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QUESTION 1

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 2

A college is interested in best practice and tips on Salesforce date foverance. Which resource should the consultant recommend?

A. IdeaExchange

B. Trailblazer Community

C. Partner Community

D. AppExchange

Correct Answer: D

QUESTION 3

Major gift officers at an institution are feeling overwhelmed by the large set of portfolios they have manage. They want to send mass emails to constituents in their territories and automate donor prospect prioritization based on engagement and specified criteria.

Which solution should consultant recommend?

A. foundationConnect

B. Salesforce Inbox

C. Pardot

D. Marketing Cloud

Correct Answer: D

QUESTION 4

An Admissions office wants to digitize and automate 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 the consultant 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

The International Studies office is using Salesforce to manage admissions and scholarship awards programs. The office needs to electronically send, and also print and mail scholarship and program admission decisions on a preformatted letter template.

Which solution should the consultant recommend?

A. Salesforce reports

B. A third-party app

C. Salesforce Files

D. Extended Mail Merge

Correct Answer: C

QUESTION 6

An institution\\\'s Office of Career Services wants a solution that allows students to schedule appointments with any available .... directly from a portal. Which feature should the consultant recommend to meet the requirement?

A. Email to Case

B. Success Teams

C. Advising Pools

D. Early Alerts

Correct Answer: D

QUESTION 7

A university Alumni Relations office is replacing its legacy system with Salesforce. The consultant needs to load a large volume of alumni contact records into a new Salesforceenvironment. Which two actions should the consultant take?

A. Set Account and Contact\\\'s to public Read/Write before the data load.

B. Set Account and Contact\\\'s sharing to private before the data load.

C. Load record owners after the Account and Contact data load is complete.

D. Disable all TDTM trigger Handlers before the data load.

Correct Answer: BD

QUESTION 8

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,

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

Correct Answer: C

QUESTION 9

A CRM committee for a university has asked a consultant about the major release cadence of Salesforce.org and Salesforce.com platform enhancements.

When areSalesforce.org releases?

A. Approximately two weeks after Salesforce.com releases

B. Approximately one month before Salesforce.com releases

C. Approximately two weeks before Salesforce.com releases

D. Approximately one month after Safesforce.com releases

Correct Answer: D

QUESTION 10

An Admissions Department is evaluating data analytics tools to help determine the likelihood that accepted students will enroll at its school. Which solutionshould the consultant recommend?

A. Advisor Link Pathways

B. Tableau Prep Builder

C. Einstein Next Best Action

D. Einstein Prediction Builder

Correct Answer: D

QUESTION 11

A large university has a Career Service Center that provides career advice to current students and alumni. Staff provide advice ...... the phone, via email and face-to-face. Students and alumni are served on a first come, first served basis and are rarely assigned to a specific advisor.

What should the consultant recommend to meet the requirement?

A. Success Teams

B. Queue Management

C. Appointment Scheduling

D. Assignment Rules

Correct Answer: B

QUESTION 12

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 13

A consultant is working on an Advisor Link implementation for the undergraduate Advising departments. Advisors must be able to view a student\\'s classes, track milestones, set studentmeetings, and integrate meetings with their Outlook calendar. The Advising department wants to know which functionality is included with Advisor Link and whether a third-party application is necessary.

Which function may require a third-party app?

A. Success Plans

B. Calendar syncing

C. Degree visualization

D. Appointment scheduling

Correct Answer: C

QUESTION 14

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

Correct Answer: D

QUESTION 15

A large university is planning to release a new recruitment and admissions solution using Salesforce. The university is closely evaluating a launch window in conjunction with thecampus calendar. Where should the university confirm the Salesforce product release dates that could impact the timeline?

A. Trailhead

B. Salesforce Trust website

C. Setup Menu

D. partner Community

Correct Answer: A

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