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Salesforce Certified Education Cloud Consultant Sample Questions (Q27-Q32):

NEW QUESTION # 27

A university is working with a consultant to install and configure the Education Data Architecture (EDA). The university uses the Default Account Model. The university wants accounts to include the first and last name of each contact at the time the contact is created.

Which action should the consultant take in EDA Settings to meet this requirement?

- A. Select the Run Backfill button.
- B. Edit Administrative Account Name Format.
- C. Set the Account Model to Household.

Answer: B

Explanation:

The Default Account Model in EDA creates one account for each contact and names it after the contact's full name. However, if the contact's name changes, the account name does not update automatically. To meet the requirement of including the first and last name of each contact at the time the contact is created, the consultant should edit the Administrative Account Name Format in EDA Settings. This allows the consultant to define a custom formula for naming accounts based on contact fields. For example, the formula could be FirstName & " " & LastName. Reference: [Salesforce Education Cloud Academy: Consultant Fundamentals], [EDA Account Naming]

NEW QUESTION # 28

The Recruitment and Admissions office wants to use Salesforce to track prospective students, recruitment events, student applications, digital engagement, and interactions with prospects on their mobile devices. Prospective students communicate via SMS on their mobile devices, social media, and email.

Which solution should the consultant recommend?

- A. Third-party app
- B. Salesforce Maps
- C. Einstein Bots

Answer: C

Explanation:

The best solution for the Recruitment and Admissions office to use Salesforce to track prospective students, recruitment events, student applications, digital engagement, and interactions with prospects on their mobile devices is C. Einstein Bots12. Einstein Bots are chatbots that use artificial intelligence (AI) to automate conversations with prospective students on various channels, such as SMS, social media, and email. They can provide information, answer questions, collect data, and hand off the conversation to a human agent if needed. Einstein Bots can help the Recruitment and Admissions office to track digital engagement and interactions with prospects on their mobile devices, and improve the student experience12.

A third-party app is not a Salesforce solution and may not be compatible with the Salesforce platform or the Education Data Architecture (EDA) that the Recruitment and Admissions office uses. Salesforce Maps is a location intelligence solution that helps sales and service teams optimize their territories, routes, and schedules3. It is not directly relevant to the scenario described in the question.

NEW QUESTION # 29

Where can a primary school customer connect with other people to share insights on using Education Cloud?

- A. Trailblazer Community
- B. trust.salesforce.com
- C. Partner Community

Answer: A

Explanation:

The Trailblazer Community is a platform where Salesforce users, including those using Education Cloud, can connect, share insights, and collaborate. Primary school customers can join this community to find resources, ask questions, and learn best practices from other educators and Salesforce experts. It is an excellent place for networking and getting support from the broader Salesforce ecosystem.
Reference:

NEW QUESTION # 30

International Programs wants to track the emergency contacts for students who are studying abroad.
Which functionality should a consultant implement to meet this requirement?

- A. Affiliations
- B. Relationships
- C. Success Teams
- D. Household Accounts

Answer: B

Explanation:
Relationships is a functionality that the consultant can implement to meet the requirement of tracking the emergency contacts for students who are studying abroad. Relationships is a feature that allows the consultant to create and manage connections between Contacts in EDA. Relationships can be used to track various types of connections, such as family, friends, mentors, or emergency contacts. The consultant can create a custom Relationship Type for emergency contacts and associate it with the students who are studying abroad. Household Accounts, Affiliations, and Success Teams are not functionalities that can track the emergency contacts for students who are studying abroad. Reference:
https://powerofus.force.com/s/article/EDA-Relationships
https://powerofus.force.com/s/article/EDA-Relationships-Create

NEW QUESTION # 31

A university's Advancement office plans to implement the Education Data Architecture to manage its alumni, donors, and supporters. The university wants to set up a system default that will automatically create a family record when a Contact record is created by staff members.
Which Default Account Model should the consultant recommend?

- A. Administrative
- B. Educational Institution
- C. Household
- D. Person

Answer: C

Explanation:
The consultant should recommend Household as the Default Account Model for the university's Advancement office that plans to implement EDA to manage its alumni, donors, and supporters. Household is an account model that allows users to store information about individuals who are related by family or household relationships, such as spouses or siblings. Household can be used to track various information about an individual or a family unit, such as name, email, phone, address, or total household income. The consultant can help the university set up Household as the Default Account Model in EDA Settings so that a family record will be automatically created when a Contact record is created by staff members. Administrative, Educational Institution, and Person are not account models that can meet the requirement of setting up a system default that will automatically create a family record when a Contact record is created by staff members. Reference:
https://powerofus.force.com/s/article/EDA-Accounts
https://powerofus.force.com/s/article/EDA-Settings

NEW QUESTION # 32

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