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Salesforce Financial Services Cloud (FSC) Accredited Professional Sample Questions (Q14-Q19):

NEW QUESTION # 14

An investment bank client wants all its users to track client engagements with Interaction Summaries. In addition, those call logs need to be shared with specialists in other lines of business so they can assist in specific types of deals.

Which three Financial Services Cloud standard objects should be used to help accommodate these business requirements?

- A. Opportunity Participant
- B. Interaction Participant
- C. Financial Deal Participant
- D. Participant Role
- E. Interaction Summary Participant

Answer: C,D,E

NEW QUESTION # 15

Which 3 out of the box capabilities come with Financial Services Cloud Lead & Referral Management?

- A. Round Robin Referral Routing
- B. Accepting a Referral
- C. Referral Automated Approvals
- D. Referral Conversion
- E. Assigning a Referral

Answer: B,D,E

Explanation:

Explanation

The following out of the box capabilities come with Financial Services Cloud Lead & Referral Management:

Referral Conversion: This capability allows you to convert a referral to an opportunity, a contact, or an account. You can use this capability to track the progress and outcome of a referral and measure its impact on your business.

Assigning a Referral: This capability allows you to assign a referral to another user, queue, or line of business. You can use this capability to route a referral to the appropriate person or team who can best meet the customer's need or interest.

Accepting a Referral: This capability allows you to accept a referral that is assigned to you or your queue. You can use this capability to acknowledge that you have received a referral and are ready to work on it. Verified References: : Salesforce Help Article 1 :

Salesforce Help Article 3 : Salesforce Help Article 5

NEW QUESTION # 16

Rachel Addams belongs to two households:

1. The Addams household where Rachel lives with her spouse, Nigel Addams. Rachel is the client and, as such, is listed as the primary member of that household. This household is also Rachel's primary group.
2. The Symonds household. This household belongs to Rachel's parents, but Rachel manages their finances.

Rachel is considered the beneficiary of this household.

In addition, Rachel's household has a related account, the Addams Charitable Trust, and a related contact, Ivan M. Kohl, attorney at law.

What should be the relationships between the parties when the Financial Services Cloud consultant sets up Rachel's person account?

1. Primary Group Household - Addams Household

Primary Member - Rachel Addams

Spouse - Nigel Adams

Trustee - Addams Charitable Trust

Household - Symonds Household

Primary Member - Neil Symonds

Beneficiary - Rachel Addams

Related Accounts - Addams Charitable Trust

Related Contacts - Ivan M. Kohl

A financial services company needs to transform the individual data model to person accounts in Financial Services Cloud (FSC), and its consulting partner is helping decide the sequence of the user stories in the design phase.

What should the implementation team do as the top priority during planning?

- A. Enable a person account in a sandbox.
- B. Configure Person Account record types.
- C. Enable person accounts in FS
- **D. Perform a data backup.**

Answer: D

Explanation:

Explanation

The relationships between the parties when the Financial Services Cloud consultant sets up Rachel's person account should be as follows:

Primary Group Household - Addams Household

Primary Member - Rachel Addams

Spouse - Nigel Adams

Trustee - Addams Charitable Trust

Household - Symonds Household

Primary Member - Neil Symonds

Beneficiary - Rachel Addams

Related Accounts - Addams Charitable Trust

Related Contacts - Ivan M. Kohl

NEW QUESTION # 17

A marketing user needs to create a new campaign, but the New Button is NOT visible from the campaign home page. The system administrator has verified that the user has the "Create" profile permission for the campaign object.

How should the system administrator resolve the issue?

- A. Grant the user "Read" profile permission for the campaign.
- B. Select the "Manage Campaigns" profile permission.
- C. Add the New button to the page layout using the page layout _____
- **D. Select the Marketing User checkbox in the user record.**

Answer: D

NEW QUESTION # 18

The Salesforce Admin of Lake Tahoe Wealth Management Company needs to update an existing, published Action Plan Template to accommodate a change in the firm's annual client review process. What steps should the Admin take to make that change?

- A. Edit the published Action Plan Template directly.
- B. Set the Action Plan Template to "Inactive" and then make changes to the template, as necessary.
- **C. Clone the existing Action Plan Template and make any necessary changes on the new Action Plan Template.**

Answer: C

Explanation:

To update an existing, published Action Plan Template, the Admin should clone the existing Action Plan Template and make any necessary changes on the new Action Plan Template. This is because published Action Plan Templates cannot be edited directly or set to inactive⁴. Cloning an Action Plan Template creates a copy of it with a new name and ID, which can then be modified and published⁴. Verified Reference: ⁴

NEW QUESTION # 19

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