

Updated Exam ED-Con-101 Guide Materials | Amazing Pass Rate For ED-Con-101 Exam | Marvelous ED-Con-101: Salesforce Certified Education Cloud Consultant



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Salesforce Certified Education Cloud Consultant Sample Questions (Q218-Q223):

NEW QUESTION # 218

A primary school needs to track which students receive assistance in their school lunch program. Which Education Cloud feature should the consultant discuss with the school?

- A. Program Management
- B. Action Plan
- C. Benefit Schedule

Answer: A

Explanation:

Program Management in Salesforce Education Cloud is designed to track and manage various programs offered by educational institutions, including assistance programs like school lunch programs. This feature allows schools to track which students are enrolled in specific programs, manage program details, and report on program outcomes. Program Management provides a centralized way to handle various types of assistance and ensures that the school can efficiently manage and monitor the support provided to students.

Reference:

Program Management Module
Salesforce Education Cloud for K-12

NEW QUESTION # 219

A college plans to implement Student Success Hub and wants to configure Pathways to support students in their academic journey. What should be considered when implementing Pathways?

- A. There is a limit to the number of Plan Requirement records.
- B. There are only two levels of Program Plan requirements in Pathways.
- C. Pathways uses Program Plan and Plan Requirement records.

Answer: C

Explanation:

The college should consider that Pathways uses Program Plan and Plan Requirement records when implementing Pathways to support students in their academic journey. Pathways is a feature in Student Success Hub that allows users to create and manage personalized learning plans for students based on their goals and interests. Pathways uses Program Plan and Plan Requirement records to define the structure and requirements of a learning plan, such as courses, credits, or milestones. The college should consider that Pathways uses Program Plan and Plan Requirement records when implementing Pathways to support students in their academic journey by configuring and customizing these records to match their academic programs and policies. There is a limit to the number of Plan Requirement records or there are only two levels of Program Plan requirements in Pathways are not things that the college should consider when implementing Pathways to support students in their academic journey. Reference:

<https://www.salesforce.org/products/student-success-hub/overview/>

<https://powerofus.force.com/s/article/SSHUB-Pathways>

NEW QUESTION # 220

A small college plans to use Salesforce for its student services. A part-time system admin has been working with a program coordinator who has previous Salesforce experience and is eager to work on the project.

What should the consultant recommend?

- A. The program coordinator should be a Salesforce power user.
- B. The program coordinator should be assigned the System Admin profile.
- C. The program coordinator's role should be on top of the role hierarchy.

Answer: A

Explanation:

The consultant should recommend that the program coordinator should be a Salesforce power user for the small college that plans to use Salesforce for its student services and has a part-time system admin who has been working with a program coordinator who has previous Salesforce experience and is eager to work on the project. A Salesforce power user is a user who has advanced knowledge and skills in using Salesforce and can perform tasks such as creating reports, dashboards, or workflows. The program coordinator should be a Salesforce power user for the small college that plans to use Salesforce for its student services and has a part-time system admin who has been working with a program coordinator who has previous Salesforce experience and is eager to work on the project by leveraging their Salesforce experience and eagerness to work on the project to support the part-time system admin and contribute to the project's success. The program coordinator should not be assigned the System Admin profile, the program coordinator's role should not be on top of the role hierarchy, or the program coordinator should not be a Salesforce end user for the small college that plans to use Salesforce for its student services and has a part-time system admin who has been working with a program coordinator who has previous Salesforce experience and is eager to work on the project. Reference:

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

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

NEW QUESTION # 221

The Registrar's office has limited staff and is interested in a real-time automated Salesforce messaging solution that can address common student questions on deadlines and requirements, and provide links to resources.

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

Choose 2 answers.

- A. Live Chat
- B. Bots
- C. Queues
- D. Knowledge

Answer: A,B

Explanation:

Bots and Live Chat are two options that the consultant can recommend to meet the requirement of providing real-time automated Salesforce messaging solution that can address common student questions on deadlines and requirements, and provide links to resources. Bots are automated agents that can interact with customers via text or voice, and provide answers, guidance, or actions based on predefined rules or artificial intelligence. Live Chat is a feature that allows users to chat with customers or prospects in real time from a website or an app, and provide support or information. Bots and Live Chat can be used together to create a seamless customer service experience, where bots can handle simple inquiries and escalate complex cases to live agents. Knowledge and Queues are not options that can provide real-time automated Salesforce messaging solution. Reference:

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

<https://www.salesforce.com/products/service-cloud/features/live-chat-software/>

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

NEW QUESTION # 222

A university wants a Salesforce solution that manages student applications and application reviewer assignments.

Which solution should the consultant recommend?

- A. Student Success Hub
- B. Program Management Module
- C. Admissions Connect
- D. Case Management

Answer: C

Explanation:

Admissions Connect is a solution that the consultant can recommend to meet the requirement of managing student applications and application reviewer assignments. Admissions Connect is a solution that extends EDA to meet the needs of higher education admissions and enrollment. Admissions Connect provides features such as online application management, application review, decision delivery, and reviewer assignments. The consultant can help the university configure and customize Admissions Connect to support their recruitment and admissions processes. Program Management Module, Case Management, and Student Success Hub are not solutions that can manage student applications and application reviewer assignments. Reference:

<https://www.salesforce.org/products/admissions-connect/overview/>

<https://trailhead.salesforce.com/en/content/learn/modules/admissions-connect-basics>

NEW QUESTION # 223

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