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QUESTION 1

A law school wants a recruitment and admissions system with a multichannel marketing tool, Admission officers want an application portal they can brand. Marketers want anintegrated social listening tool. Which solution set should the consultant recommend?

A. Education Cloud, MuleSoft, Anypoint Platform, Pardot

B. Education Cloud, Elevate, Experience Cloud

C. Education Cloud, Experience Cloud, Marketing Cloud

D. Education Cloud, Nonprofit Cloud, Marketing Cloud

Correct Answer: C

QUESTION 2

A university plans to use Salesforce to manage its recruitment and admissions process. A prospective student goes through four maturationstages: Suspects, Prospects, Applicants, and Matriculated. IDs are assigned by the Student

Information System (SIS) at the Applicant stage.

Salesforce is the system of record in which two stages?

Choose 2 answers

A. Matriculated

B. Suspect

C. Prospect

D. Applicant

Correct Answer: CD

QUESTION 3

Recruitersat an institution are evaluating tools to enhance their email. They want to see when a student has opened an email or clicked on a link. Recruiters also want to insert time slots directly from their calendar into an email and allow students to choose themeeting time.

Which solution should the consultant recommend?

A. Gmail Integration

B. Custom automation

C. Einstein Activity Capture

D. Salesforce Inbox

Correct Answer: C

QUESTION 4

An Admissions office wants to digitize andautomate transcript requests. Currently, applicants, must follow a set of manual steps they could be more user friendly. The Admissions office wants a declaratively configured, publish facing from that created data in Salesforce.

Which solution should theconsultant recommend to meet the requirement?

A. Email-to-case

B. Process Builder

C. Salesforce Files

D. App on the AppExchange

Correct Answer: B

QUESTION 5

A university\\\'s marketing department works on email campaigns for advancement. It wants to measure campaign effectiveness, return on investment, and Opportunity conversion using standard Salesforce functionality. What should the consultant recommend to meet this requirement?

A. Campaigninfluence

B. Campaign member

C. Parent campaigns

D. Campaign hierarchy

Correct Answer: A

QUESTION 6

What is the correct order of operationsto ensure customer success in an Education Cloud implementation?

A. Document Current State, Conduct Discovery Workshops, Generate Solution Design, Write Test Scripts and Plans, Build Solution and Test, Deploy.

B. Document Current State, Conduct: Discovery Workshops, Write Test Scripts and Plans, Build Solution and Test, Generate Solution Design, Deploy.

C. Conduct Discovery Workshops, Document Current State, Generate Solution Design, Write Test Scripts and Plans, Build Solution and Test, Deploy,

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D. Conduct Discovery Workshops, Document Current State, Write Test Scripts Plans, Generate Solution Design, Build Solution and Test, Deploy

Correct Answer: C

QUESTION 7

A university providers corporate training options to local businesses. The university wants to offer a seamless experienceto students and allow them to select and purchase available courses. Which solution should the consultant recommend to meet the requirement?

A. Salesforce CPQ

B. Financial Service Cloud

C. Salesforce File

D. A third-party app

Correct Answer: A

QUESTION 8

A school district wantsa free platform to instruct students on data visualization. Which solution should the consultant recommend?

A. Tableau CRM

B. Student Success Hub

C. Tableau Public

D. Trailhead

Correct Answer: C

QUESTION 9

The Alumni Relations department wants to track alumni and its chapter memberships. The department wants to easily see the Primary Chapter on the Contact record. The system admin prefers to use the standard features that are available

with EDA.

Which two steps should the consultant take to meet this requirement?

Choose 2 answers.

A. Create an Affiliation mapping to the Primary Chapter field in EDA Settings.

B. Create an Affiliation record type for Alumni Chapter and a custom field for the Primary Chapter on the Contact

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record.

C. Create a custom picklist valuefor Alumni Chapter on the Affiliation object.

D. Create an Account record type for Alumni Chapter and a custom field for the Primary Chapter on the Contact record.

Correct Answer: AD

QUESTION 10

A consultant for university has built customizations in a sandbox environment that is a different version from the production org. What should theconsultant do first to avoid any issues?

A. Package the customizations, refresh the sandbox and reinstall the customization.

B. Manually update the production org by installing the release update from Github.

C. Submit a case to Salesforce Support to update the production org.

D. Deploy the customizations into the production org via change sets.

Correct Answer: A

QUESTION 11

A university uses the Education Data Architecture (EDA) to manage its prospective and current students.The student Contact Mailing Address fields and records are populated in Salesforce through an integration with an external system. What should the consultant recommend?

A. Disable address-related Trigger Handler records.

B. Disable all EDA and custom Trigger Handler records.

C. Set record-level trigger firing based on the Account record type.

D. Set the Default Account Model to Administrative.

Correct Answer: B

QUESTION 12

A university is implementing a student community and rolling it out to 20,000 students. The IT manager is concernedabout the large increase in users accessing the system at any one time. Which three steps should the consultant recommend? Choose 3 answers

A. Develop a Performance Testing Strategy.

B. Confirm the university has enough login licenses.

C. Identify areas that may impact governor limits.

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D. Use a third-party testing automation tool.

E. Log a case with Salesforce Support to increase limits.

Correct Answer: ABC

QUESTION 13

The Advancementoffice is replacing its old CRM system with Salesforce. After creating its technology roadmap and fundraising timeline, the new Salesforce environment may go live during a major capital fundraising campaign. Which critical factor should the consultantidentify?

A. Resource availability

B. Technical complexity

C. Staff cross-training

D. Cost of the implementation

Correct Answer: C

QUESTION 14

Auniversity is experiencing performance degradation issues such as record locking, long search times, and long record save times.

What is the likely cause for all of these issues?

A. TDTM

B. Insufficient code coverage

C. Data skew

D. Insufficient datastorage

Correct Answer: A

QUESTION 15

A customer wants to learn more about Salesforce.org solutions built by the community.

What are two resources a consultant canrecommend?

Choose 2 answers.

A. Product Documentation: Is a Pro Bono Project the Right Fit

B. Power of Us Hub Group: CumulusCI (CCI)

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C. Product Documentation: Get Started with Open Source Commons

D. Power of Us Hub Group: Open Source Commons and Community Sprints

Correct Answer: BC

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