

Free PDF Quiz High Hit-Rate Salesforce - Education-Cloud-Consultant - Reliable Salesforce Certified Education Cloud Consultant Exam Test Online

Salesforce Sales Cloud Consultant exam 2024

What are the three areas of Sales Metrics, KPI's and Business Challenges - correct answer ✓✓ 1. Lead Management

2. Opportunity Management 3. Forecast, Revenue and Performance

For Sales Metrics, what are the aspects of Lead Management - correct answer ✓✓ 1. Number of Leads Converted

2. Lead Qualification score

3. Leads by source

For Sales Metrics, what are the aspects of Opportunity Management - correct answer ✓✓ 1. Sales Pipeline

2. Number of sales deals closed

3. number of sales activities

For Sales Metrics, What are the aspects of forecast, revenue and performance - correct answer ✓✓ 1. percentage of quota achieved

2. average revenue generated

3. Sales Rep performance

4. Campaign ROI

For KPI's what are the aspects of lead management - correct answer ✓✓ 1. Lead response time

2. Lead conversion percentage

3. rate of contact

For KPI's what are the aspects of opportunity management - correct answer ✓✓ 1. opportunity to win ratio

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Salesforce Education-Cloud-Consultant Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Student Success and Support	22%	- Explain Advising data model and relationships - Configure Student Success - Determine the correct tools and methods to support Student Success and Support

Topic 2: Analytics and Einstein for Education Cloud	10%	- Determine reporting and analytics solutions for an Education Cloud implementation - Describe Education Einstein capabilities - Explain data migration strategies
Topic 3: Education Cloud Integration and Data Management	15%	- Describe data management considerations - Determine integration patterns for an Education Cloud implementation - Explain Advancement data model and relationships
Topic 4: Advancement	11%	- Determine the correct tools and methods to support Advancement operations - Explain Student data model and relationships
Topic 5: Recruitment and Admissions	17%	- Configure Recruitment and Admissions - Determine the correct tools and methods to support Recruitment and Admissions
Topic 6: Stakeholder Management and Ecosystem	5%	- Identify the appropriate stakeholders for a project - Explain the Education Cloud Ecosystem
Topic 7: Education Cloud Settings and Configuration	20%	- Explain how to set up and configure an Education Cloud org - Describe the capabilities of Education Cloud - Determine the correct settings and configuration for a deployment - Explain the Education Cloud architecture and concepts

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Salesforce Certified Education Cloud Consultant Exam Sample Questions (Q12-Q17):

NEW QUESTION # 12

The Undergraduate Admissions office needs to track new students and their current course of study. Which Education Data Architecture (EDA) object should the consultant use to meet the requirement?

- A. Education History
- B. Contact Role
- **C. Program Enrollment**

Answer: C

Explanation:

Program Enrollment is an EDA object that tracks the enrollment of a student in a specific program or course of study. It can store information such as the program name, start and end dates, status, and credits earned. The consultant should use this object to meet the requirement of tracking new students and their current course of study for the Undergraduate Admissions office. Reference: [Salesforce Education Cloud Academy: Consultant Fundamentals], [EDA Data Model]

NEW QUESTION # 13

A university wants to use Education Cloud for student Advertising and support services. After enabling Education Cloud and Student Success, what should the consultant do next to set up the org?

- A. Turn on Care Plans

- B. Enable Academia operations.
- **C. Check the permission set licenses.**

Answer: C

Explanation:

Enabling Education Cloud and Student Success Hub: Once Education Cloud and Student Success Hub are enabled, the next critical step is ensuring that the correct permission sets and licenses are in place.

Permission Set Licenses: Permission set licenses are crucial as they determine the specific features and functionalities that users can access within Salesforce. Ensuring the right permissions are granted helps in managing data access and user roles effectively.

Configuration Steps:

Navigate to Setup.

In the Quick Find box, type Permission Set Licenses.

Verify that the appropriate licenses are available and assign them to users as needed.

Assigning Permission Sets:

Go to Setup > Permission Sets.

Review and assign the necessary permission sets (e.g., Student Success Hub) to the relevant users.

Validation: Ensure that users have the correct access by logging in as a user and checking if they can see and interact with the necessary components of Education Cloud.

Reference:

Salesforce Education Cloud Documentation: Salesforce Help: Permission Set Licenses

NEW QUESTION # 14

An institution is experiencing record locking and sharing performance issues in a Salesforce org with the Education Data Architecture (EDA). A consultant notices there are more than 10,000 child records associated to a single parent record.

Which object should the consultant review first?

- **A. Relationships**
- B. Accounts
- C. Affiliations

Answer: A

Explanation:

The consultant should review the Relationships object first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA. The Relationships object is an object in EDA that allows users to store information about how two Contacts are related to each other, such as parent-child, sibling, or spouse. The Relationships object can cause record locking and sharing performance issues in a Salesforce org with EDA if there are too many child records associated to a single parent record, such as a Contact with many Relationships or Affiliations. The consultant should review the Relationships object first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA by checking if there are any data skew or ownership skew issues and applying best practices to resolve them. Accounts or Affiliations are not objects that the consultant should review first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA. Reference:

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

[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/ldv_deployments_introduction.htm)

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NEW QUESTION # 15

A university to use Salesforce for its recruitment and admissions process and needs to integrate it with the Student Information System (SIS).

Which step should the consultant take initially?

- **A. Identify Integration layers.**
- B. Use the Data Import Wizard.
- C. Disable Trigger Handler records.

Answer: A

Explanation:

The first step that the consultant should take when integrating Salesforce with the Student Information System (SIS) is to identify the integration layers, which are the components that define how data is exchanged between the systems, such as the data model, the data format, the data transport, and the data security. This will help the consultant understand the scope and complexity of the integration project and choose the appropriate tools and methods. Disabling Trigger Handler records and using the Data Import Wizard are steps that can be taken later in the project execution or testing phase, not initially. Reference:

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

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

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

NEW QUESTION # 16

Career Services uses a separate event management system for its employment events attendance and registration, and Marketing cloud to promote the event. It wants to integrate student data in Salesforce to identify engaged prospects by matching them with event attendance, career interest, and credit completion towards an academic major.

Which two integration directions should the consultant recommend?

Choose 2 answers.

- A. One-way integration between Marketing Cloud and the event system
- **B. One-way integration between Salesforce and Marketing Cloud**
- C. Two-way integration between the event system and Marketing Cloud
- **D. Two-way integration between the event system and Salesforce**

Answer: B,D

Explanation:

Explanation

A one-way integration between Salesforce and Marketing Cloud and a two-way integration between the event system and Salesforce are two integration directions that the consultant should recommend to meet the requirement. A one-way integration between Salesforce and Marketing Cloud allows Career Services to use student data in Salesforce to segment and target prospects for email campaigns in Marketing Cloud. A two-way integration between the event system and Salesforce allows Career Services to sync event attendance data from the event system to Salesforce, and update student records in Salesforce with career interest and credit completion data. A one-way integration between Marketing Cloud and the event system, and a two-way integration between the event system and Marketing Cloud are not integration directions that can meet the requirement. References:

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

<https://trailhead.salesforce.com/en/content/learn/modules/marketing-cloud-connect>

NEW QUESTION # 17

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