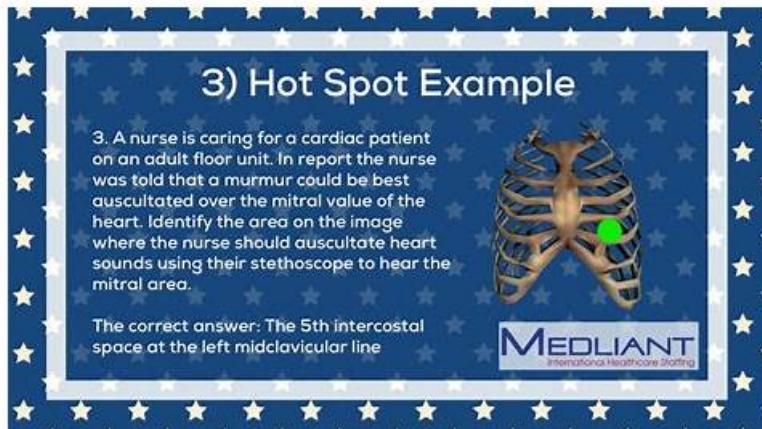


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Salesforce Certified Education Cloud Consultant Sample Questions (Q25-Q30):

NEW QUESTION # 25

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. Household**
- C. Person
- D. Educational Institution

Answer: B

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 # 26

An Admissions office wants to digitize and automate transcript requests. Currently, applicants, must follow a set of manual steps they could be more user friendly. The Admissions office wants a declaratively configured, public facing form that creates data in Salesforce.

Which solution should the consultant recommend to meet the requirement?

- A. Salesforce Files
- B. Email-to-case
- C. Process Builder
- D. App on the AppExchange

Answer: D

Explanation:

An app on the AppExchange is a solution that the consultant can recommend to meet the requirement of creating a declaratively configured, public facing form that creates data in Salesforce. An app on the AppExchange is an application that provides additional features and solutions for Salesforce. There are many apps on the AppExchange that offer form building capabilities, such as creating web forms, surveys, or quizzes, and capturing data from them in Salesforce. The consultant can help the Admissions office choose an app that meets their needs and budget. Email-to-case, Process Builder, and Salesforce Files are not solutions that can create a declaratively configured, public facing form that creates data in Salesforce. Reference:

<https://appexchange.salesforce.com/appxStore?type=App&keyword=form%20builder>
https://trailhead.salesforce.com/en/content/learn/modules/appexchange_basics

NEW QUESTION # 27

A large university has a Career Service Center that provides career advice to current students and alumni. Staff provide advice the phone, via email and face-to-face. Students and alumni are served on a first come, first served basis and are rarely assigned to a specific advisor.

What should the consultant recommend to meet the requirement?

- A. Assignment Rules
- B. Success Teams
- C. Queue Management
- D. Appointment Scheduling

Answer: D

Explanation:

Appointment Scheduling is a solution that the consultant can recommend to meet the requirement of providing career advice to current students and alumni via phone, email, or face-to-face. Appointment Scheduling is a feature that allows users to create and manage appointments with customers or clients from Salesforce. Appointment Scheduling can be used to offer different types of services, such as career advice, tutoring, or counseling. Appointment Scheduling also integrates with calendars, email notifications, and reports. Success Teams, Queue Management, and Assignment Rules are not solutions that can meet the requirement of providing career advice to current students and alumni via phone, email, or face-to-face. Reference:

https://help.salesforce.com/s/articleView?id=sf.appointment_scheduling_overview.htm&type=5
<https://trailhead.salesforce.com/en/content/learn/modules/appointment-scheduling>

NEW QUESTION # 28

A Career Services department plans to implement Salesforce. The consultant is preparing for the discovery session will the director and advising staff.

Which question should the consultant ask during the discovery session?

- A. Which users need system admin access?
- B. **What are the success metrics for the project?**
- C. What is the estimated project budget?

Answer: B

Explanation:

The consultant should ask about the success metrics for the project to understand the goals and expectations of the Career Services department and how to measure them. This will help the consultant design a solution that aligns with the department's vision and needs. Which users need system admin access and what is the estimated project budget are questions that can be asked later in the project planning or execution phase, not during the discovery session. Reference:

<https://trailhead.salesforce.com/en/content/learn/modules/education-cloud-basics/education-cloud-discovery>

<https://trailhead.salesforce.com/en/content/learn/modules/education-cloud-basics/education-cloud-project-planning>

NEW QUESTION # 29

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

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

Answer: C

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:

[Trailblazer Community](#)

[Education Cloud Community Groups](#)

NEW QUESTION # 30

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