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Salesforce Certified Education Cloud Consultant Sample Questions (Q82-Q87):

NEW QUESTION # 82

A university plans to use a sandbox for staff training. Since sandbox environments contain personal information, the university needs a solution that will keep sensitive information anonymous.

What should the consultant recommend to ensure that student information remains private?

- A. Salesforce Data Mask
- B. Event Monitoring
- C. Salesforce Shield
- D. Formula Fields

Answer: A

Explanation:

Salesforce Data Mask is a solution that the consultant can recommend to ensure that student information remains private in a

sandbox environment. Salesforce Data Mask allows the consultant to anonymize or delete sensitive data in a sandbox, such as names, emails, phone numbers, and addresses. Salesforce Data Mask also preserves the data relationships and functionality, so the sandbox can still be used for staff training. Formula Fields, Event Monitoring, and Salesforce Shield are not solutions that can keep sensitive information anonymous in a sandbox. Reference:

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

<https://www.salesforce.com/products/platform/features/data-mask/>

NEW QUESTION # 83

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

Answer: B

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 # 84

A primary school needs to track which students receive assistance in their school lunch program.

Which Education Cloud feature should the consultant discuss with the school?

- A. Benefit Schedule
- B. Action Plan
- **C. Program Management**

Answer: C

Explanation:

Program Management in Salesforce Education Cloud is designed to track and manage various programs offered by educational institutions, including assistance programs like school lunch programs. This feature allows schools to track which students are enrolled in specific programs, manage program details, and report on program outcomes. Program Management provides a centralized way to handle various types of assistance and ensures that the school can efficiently manage and monitor the support provided to students.

Reference:

Program Management Module

Salesforce Education Cloud for K-12

NEW QUESTION # 85

A university provides corporate training options to local businesses. The university wants to offer a seamless experience to students and allow them to select and purchase available courses.

Which solution should the consultant recommend to meet the requirement?

- A. Salesforce File
- B. Salesforce CPQ
- **C. A third-party app**
- D. Financial Service Cloud

Answer: C

Explanation:

A third-party app is a solution that the consultant can recommend to meet the requirement of offering a seamless experience to students and allowing them to select and purchase available courses. A third-party app is an application that provides additional features and solutions for Salesforce. There are many third-party apps on the AppExchange that offer e-commerce and online learning capabilities, such as course catalog, shopping cart, payment processing, and course delivery. The consultant can help the university choose an app that meets their needs and budget. Salesforce CPQ, Financial Service Cloud, and Salesforce Files are not solutions that can offer a seamless experience to students and allow them to select and purchase available courses. Reference:

<https://appexchange.salesforce.com/appxStore?type=App&keyword=e-commerce>

<https://appexchange.salesforce.com/appxStore?type=App&keyword=online%20learning>

NEW QUESTION # 86

A business school will implement Salesforce for its MBA recruitment and admissions.

Which role should participate in the Salesforce Center of Excellence?

- **A. Salesforce system admin**
- B. University technology vice president
- C. President of the university

Answer: A

Explanation:

A Salesforce system admin is a role that should participate in the Salesforce Center of Excellence (COE) for the business school that will implement Salesforce for its MBA recruitment and admissions. A Salesforce system admin is a person who configures, maintains, and supports the Salesforce platform, ensuring that it meets the needs and requirements of the users and stakeholders. A Salesforce system admin is also responsible for managing user access, security, data quality, reports, dashboards, workflows, and integrations². A Salesforce system admin can provide valuable input and feedback to the COE, as well as execute the tasks and projects assigned by the COE.

A university technology vice president and a president of the university are not roles that should participate in the Salesforce COE for the business school. A university technology vice president is a person who oversees the overall IT strategy, budget, and operations of the university, but may not have direct involvement or expertise in the Salesforce platform³. A president of the university is a person who leads the academic, administrative, and financial affairs of the university, but may not have direct involvement or expertise in the Salesforce platform⁴. These roles may be consulted or informed by the COE, but they are not part of the COE team.

NEW QUESTION # 87

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