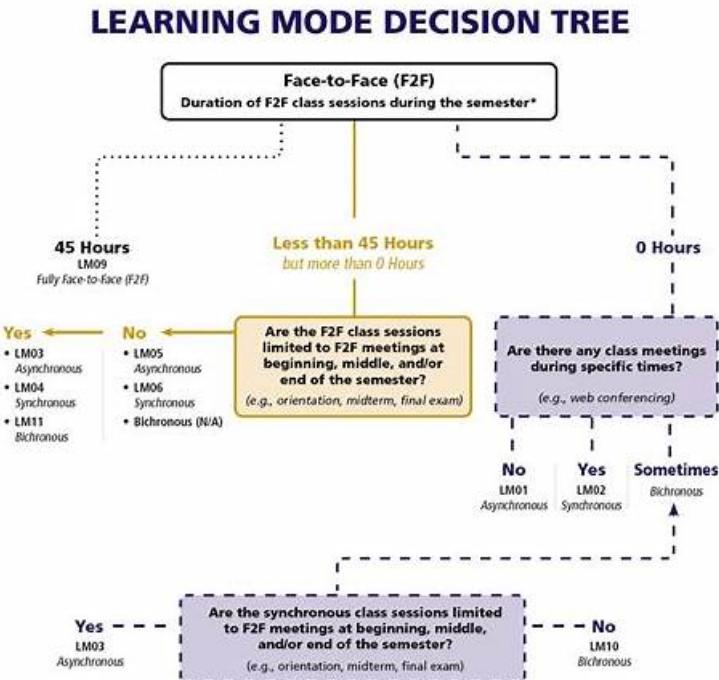


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## Salesforce Certified Education Cloud Consultant Sample Questions (Q131-Q136):

### NEW QUESTION # 131

A university uses Admissions Connect and wants to digitally transform its Study Abroad processes. Currently, staff need to check multiple spreadsheets to identify which Study Abroad students have completed specific tasks to qualify for the program. Which solution should a consultant recommend?

- A. Action Plans
- B. Attendance Event
- C. Pathways
- D. Program Plan

**Answer: A**

Explanation:

Action Plans are a feature of Admissions Connect that allow staff to create and assign tasks to students, track their progress, and automate reminders and notifications. Action Plans can be used to streamline the Study Abroad process by creating a template of tasks that students need to complete to qualify for the program, such as submitting an application, attending an orientation, obtaining a visa, etc. Staff can then assign the Action Plan to each student who is interested in studying abroad and monitor their completion status. Action Plans can also be integrated with Salesforce Communities to provide students with a self-service portal where they can view and update their tasks, upload documents, and communicate with staff. Reference: [Admissions Connect Documentation], [Admissions Connect: Action Plans]

**NEW QUESTION # 132**

A consultant for university has built customizations in a sandbox environment that is a different version from the production org. What should the consultant do first to avoid any issues?

- A. Manually update the production org by installing the release update from GitHub.
- B. Package the customizations, refresh the sandbox and reinstall the customization.
- C. Submit a case to Salesforce Support to update the production org.
- D. Deploy the customizations into the production org via change sets.

**Answer: B**

Explanation:

The consultant should package the customizations, refresh the sandbox, and reinstall the customization as the first step to avoid any issues when deploying from a sandbox environment that is a different version from the production org. Packaging the customizations means creating an unmanaged package that contains all the components and metadata that are part of the custom solution.

Refreshing the sandbox means creating a new copy of the sandbox environment from the production org. Reinstalling the customization means installing the unmanaged package into the refreshed sandbox environment. This step can help avoid any issues that may arise from deploying from a sandbox environment that is a different version from the production org, such as compatibility errors, missing dependencies, or data loss. Manually updating the production org by installing the release update from GitHub, submitting a case to Salesforce Support to update the production org, or deploying the customizations into the production org via change sets are not steps that the consultant should take first to avoid any issues when deploying from a sandbox environment that is a different version from the production org. Reference:

[https://help.salesforce.com/s/articleView?id=sf.packaging\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.packaging_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.data\\_sandbox\\_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_sandbox_create.htm&type=5)

<https://trailhead.salesforce.com/en/content/learn/modules/application-lifecycle-and-development-models/test-your-applications>

**NEW QUESTION # 133**

The Admissions office sends 25 email 10 students slarty. The Director of needs to manage cohorts of prospective students and automate personalized emails.

