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Salesforce MC-101 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Data Management: This section of the exam measures skills of CRM Administrators and covers essential aspects of managing data in Marketing Cloud Engagement. It includes understanding import mechanisms, configuring data extension settings, and interpreting data extensions to target the right audience. Candidates are expected to recommend suitable ways to manage and organize data effectively for campaign success.
Topic 2	<ul style="list-style-type: none">• Marketing Concepts: This section of the exam measures skills of Marketing Specialists and covers the foundations of marketing strategy and its alignment with overall business objectives. It includes knowledge of email opt-in processes, understanding of privacy laws across regions, and the ability to define goals and metrics for campaigns. Candidates are also expected to recognize how different types of content and messaging create impact in customer experience scenarios.

Topic 3	<ul style="list-style-type: none"> • Email Sending and Journeys: This section of the exam measures skills of Marketing Specialists and emphasizes the configuration of journeys and email campaigns in Marketing Cloud Engagement. It ensures candidates can activate journeys, configure entry criteria, and manage email send wizard settings. It also covers differentiating between templates and content blocks, choosing the right journey functionality to meet business goals, and validating content rendering effectively.
Topic 4	<ul style="list-style-type: none"> • Marketing Cloud Engagement Basics: This section of the exam measures skills of CRM Administrators and focuses on the fundamental features of Marketing Cloud Engagement. It evaluates the ability to set up account structures for different regions or business units, apply core platform features, and locate Salesforce resources for training and support. Candidates must also distinguish between identifiers such as subscriber keys, contact keys, and contact IDs, along with configuring Cloudpage form submissions when required.
Topic 5	<ul style="list-style-type: none"> • Reporting and Analytics: This section of the exam measures skills of Marketing Specialists and highlights the use of reporting tools and analytics in Marketing Cloud Engagement. It includes identifying where to locate specific data, interpreting send results, and understanding the consequences of poor deliverability. The focus is on enabling candidates to analyze campaign performance and act on insights for optimization.

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Salesforce MC-101 Questions – Reduce Your Chance of Failure [2026]

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Salesforce Certified Marketing Cloud Engagement Foundations Sample Questions (Q26-Q31):

NEW QUESTION # 26

A marketing associate wants to ensure that valid and clean data is being captured in a data extension. What should help promote good data quality?

- **A. Proper data types on each field**
- B. Data Retention Policies
- C. Default values on each field

Answer: A

Explanation:

Using proper data types on each field in a data extension helps ensure that only valid data is entered and stored. Defining specific data types (e.g., Text, Number, Date) enforces data validation, which reduces the risk of errors and improves overall data quality. By setting appropriate data types, data integrity is maintained, and downstream processes can operate more effectively.

* Why Proper Data Types Matter: They help prevent input errors and ensure data consistency, making data extensions more reliable for segmentation, personalization, and reporting.

* Salesforce Documentation Reference: Check Data Extension Field Types for guidelines on selecting proper data types for data extension fields.

NEW QUESTION # 27

Northern Trail Outfitters is preparing a new campaign directed to all prospects or recent purchasers who are not loyal members. When creating a data extension, which attribute should the associate define in order to reach loyalty member prospects?

- A. Data Retention
- **B. Send Relationship**

- C. Data Type

Answer: B

Explanation:

When creating a data extension aimed at targeting prospects or recent purchasers who are not loyal members for Northern Trail Outfitters, the associate needs to define the "Data Type" attribute appropriately. The "Data Type" attribute helps in specifying the kind of data each column in the data extension will hold, such as text, number, date, etc. In this context, a specific data type, possibly a Boolean (true/false) or a text field, could be used to indicate whether a customer is a loyalty member or not.

By properly setting up the data type for a loyalty member indicator field within the data extension, the marketing team can segment their audience effectively, ensuring that communications are directed appropriately to prospects or recent purchasers who are not yet part of the loyalty program.

References: The Salesforce Marketing Cloud documentation on data extensions includes guidance on defining data types for each field in a data extension, which is crucial for accurate data management and segmentation.

NEW QUESTION # 28

Northern Trail Outfitters is sending out email confirmations to customers each time their order has been received. A marketing associate has been tasked with setting up an automated Journey to fulfill this requirement.

Which configuration option should the associate select to ensure this is a transactional send?

- A. Sender Profile
- **B. Send Classification**
- C. Delivery Profile

Answer: B

Explanation:

When setting up an automated Journey to send email confirmations for received orders, the configuration option that should be selected to ensure this is a transactional send is the Send Classification. Send Classifications in Salesforce Marketing Cloud allow you to define the nature of the email, distinguishing between commercial and transactional sends. By setting the appropriate send classification, the system understands the email's purpose, ensuring compliance with email regulations and best practices for transactional communications.

NEW QUESTION # 29

Which key allows marketers to manage customers subscribed to multiple channels as one unique profile?

- A. API Key
- **B. Contact Key**
- C. Primary Key

Answer: B

Explanation:

In Salesforce Marketing Cloud, the Contact Key serves as a unique identifier for each customer across multiple channels, allowing marketers to manage and recognize individual customers as a single unique profile regardless of how many channels they interact with. This is crucial for maintaining a unified view of the customer and ensuring that marketing efforts are coherent and consistent across different touchpoints.

The Contact Key enables a holistic approach to customer data management, supporting targeted and personalized marketing efforts across various channels, including email, mobile, social media, and more.

References: Salesforce Marketing Cloud documentation on Contact Management clearly outlines the role and importance of the Contact Key in managing customer profiles and ensuring a unified approach to cross-channel marketing.

NEW QUESTION # 30

Cloud Kicks recently sent a flash sale email to a data extension containing 1,300 subscribers. The email tracking report shows the email was only sent to 950 subscribers.

What caused the discrepancy?

- **A. An exclusion list was applied at send time.**

- B. The data extension was not marked as sendable.
- C. The personalization string in the email was written incorrectly.

Answer: A

Explanation:

In Salesforce Marketing Cloud, exclusion lists are used to suppress specific contacts from a send. If Cloud Kicks applied an exclusion list, it would prevent certain subscribers from receiving the email, which would explain why only 950 out of 1,300 subscribers received it. The exclusion list may contain subscribers who have opted out, unsubscribed, or were otherwise flagged to be excluded from this particular email.

* Using Exclusion Lists: Exclusion lists are managed at the send time and are often used for regulatory compliance or to manage email fatigue.

* Salesforce Documentation Reference: See Exclusion List Management for guidance on how exclusion lists impact email sends.

NEW QUESTION # 31

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