admins | Salesforce Trailhead and [OmniScript Overview | Vlocity Developer Docs] Explanation: ActionPlans are a feature of Financial Services Cloud that allow users to create and execute repeatable tasks based on predefined templates. Action Plans can help streamline and standardize business processes, such as onboarding new clients, conducting annual reviews, or resolving service requests. Action Plans can also assign tasks to different users or teams, set deadlines and priorities, and track progress and status.
Omni Scripts are a feature of Vlocity that allow users to create and run guided interactionsbased on predefined scripts. Omni Scripts can help automate and simplify complex workflows, such as opening new accounts, applying for loans, or updating personal information. Omni Scripts can also integrate with other systems, capture user inputs, perform calculations, and display dynamic content.

NEW QUESTION # 112

An insurance companyaims to improve a call center's productivity. A detailed analysis discovered that agents spend a lot of time capturing data while adding and updating beneficiary details. Capturing premium payment details (payment date and frequency) is another time-consuming task. Which action should a Financial Services Cloud consultant take to resolve the issue?

- A. Utilize Insurance Flow Templates.
- B. Create an Action Plan Template for capturing beneficiary data and payment information.
- C. Provide a better user interfaceby building Lightning web components for beneficiary data and payment information.
- D. Install an Insurance Data AppExchange package.

Answer: A

Explanation:
A Financial Services Cloud consultant can suggest utilizing Insurance Flow Templates to resolve the issue of improving the call center's productivity and reducing the time spent on capturing data for beneficiary details and premium payment details. Insurance Flow Templates are prebuilt flow templates that guide users through the steps of creating or updating insurance policies and beneficiaries in Financial Services Cloud. The templates can be customized to suit the specific needs and requirements of the insurance company. By using Insurance Flow Templates, the call center agents can streamline their data entry process and provide better service to their customers.
References:
[Insurance Flow Templates]
[Customize Insurance Flows]

NEW QUESTION # 113

What benefits do Flows for Financial Services Cloud offer to support customer onboarding? (Choose Two)

- A. Flows enable customers to schedule appointments via customer communities, mobile apps. or websites.
- B. Flows systematically capture and visualize important customer Life Events to drive more personalized and need-based engagements.

- C. Flows enable customers to book appointments with the nght specialist at the right time and place through self-service scheduling
- D. Flows enable customers to schedule appointments via customer communities, motxie apps. or websites.
- E. Flows provide step-by-step guidance for common service requests, such as change of address, or change of beneficiary, without the need to * navigate to different screens.

Answer: D,E

Explanation:
Flows provide step-by-step guidance for common service requests, such as change of address, or change of beneficiary, without the need to navigate to different screens. Flows can simplify and streamline the customer onboarding process by automating tasks and collecting information in an easy and intuitive way. You can use Flows to create service requests that capture the customer's details and update the related records in one place.
Flows enable customers to schedule appointments via customer communities, mobile apps. or websites. Flows can integrate with Experience Cloud sites, mobile apps, or websites to provide self-service options for customers. You can use Flows to create appointment scheduling forms that allow customers to book appointments with the right specialist at the right time and place. Verified References: : Salesforce Help Article 3 : Salesforce Help Article 4

NEW QUESTION # 114
A consultant advising Cumulus Bank wants to ensure that the bank is compliant with Identity Verification Regulations when customers contact the bank.
Which two features should a consultant leverage to design this business process?

- A. Process Builder
- B. Screen Flows
- C. Discovery Framework
- D. Omni Studio

Answer: A,B

Explanation:
Process Builder and Screen Flows are two features that can be used to design a business process for identity verification. Process Builder is a tool that allows you to automate business processes by creating workflows that trigger actions based on certain criteria. Screen Flows are a type of flow that guide users through a series of screens to collect and update data. You can use Process Builder to launch a Screen Flow when a customer contacts the bank, and use the Screen Flow to capture and verify the customer's identity information.
References: [Process Automation], [Screen Flows]

NEW QUESTION # 115
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