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Salesforce Certified Education Cloud Consultant Sample Questions (Q108-Q113):

NEW QUESTION # 108

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. 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 experience¹².

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 schedules³. It is not directly relevant to the scenario described in the question.

NEW QUESTION # 109

A business school plans a phased Salesforce implementation for its MBA program, Executive Education, Career Advising, and ..

- * Executive Education data is largely managed in its own system
- * The MBA program is managed in a custom admission system that is integrated with the student information System (SIS)
- * Career Advising and Alumni Relations share systems with other university departments
- * The consultant has recommended a "crawl, walk, run" strategy

Which department should the consultant recommend for the initial "crawl" phase?

- A. Executive Education
- B. Career Advising
- C. MBA program

Answer: C

Explanation:

The MBA program is the best candidate for the initial "crawl" phase because it already has a custom admission system that is integrated with the SIS, which can be leveraged for Salesforce implementation. Executive Education data is largely managed in its own system, which may require more complex integration or migration. Career Advising and Alumni Relations share systems with other university departments, which may involve more stakeholders and dependencies. Reference:

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

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

NEW QUESTION # 110

A private school wants to use Salesforce to manage students, their parents, staff operations, and fundraising. The school wants to use the Education Data Architecture (EDA) and to create Giving Pages.

What is a compatibility consideration the consultant should discuss with the school?

- A. Gift Entry Manager is required.
- B. Accounting Subledger is installed.
- C. Elevate is incompatible with Advisor Link.
- D. Person Accounts must be enabled.

Answer: D

Explanation:

The consultant should discuss with the school that Person Accounts must be enabled as a compatibility consideration for using EDA and creating Giving Pages. Person Accounts are a feature that allows users to store information about individual people who are not associated with an Account, such as donors or applicants. Person Accounts are required for using EDA and creating Giving Pages, because they enable users to track donations and payments from individual donors. Accounting Subledger is not installed, but rather purchased separately. Elevate is not incompatible with Advisor Link, but rather integrates with it. Gift Entry Manager is not required, but rather optional. Reference:

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

<https://www.salesforce.org/wp-content/uploads/2020/08/Elevate-and-Giving-Pages.pdf>

NEW QUESTION # 111

The director of finance needs a solution that aligns pledges and donations captured in Salesforce with Gift Entry Manager (GEM) with the institution's finance system.

Which solution should the consultant recommend to meet the requirement?

- A. Use Salesforce Connect.
- **B. Install Accounting Subledger.**
- C. Install Outbound Fund Module.
- D. Use the Bulk API.

Answer: B

Explanation:

Accounting Subledger is a solution that the consultant can recommend to align pledges and donations captured in Salesforce with GEM with the institution's finance system. Accounting Subledger allows the institution to create accounting-ready data from Salesforce and export it to their finance system. Accounting Subledger also provides reports and dashboards that show the reconciliation status and discrepancies between Salesforce and the finance system. Using the Bulk API, using Salesforce Connect, and installing Outbound Fund Module are not solutions that can align pledges and donations captured in Salesforce with GEM with the institution's finance system. Reference:

<https://www.salesforce.org/nonprofit/accounting-subledger/>

<https://www.salesforce.org/wp-content/uploads/2020/08/Accounting-Subledger-Data-Sheet.pdf>

NEW QUESTION # 112

Career Services wants to import internship information from a spreadsheet into Salesforce. Student contact and educational information is populated from the Student Information System (SIS) to Salesforce. The spreadsheet has a list of interns, their student ID numbers, their email addresses, company phone numbers, company names, and start and end dates.

Which external ID should the consultant recommend to match spreadsheet information with the Salesforce Contact record?

- A. Company phone
- B. Company name
- C. Email address
- **D. Student number**

Answer: D

Explanation:

The student number is the external ID that the consultant should recommend to match spreadsheet information with the Salesforce Contact record. The external ID is a field that uniquely identifies a record and can be used to match records from different data sources. The student number is a unique identifier for each student that can be used to match the spreadsheet information with the Contact record in Salesforce. The email address, company name, and company phone are not unique identifiers for each student and cannot be used as external IDs. Reference:

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

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

NEW QUESTION # 113

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