Salesforce MC-101 Web-based Practice Exam



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Salesforce MC-101 Exam Syllabus Topics:

Topic	Details
Topic 1	Reporting and Analytics: This section of the exam measures skills of Marketing Specialists and highlights the use of reporting tools and analytics in Marketing Cloud Engagement. It includes identifying where to locate specific data, interpreting send results, and understanding the consequences of poor deliverability. The focus is on enabling candidates to analyze campaign performance and act on insights for optimization.
Торіс 2	 Email Sending and Journeys: This section of the exam measures skills of Marketing Specialists and emphasizes the configuration of journeys and email campaigns in Marketing Cloud Engagement. It ensures candidates can activate journeys, configure entry criteria, and manage email send wizard settings. It also covers differentiating between templates and content blocks, choosing the right journey functionality to meet business goals, and validating content rendering effectively.
Topic 3	 Marketing Cloud Engagement Basics: This section of the exam measures skills of CRM Administrators and focuses on the fundamental features of Marketing Cloud Engagement. It evaluates the ability to set up account structures for different regions or business units, apply core platform features, and locate Salesforce resources for training and support. Candidates must also distinguish between identifiers such as subscriber keys, contact keys, and contact IDs, along with configuring Cloudpage form submissions when required.
Topic 4	 Marketing Concepts: This section of the exam measures skills of Marketing Specialists and covers the foundations of marketing strategy and its alignment with overall business objectives. It includes knowledge of email opt-in processes, understanding of privacy laws across regions, and the ability to define goals and metrics for campaigns. Candidates are also expected to recognize how different types of content and messaging create impact in customer experience scenarios.
Торіс 5	Data Management: This section of the exam measures skills of CRM Administrators and covers essential aspects of managing data in Marketing Cloud Engagement. It includes understanding import mechanisms, configuring data extension settings, and interpreting data extensions to target the right audience. Candidates are expected to recommend suitable ways to manage and organize data effectively for campaign success.

>> MC-101 Exam Cram Questions <<

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Salesforce Certified Marketing Cloud Engagement Foundations Sample Questions (Q100-Q105):

NEW QUESTION # 100

DreamHouse Realty (DR) is creating a Smart Capture form using CloudPages to capture contacts' preferences. DR has already created the data extension for the results of the form

Which fields should DR require prior to the form being submitted?

- A. Contact's Name, Email Address, and Mailing Address
- B. Contact's Name, Email Address, and Communication Opt-In
- C. Contact's Name, Email Address, Phone Number, and Preferences

Answer: B

Explanation:

When creating a Smart Capture form using CloudPages in Salesforce Marketing Cloud, it's important to focus on fields that are essential for both compliance and personalization. For DreamHouse Realty (DR), requiring only necessary information aligns with best practices, focusing on what's critical for both data utility and user experience.

- * Purpose of Required Fields:
- * Contact's Name: This is necessary to personalize communications, a best practice for enhancing engagement.
- * Email Address: As the primary contact method in email marketing, this field is critical for delivering communications.
- * Communication Opt-In: According to data privacy laws and Salesforce Marketing Cloud best practices, it's essential to include an opt-in field to ensure compliance with permission-based marketing regulations (e.g., GDPR, CAN-SPAM). This is a pivotal aspect of responsible marketing and protects DR from potential compliance issues.
- * Why Other Options are Not Ideal:
- * Phone Number and Preferences: Although valuable for segmentation, they are not necessarily required to capture initial consent and could deter form completion due to the excess information requested.
- * Mailing Address: Similar to phone numbers, this may not be essential for initial communication via email and can be collected at a later stage if needed.
- * Salesforce Marketing Cloud Documentation References:
- * Salesforce Marketing Cloud recommends collecting minimal information upfront to encourage form completion and increase opt-in rates. More details can be gathered progressively through ongoing engagement (reference: Salesforce Help Smart Capture Forms).
- * Explicit opt-in consent fields are often highlighted within Salesforce's guidelines for GDPR compliance and responsible data management practices (reference: Salesforce Compliance GDPR).

