

# Free PDF ED-Con-101 - Salesforce Certified Education Cloud Consultant Unparalleled Reliable Exam Book



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## Salesforce Certified Education Cloud Consultant Sample Questions (Q101-Q106):

### NEW QUESTION # 101

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

**Answer: A**

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 Bots<sup>12</sup>. 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 experience<sup>12</sup>.

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 schedules<sup>3</sup>. It is not directly relevant to the scenario described in the question.

### NEW QUESTION # 102

A business school will implement Salesforce for its MBA recruitment and admissions. Which role should participate in the Salesforce Center of Excellence?

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

**Answer: C**

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 integrations<sup>2</sup>. 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 platform<sup>3</sup>. 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 platform<sup>4</sup>. These roles may be consulted or informed by the COE, but they are not part of the COE team.

### NEW QUESTION # 103

A university is implementing a student community and rolling it out to 20,000 students. The IT manager is concerned about the large increase in users accessing the system at any one time. Which step should the consultant recommend?

- A. Identify areas that may impact governor limits.
- B. Leverage MuleSoft Anypoint Platform.
- C. Log a case with Salesforce Support to increase limits.

**Answer: A**

Explanation:

When a university is rolling out a student community to a large number of users, it is essential to ensure that the system can handle the increased load. Salesforce has governor limits that regulate the usage of resources to ensure the platform's stability and performance. The consultant should recommend identifying areas that may impact these governor limits, such as data storage, API calls, and processing limits. By understanding and planning for these limits, the university can optimize its implementation and avoid potential issues.

Reference:

Salesforce Governor Limits

Best Practices for Managing Governor Limits

### NEW QUESTION # 104

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. partner Community
- D. Setup Menu

**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. Reference:

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

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

### NEW QUESTION # 105

A college is planning an advancement campaign and wants to create a report using Cross Filters that segments business school alumni by Household who work for Fortune 500...

Which report should the consultant create to meet the requirement?

- A. Contact and Affiliations report
- **B. Contact and Account report**
- C. Contact and Relationships report

**Answer: B**

Explanation:

A Contact and Account report can be used to segment business school alumni by Household who work for Fortune 500 companies using Cross Filters. The report can filter Contacts by their Primary Affiliation to the business school and their Household Account Name, and then use a Cross Filter to show Accounts with Account Type equals Fortune 500. A Contact and Affiliations report can show the affiliation details of Contacts, but not their Household information. A Contact and Relationships report can show the relationship details of Contacts, but not their Account Type. Reference:

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### NEW QUESTION # 106

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