

DUMPS ARENA

Salesforce Certified Education Cloud Consultant

Salesforce Education-Cloud-Consultant

Version Demo

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QUESTION NO: 1

A university plans to implement Salesforce. The project lead is drafting a communication plan and has asked the consultant to provide examples of communications to send after implementation.

Which two communication examples should a consultant recommend?

Choose 2 answers

- A. User contest
- B. Post go-live recap
- C. Teaser email
- D. Project sponsor profile

ANSWER: B C**QUESTION NO: 2**

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

ANSWER: C D**QUESTION NO: 3**

The director of graduate recruitment is interested in Education Cloud. Recruitment staff need to access Opportunity and Campaign Member information about students. The IT director is concerned about cost and suggests using other license types for recruitment users.

What should the consultant discuss with the client?

- A. Unlimited Edition requires a full Salesforce license.

- B. Education Data Architecture requires a Community license.
- C. The business user case requires a Lightning Platform Plus license.
- D. The business user case requires a full Salesforce license.

ANSWER: D

QUESTION NO: 4

A consultant is working with a customer who already uses Salesforce and wants to install the Education Data Architecture (EDA). The consultant has confirmed that EDA can work in the customer's existing environment.

Which two locations can the consultant visit to install EDA in the existing environment?

Choose 2 answers.

- A. Salesforce.org website
- B. EDA repository in GitHub
- C. Partner Community
- D. Salesforce AppExchange

ANSWER: B D

QUESTION NO: 5

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

ANSWER: B

QUESTION NO: 6

A university works with business professionals through a continuing education program. Corporate recruiters work with employers to sponsor these programs.

Which object should recruiters use to track the progress of sponsorship requests?

- A. Campaign
- B. Opportunity
- C. Program Plan
- D. Affiliation

ANSWER: D

QUESTION NO: 7

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

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

ANSWER: A

QUESTION NO: 8

The Student Services department wants a way for students and advisors to picture academic options more clearly and visualize degree requirements.

Which two components should the consultant recommend to meet their needs?

Choose 2 answers

- A. Success Plans
- B. Path
- C. Pathways
- D. Plan Requirements

ANSWER: A C

QUESTION NO: 9

A partner wants to self-certify that its app complies with Education Data Architecture (EDA) readiness. The partner needs to certify that its solution is compatible with EDA, or if it duplicates EDA functionality, that it is properly documented and abides by conventions for key EDA objects.

What are two key objects used with EDA?

Choose 2 answers.

- A. Opportunity
- B. Affiliation
- C. Account
- D. Attribute

ANSWER: B C

QUESTION NO: 10

A university needs an email marketing tool that all program staff can use for mass communications. Program staff need to send emails that list missing application items to students. The items are stored on a custom object in Salesforce. It is important that program staff only have access to their own department's marketing materials, leads, prospects, and templates.

Which solution should the consultant recommend?

- A. Salesforce Mass Email
- B. Custom automation with an email alert
- C. Marketing Cloud
- D. Digital Engagement Messaging

ANSWER: C