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## Salesforce Education-Cloud-Consultant Complete Exam Dumps, Exam Education-Cloud-Consultant Outline

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## Salesforce Certified Education Cloud Consultant Exam Sample Questions (Q79-Q84):

### NEW QUESTION # 79

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

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

**Answer: B**

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://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 # 80

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

**Answer: B**

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 # 81

A college plans to implement Student Success Hub and wants to configure Pathways to support students in their academic journey.

What should be considered when implementing Pathways?

- A. There are only two levels of Program Plan requirements in Pathways.
- B. There is a limit to the number of Plan Requirement records.
- **C. Pathways uses Program Plan and Plan Requirement records.**

**Answer: C**

Explanation:

Explanation

The college should consider that Pathways uses Program Plan and Plan Requirement records when implementing Pathways to support students in their academic journey. Pathways is a feature in Student Success Hub that allows users to create and manage personalized learning plans for students based on their goals and interests. Pathways uses Program Plan and Plan Requirement records to define the structure and requirements of a learning plan, such as courses, credits, or milestones. The college should consider that Pathways uses Program Plan and Plan Requirement records when implementing Pathways to support students in their academic journey by configuring and customizing these records to match their academic programs and policies. There is a limit to the number of Plan Requirement records or there are only two levels of Program Plan requirements in Pathways are not things that the college should consider when implementing Pathways to support students in their academic journey. References:

<https://www.salesforce.org/products/student-success-hub/overview/>

<https://powerofus.force.com/s/article/SSHub-Pathways>

### NEW QUESTION # 82

An Advancement office is evaluating the automation capabilities of the Education Data Architecture (EDA). The office needs to be able to identify inactive addresses and have them sync to the contact record. How should the consultant meet this requirement?

- A. Develop a custom trigger to update the Contact record.
- **B. Select the "Inactive" checkbox on the Address record.**
- C. Set the inactive address on the Contact record through integration.

**Answer: B**

Explanation:

The Education Data Architecture (EDA) provides a feature to track and manage multiple addresses for contacts and accounts using the Address object<sup>1</sup>. The Address object has a field called "Inactive" that indicates whether the address is currently in use or not<sup>2</sup>. By selecting the "Inactive" checkbox on the Address record, the consultant can mark the address as inactive and have it sync to the contact record. The contact record will then show the inactive address in the Mailing Address field, with a strike-through line to indicate that it is no longer valid<sup>3</sup>.

Setting the inactive address on the contact record through integration is not a recommended solution, as it would bypass the EDA address management feature and create inconsistency between the contact and address records. Developing a custom trigger to update the contact record is also not necessary, as EDA already provides a built-in mechanism to handle inactive addresses using the Address object.

References:

- 1: Understand Addresses in EDA - Salesforce
- 2: EDA Object Reference - Salesforce
- 3: Manage SimpleChanges to Address Records - Salesforce

### NEW QUESTION # 83

A large university is planning to release a new recruitment and admissions solution using Salesforce. The university is closely evaluating a launch window in conjunction with the campus calendar.

Where should the university confirm the Salesforce product release dates that could impact the timeline?

- **A. Salesforce Trust website**
- B. Trailhead
- C. Setup Menu
- D. partner Community

**Answer: A**

Explanation:

The university can confirm the Salesforce product release dates that could impact the timeline on the Salesforce Trust website. The Salesforce Trust website provides information about the maintenance schedule, release calendar, and release readiness for Salesforce products. The university can use this information to plan their launch window in conjunction with the campus calendar. Trailhead, Setup Menu, and Partner Community are not places where the university can confirm the Salesforce product release dates. References:

<https://status.salesforce.com/products/all/maintenances>

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-release-readiness-strategies>

### NEW QUESTION # 84

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