

Salesforce ED-Con-101 PDF Questions - Effortless Method To Prepare For Exam



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Salesforce ED-Con-101 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Education Data Architecture (EDA)	22%	- Data migration and integration considerations - EDA data model, standard and custom objects - Relationships, data integrity, extending EDA
Topic 2: Analytics and Reporting	7%	- Leverage Salesforce reporting features - Reports, dashboards, and analytics for education
Topic 3: Integration and Data Management	16%	- Integration methods and tools - External systems and third-party apps - Data quality, deduplication, governance
Topic 4: Solution Design	19%	- Security, sharing, and access design - Design scalable, maintainable solutions - Account and contact models for education
Topic 5: Domain Expertise	18%	- Education Cloud capabilities and use cases - Recruitment, admissions, student experience, advancement, alumni relations - Education industry processes and needs
Topic 6: Implementation Strategies and Best Practices	18%	- Project lifecycle: plan, gather requirements, design, build, test, deploy, optimize - Change management and adoption - Configuration vs customization

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Salesforce Certified Education Cloud Consultant Sample Questions (Q213-Q218):

NEW QUESTION # 213

What should a consultant recommend to a university that wants a successful Data Governance committee?

- A. Refer committee members to Trailhead.
- B. Create a Center of Excellence queue.
- C. Set up a Salesforce Adoption Dashboard.
- **D. Use RACI matrix to define member roles.**

Answer: D

Explanation:

The consultant should recommend to use a RACI matrix to define member roles for a university that wants a successful Data Governance committee. A RACI matrix is a tool that clarifies the roles and responsibilities of different stakeholders in a project or a process, using four categories: Responsible, Accountable, Consulted, and Informed. A RACI matrix can help the university have a successful Data Governance committee by defining and communicating who is responsible for making decisions, who is accountable for ensuring quality and compliance, who is consulted for providing input or feedback, and who is informed about the outcomes or changes related to data governance. Creating a Center of Excellence queue, setting up a Salesforce Adoption Dashboard, or referring committee members to Trailhead are not recommendations for a university that wants a successful Data Governance committee. Reference:

https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf

<https://trailhead.salesforce.com/en/content/learn/modules/project-management-basics/project-management-basics-raci>

NEW QUESTION # 214

The IT department at a university has asked its consultant to build a Salesforce integration strategy. Which integration consideration should the consultant outline?

- A. Salesforce license type
- B. Sandbox environment
- **C. Data element**

Answer: C

Explanation:

The consultant should outline data element as an integration consideration when building a Salesforce integration strategy for the IT department at a university. Data element is an integration consideration that refers to the type, format, quality, or volume of data that will be exchanged between systems. The consultant should outline data element as an integration consideration when building a Salesforce integration strategy for the IT department at a university by identifying what data needs to be integrated, how it will be transformed or mapped, how it will be validated or cleansed, or how it will be stored or archived. Salesforce license type, sandbox environment, or security model are not integration considerations that the consultant should outline when building a Salesforce integration strategy for the IT department at a university. Reference:

https://trailhead.salesforce.com/en/content/learn/modules/api_basics/api_basics_data

https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf

NEW QUESTION # 215

Where should the consultant go to configure Primary Affiliation fields on the Contact record in the Education Data Architecture (EDA)?

- A. Affiliation TDTM records
- B. Field Sets for Affiliations
- C. Affiliation Sharing Rules
- **D. Affiliation Mappings**

Answer: D

Explanation:

Affiliation Mappings are used to automatically create and populate the Primary Affiliation field on the Contact record based on the Account record type of the related Affiliation. For example, if a Contact has an Affiliation with an Account of record type "Academic Program", the Primary Affiliation field on the Contact record will be populated with that Account name. The consultant can go to Affiliation Mappings in EDA Settings to configure which Account record types should trigger this behavior and which fields should be used to store the Primary Affiliation. Reference:

Education Data Architecture Basics - Unit 3: Affiliations and Relationships EDA Documentation - Affiliation Mappings

NEW QUESTION # 216

How should a consultant prepare for a successful Education Cloud discovery session with an institution?

- A. List the current challenges in education.
- **B. Review the institution's strategic plan.**
- C. Build the institution's technology roadmap.
- D. Create an Education Cloud storyboard.

Answer: B

Explanation:

The consultant should review the institution's strategic plan to prepare for a successful Education Cloud discovery session. The strategic plan is a document that outlines the institution's vision, mission, goals, and priorities for the future. By reviewing the strategic plan, the consultant can understand the institution's context, challenges, opportunities, and expectations. The consultant can also align the discovery session agenda and questions with the strategic plan. Creating an Education Cloud storyboard, listing the current challenges in education, and building the institution's technology roadmap are not tasks that the consultant should do to prepare for a discovery session. Reference:

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

https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_Discovery_Guide.pdf

NEW QUESTION # 217

A help desk at a large university wants to track and measure average resolution times and escalations associated with student requests for password resets.

Which solution should a consultant recommend?

- **A. Service Cloud**
- B. Einstein Next Best Action
- C. Digital Engagement
- D. Salesforce Identity

Answer: A

Explanation:

Service Cloud is a solution that the consultant can recommend to track and measure average resolution times and escalations associated with student requests for password resets. Service Cloud allows the help desk to create, manage, and resolve cases that represent student issues or problems. Service Cloud also provides reports and dashboards that show key metrics such as resolution time, escalation rate, and customer satisfaction. Salesforce Identity, Digital Engagement, and Einstein Next Best Action are not solutions that can track and measure average resolution times and escalations associated with student requests for password resets.

Reference:

<https://www.salesforce.com/products/service-cloud/overview/>

https://trailhead.salesforce.com/en/content/learn/modules/service_cloud_basics

NEW QUESTION # 218

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