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Question 1

Question Type: MultipleChoice

The CRM steering committee that oversees the university's Salesforce implementation needs guidance on governance best practices.

Which best practice should a consultant recommend?

Options:

- A- Assign only department leaders as champions.
- B- Ask committee members to Join a local Salesforce group.
- C- Hold a standing committee meeting.

Answer:

C

Explanation:

The consultant should recommend to hold a standing committee meeting as a governance best practice for the CRM steering committee that oversees the university's Salesforce implementation. A standing committee meeting is a meeting that occurs regularly and

consistently with a fixed agenda and attendees. A standing committee meeting can help the CRM steering committee oversee the university's Salesforce implementation by providing a forum to review progress, discuss issues, make decisions, or communicate updates. Assigning only department leaders as champions, asking committee members to join a local Salesforce group, or creating a change management plan are not governance best practices that the consultant should recommend for the CRM steering committee that oversees the university's Salesforce implementation. Reference:

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

<https://trailhead.salesforce.com/en/content/learn/modules/org-change-management>

Question 2

Question Type: MultipleChoice

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

Which resource should a consultant recommend?

Options:

A- Trailblazer Community: Open Source Commons & Community Sprints

B- Product Documentation: Is a Pro Bono Project the Right Fit?

C- Trailblazer Community: Cumulus I (CCI)

Answer:

A

Explanation:

The consultant should recommend Trailblazer Community: Open Source Commons & Community Sprints as a resource where the customer can find more information on Salesforce.org solutions built by the community. Trailblazer Community is a platform that connects Salesforce customers, partners, employees, and enthusiasts to learn, share, and collaborate on Salesforce topics and projects. Trailblazer Community: Open Source Commons & Community Sprints is a group within Trailblazer Community that provides information on Salesforce.org solutions built by the community, such as open-source projects, community sprints, or community-led webinars. The customer can also join discussions, forums, or blogs related to Salesforce.org solutions built by the community on Trailblazer Community: Open Source Commons & Community Sprints. Product Documentation: Is a Pro Bono Project the Right Fit?, Trailblazer Community: Cumulus I (CCI), or AppExchange are not resources where the customer can find more information on Salesforce.org solutions built by the community. Reference:

<https://trailhead.salesforce.com/en/content/learn/modules/trailblazer-community-basics>

<https://trailblazercommunitygroups.com/sprints/>

Question 3

Question Type: MultipleChoice

An institution is experiencing record locking and sharing performance issues in a Salesforce org with the Education Data Architecture (EDA). A consultant notices there are more than 10,000 child records associated to a single parent record.

Which object should the consultant review first?

Options:

A- Accounts

B- Relationships

C- Affiliations

Answer:

B

Explanation:

The consultant should review the Relationships object first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA. The Relationships object is an object in EDA that allows users to store information about how two Contacts are related to each other, such as parent-child, sibling, or spouse. The Relationships object can cause record locking and sharing performance issues in a Salesforce org with EDA if there are too many child records associated to a single parent record, such as a Contact with many Relationships or Affiliations. The consultant should review the Relationships object first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA by checking if there are any data skew or ownership skew issues and applying best practices to resolve them. Accounts or Affiliations are not objects that the consultant should review first when noticing that there are more than 10,000 child records associated to a single parent record for the institution that is experiencing record locking and sharing performance issues in a Salesforce org with EDA. Reference:

<https://powerofus.force.com/s/article/EDA-Relationships>

https://developer.salesforce.com/docs/atlas.en-us.salesforce_large_data_volumes_bp.meta/salesforce_large_data_volumes_bp/ldv_deployments_introduction.htm

Question 4

Question Type: MultipleChoice

A consultant is making changes to compact layouts in the Education Data Architecture (EDA) and wants those changes to persist when a new release is pushed to the Salesforce environment.

Which step should the consultant take to accomplish this?

Options:

- A- Clone the EDA Compact Layout.
- B- Edit the Mini Page Layout.
- C- Assign the Mini Page Layout to all users.

Answer:

A

Explanation:

The consultant should clone the EDA Compact Layout as a step to accomplish making changes to compact layouts in EDA and having those changes persist when a new release is pushed to the Salesforce environment. A compact layout is a layout that shows key fields of a record in a summary view, such as in a list view or a record highlight panel. Cloning the EDA Compact Layout means creating a copy of the default compact layout provided by EDA and making changes to it, such as adding or removing fields. Cloning the EDA Compact Layout can help the consultant accomplish making changes to compact layouts in EDA and having those changes persist when a new release is pushed to the Salesforce environment by ensuring that the custom compact layout will not be overwritten by EDA updates. Editing the Mini Page Layout, assigning the Mini Page Layout to all users, or creating a custom Record Type are not steps that the consultant should take to accomplish making changes to compact layouts in EDA and having those changes persist when a new

release is pushed to the Salesforce environment. Reference:

https://help.salesforce.com/s/articleView?id=sf.compact_layouts_overview.htm&type=5

<https://powerofus.force.com/s/article/EDA-Compact-Layouts>

Question 5

Question Type: MultipleChoice

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?

Options:

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

Answer:

B

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>

Question 6

Question Type: MultipleChoice

An institution wants to consolidate efforts to track online engagement for its annual Giving Day on Facebook, Twitter, and Instagram.

Which solution meets this requirement?

Options:

A- Campaign Influence

B- Salesforce Inbox

C- Marketing Cloud

Answer:

C

Explanation:

The consultant should recommend Marketing Cloud as a solution to meet the requirement of consolidating efforts to track online engagement for its annual Giving Day on Facebook, Twitter, and Instagram for the institution. Marketing Cloud is a product that allows users to create and manage personalized and targeted marketing campaigns for customers or prospects. Marketing Cloud can help the institution consolidate efforts to track online engagement for its annual Giving Day on Facebook, Twitter, and Instagram by using features such as Social Studio, Social Listening, or Social Analytics. Campaign Influence, Salesforce Inbox, or Pardot are not solutions that can meet the requirement of consolidating efforts to track online engagement for its annual Giving Day on Facebook, Twitter, and

Instagram for the institution. Reference:

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

<https://www.salesforce.com/products/marketing-cloud/social-media-marketing/>

Question 7

Question Type: MultipleChoice

The IT department at a university has asked its consultant to build a Salesforce integration strategy.

Which integration consideration should the consultant outline?

Options:

A- Data element

B- Salesforce license type

C- Sandbox environment

Answer:

A

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

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