Which two solutions should the consultant recommend to meet the requirement?

Choose 2 answers

- A. Salesforce Campaigns
- B. Datarama
- C. Salesforce Inbox
- D. Journey Builder

**Answer: A,D**

Explanation:

The consultant should recommend Journey Builder and Salesforce Campaigns to meet the requirement of managing cohorts of prospective students and automating personalized emails. Journey Builder is a tool that allows users to design and automate customer journeys across channels, such as email, mobile, social, and web. Salesforce Campaigns is a feature that helps users track and measure the effectiveness of marketing initiatives, such as email campaigns, events, webinars, etc. By using Journey Builder and Salesforce Campaigns together, the Admissions office can create and execute targeted email campaigns for different segments of prospective students, based on their interests, preferences, behaviors, and interactions. The email campaigns can also be personalized with dynamic content, such as student names, program names, deadlines, etc. Additionally, the Admissions office can monitor and analyze the performance of the email campaigns, such as open rates, click rates, conversions, etc., and optimize them

accordingly. Reference: Journey Builder Basics, Salesforce Campaigns, Create and Send Targeted Email Campaigns

#### NEW QUESTION # 134

The IT department is determining its integration needs between a Salesforce implementation, its Student Information System (SIS), and its housing system. All students contact information is sourced in the SIS. Students are required to report on-campus and off-campus housing mailing information into the SIS.

What is the integration direction between the systems?

- A. One-way integration with the housing system to Salesforce
- B. One-way integration with Salesforce to the SIS
- **C. One-way integration with the SIS to Salesforce**
- D. One-way integration with Salesforce to the housing system

**Answer: C**

Explanation:

The integration direction between the systems is one-way integration from the SIS to Salesforce for the IT department that is determining its integration needs between a Salesforce implementation, its SIS, and its housing system. One-way integration is a type of integration that allows data to flow in one direction from a source system to a destination system. The SIS is the source system and Salesforce is the destination system for the contact information and the housing mailing information of the students. The IT department should set up a one-way integration from the SIS to Salesforce to ensure that the data is consistent and accurate in both systems. One-way integration with Salesforce to the housing system, one-way integration with the housing system to Salesforce, or one-way integration with Salesforce to the SIS are not correct integration directions between the systems. Reference:

[https://trailhead.salesforce.com/en/content/learn/modules/apiBasics/apiBasics\\_introduction](https://trailhead.salesforce.com/en/content/learn/modules/apiBasics/apiBasics_introduction)

[https://www.salesforce.org/wp-content/uploads/2019/03/Education\\_Cloud\\_COE\\_Guide.pdf](https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf)

#### NEW QUESTION # 135

A school district is reopening after global pandemic. It has an existing Salesforce org configured with the K-12 Architecture kit. The school district wants to leverage Work.com Command Center for schools in its existing org.

What should the consultant advise?

- A. Work.com Command Center operates in a separate org.
- B. Leverage Student Success Hub.
- **C. Install Work.com Command Center in existing org.**
- D. Use third-party app from AppExchange.

**Answer: C**

Explanation:

The consultant should advise the school district to install Work.com Command Center in their existing org, because this can help them leverage Work.com Command Center for schools in their existing org. Work.com Command Center is a solution that helps organizations manage their reopening and recovery efforts after a global pandemic. Work.com Command Center for schools is a specific configuration of Work.com Command Center that helps schools monitor student and staff wellness, attendance, and engagement. Work.com Command Center can be installed in an existing org as a managed package from the AppExchange. Work.com Command Center does not operate in a separate org, nor does it require leveraging Student Success Hub or using a third-party app from AppExchange. Reference:

<https://www.salesforce.org/workdotcom/>

<https://www.salesforce.org/wp-content/uploads/2020/08/WorkDotCom-for-Schools.pdf>

<https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000FMkZCUA1>

#### NEW QUESTION # 136

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