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Salesforce Certified Education Cloud Consultant Sample Questions (Q158-Q163):

NEW QUESTION # 158

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

Answer: A

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 # 159

An academic advisor is preparing for a meeting with a student. The advisor wants to review the classes associated with the student's course of study to ensure the student is on track for graduation to review the academic options with the using Salesforce.

Which functionality should a consultant recommend?

- **A. pathways**
- B. Academic program
- C. Affiliation

Answer: A

Explanation:

The consultant should recommend Pathways for the academic advisor to review the classes associated with the student's course of study and ensure the student is on track for graduation. Pathways allow advisors to create and monitor academic plans for students based on their program requirements and course offerings. Academic Program is an object that defines the program of study that a student is enrolled in, but it does not show the classes or progress. Affiliation is an object that tracks the relationship between a Contact and an Account, such as a student and a school, but it does not show the classes or progress. Reference:

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

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

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

NEW QUESTION # 160

A partner wants to self-certify that its app complies with Education Data Architecture (EDA) readiness. The partner needs to certify that its solution is compatible with EDA, or if it duplicates EDA functionality, that it is properly documented and abides by conventions for key EDA objects.

What are two key objects used with EDA?

Choose 2 answers.

- A. Account
- **B. Affiliation**
- **C. Attribute**
- D. Opportunity

Answer: B,C

Explanation:

Affiliation and Attribute are two key objects used with EDA. Affiliation is an object that represents a relationship between a Contact and an Account or another Contact. Affiliation can be used to track various types of relationships, such as student, faculty, staff, alumni, donor, or advisor. Attribute is an object that stores additional information about a Contact or an Applicant that is not captured by other EDA objects. Attribute can be used to track various types of information, such as test scores, languages, hobbies, certifications, and documents. Opportunity and Account are not key objects specific to EDA, but rather standard Salesforce objects. Reference:

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

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

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

NEW QUESTION # 161

The IT department is determining its integration needs between a Salesforce implementation, its Student Information System (SIS), and its housing system. All students contact information is sourced in the SIS. Students are required to report on-campus and off-campus housing mailing information into the SIS.

What is the integration direction between the systems?

- **A. One-way integration with to the SIS to Salesforce**
- B. One-way integration with Salesforce to the housing system
- C. One-way integration with the housing system to Salesforce
- D. One-way integration with Salesforce to the SIS

Answer: A

Explanation:

The integration direction between the systems is one-way integration from the SIS to Salesforce for the IT department that is determining its integration needs between a Salesforce implementation, its SIS, and its housing system. One-way integration is a type of integration that allows data to flow in one direction from a source system to a destination system. The SIS is the source system and Salesforce is the destination system for the contact information and the housing mailing information of the students. The IT department should set up a one-way integration from the SIS to Salesforce to ensure that the data is consistent and accurate in both systems. One-way integration with Salesforce to the housing system, one-way integration with the housing system to Salesforce, or one-way integration with Salesforce to the SIS are not correct integration directions between the systems. Reference:

https://trailhead.salesforce.com/en/content/learn/modules/api_basics/api_basics_introduction

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

NEW QUESTION # 162

A university completed its first implementation of Salesforce. The university wants to deliver additional functionality in smaller units through an iterative process. New functions will be enhanced and refined based on feedback.

Which approach should the consultant recommend?

- **A. Agile**
- B. Work Breakdown Structure
- C. Waterfall

Answer: A

Explanation:

The consultant should recommend Agile as an approach to deliver additional functionality in smaller units through an iterative process for the university that completed its first implementation of Salesforce. Agile is a project management methodology that focuses on delivering value to customers in short and frequent iterations, incorporating feedback and changes along the way. Agile can help the university deliver additional functionality in smaller units through an iterative process by using features such as user stories, sprints, or scrum meetings. Work Breakdown Structure and Waterfall are not approaches that can deliver additional functionality in smaller

units through an iterative process for the university that completed its first implementation of Salesforce. Reference:
<https://trailhead.salesforce.com/en/content/learn/modules/agile-basics>
https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf

NEW QUESTION # 163

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

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