Requiring Contact's Name, Email Address, and Communication Opt-In ensures that DreamHouse Realty collects sufficient information for compliance and personalization without overwhelming the user with unnecessary fields on the initial form.

NEW QUESTION # 101

A marketing associate at Cloud Kicks sends a weekly email campaign about special events to its customers. They want to ensure that customers can opt- out of emails If they no longer want to receive this Information. How should the associate accomplish this?

- A. Provide a postal mailing address as a minimum.
- B. Have customer log in to their account and update profile.
- C. Set up a footer in the email with an unsubscribe link.

Answer: C

Explanation:

Providing a clear and easy way for recipients to opt-out of receiving future emails is a best practice and a legal requirement under regulations such as CAN-SPAM. Setting up a footer in the email with an unsubscribe link is a standard and effective method to allow recipients to easily remove themselves from future communications. This not only complies with legal requirements but also respects the preferences of the email recipients, potentially improving the sender's reputation and email deliverability.

NEW QUESTION # 102

Cloud Kicks wants to build trust with customers by creating an onboarding campaign that welcomes them. Which marketing practice should the associate apply?

- A. Include personal data for the customer to easily access.
- B. Promote products that the customer might be interested in.
- C. Utilize first-party data to personalize the customer experience.

Answer: C

Explanation:

When building trust with customers through an onboarding campaign, it's essential to create a personalized experience that makes new customers feel valued and understood. Utilizing first-party data-information directly collected from customers through their interactions with the brand-enables the associate to tailor the onboarding experience to each customer's preferences, behaviors, and history.

Personalization can range from addressing the customer by name to recommending products or services based on their past interactions or expressed preferences. This approach not only enhances the customer experience but also fosters a sense of trust and connection between the customer and the brand.

References: Best practices in marketing emphasize the importance of leveraging first-party data for personalization, as detailed in various marketing publications and resources. Personalization is widely recognized as a key factor in building customer trust and enhancing engagement.

NEW QUESTION # 103

The marketing team at Northern Trail Outfitters wants insight into why its subscribers are unable to receive emails as intended. Which metric should the associate review to get more information?

- A. Click Rate
- B. Bounce Rate
- C. Open Rate

Answer: B

Explanation:

Bounce Rate is the metric that indicates the number of emails that were not successfully delivered to subscribers. By reviewing bounce rates, Northern Trail Outfitters can gain insights into deliverability issues, such as invalid email addresses or blocks from email providers, and take corrective actions.

- * Why Bounce Rate is Critical: High bounce rates can impact email deliverability and sender reputation, making it essential to monitor this metric closely.
- * Salesforce Documentation Reference: For further information, refer to Email Deliverability and Bounce Rates.

NEW QUESTION # 104

A marketing associate at Cloud Kicks has created a promotional email and wants to send it to internal marketing, compliance, and sales teams. The teams currently consist of 15 individuals each.

How should the associate send a preview of the promotional email to the internal teams?

- A. Enter the email addresses under Recipient in the test send.
- B. Send a proof based on a Subscriber Preview.
- C. Send to a test data extension in the test send.

Answer: B

Explanation:

When a marketing associate at Cloud Kicks wants to send a preview of a promotional email to internal teams, the most efficient method is to send a proof based on a Subscriber Preview. This feature allows the sender to generate a preview of how the email will appear to recipients, including personalized content and dynamic elements. Sending a proof ensures that internal stakeholders such as marketing, compliance, and sales teams can review the email exactly as it would appear to the intended audience, allowing for comprehensive feedback on content, design, and compliance aspects.

This approach is particularly useful for internal reviews, as it provides a realistic representation of the customer experience, facilitating

effective collaboration and quality assurance before the final send.

References: Salesforce Marketing Cloud documentation on Email Studio provides guidelines on sending proofs and using Subscriber Preview for internal testing and review of emails, ensuring that communications are thoroughly vetted before reaching the audience.

NEW QUESTION # 105

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