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Salesforce Education-Cloud-Consultant

Version Demo

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Topic Break Down

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QUESTION NO: 1

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

Explanation:

Affiliation and **Account** are key Education Data Architecture (EDA) objects. EDA extends Salesforce's standard data model to represent the people, organizations, and relationships common in education institutions. The Account object is foundational because EDA uses the standard Salesforce Account model to represent entities such as educational institutions, academic departments, households, and other organizations. In the commonly used administrative-account model, Accounts also provide the organizational context for Contacts and their education-related interactions.

The Affiliation object is an EDA-specific object used to model a Contact's connection to an Account. For example, it can capture that a person is a student at an institution, an alumnus of a school, an employee of a department, or a member of another organization. Affiliation records can include details such as role, status, and start and end dates, making them central to accurately representing institutional relationships. An app seeking EDA readiness should respect these object purposes, relationships, field conventions, and data-model behavior when integrating with or extending EDA. See the Salesforce EDA project documentation and Salesforce Trailhead's EDA Basics module.

QUESTION NO: 2

How should a consultant document risk for a customer in an Education

Cloud implementation?

A. Configure an Early Alert to notify stakeholders.

B. Maintain a project health dashboard.

C. Recommend a Center of Excellence.

D. Share Salesforce resources with the customer.

ANSWER: B

Explanation:

Maintain a project health dashboard. A project health dashboard is the appropriate mechanism for documenting and communicating implementation risks because it provides a shared, continuously updated view of overall delivery health. The consultant can record identified risks, their severity and probability, business or project impact, assigned owner, mitigation approach, target resolution date, and current status. This makes risks visible to the customer's sponsors and project team early enough for informed decisions, escalation, and follow-up during governance meetings.

For an Education Cloud implementation, project health reporting also supports transparent management of dependencies that can affect the rollout, such as data migration readiness, integrations with student information systems, security review, change-management readiness, and stakeholder availability. Using a dashboard creates a consistent reporting cadence and enables the team to monitor trends over time rather than treating risk as a one-time project artifact. It aligns with Salesforce's governance guidance, which emphasizes clear decision-making, accountability, and visibility into delivery outcomes. See Salesforce's governance fundamentals and the Salesforce Architecture Decision Guides for related guidance on managing delivery decisions, stakeholders, and risks.

QUESTION NO: 3

A university to use Salesforce for its recruitment and admissions process and needs tointegrate it with the Student Information

System (SIS).

Which step should the consultant take initially?

A. Identify Integration layers.

B. Disable Trigger Handler records.

C. Use the Data Import Wizard.

ANSWER: A

Explanation:

Identify Integration layers. is the appropriate initial step because the consultant must first establish the integration architecture and scope before selecting tools or configuring data movement. For a recruitment and admissions implementation, Salesforce and the SIS commonly remain systems of record for different information and business processes. Identifying the layers involved clarifies which records and fields need to move between systems, the direction and timing of synchronization, required transformations, the APIs or middleware to use, error handling, ownership, and security controls. This discovery work also identifies dependencies such as duplicate-management rules, matching strategy, and the point at which an admitted applicant must become a student record in the SIS. With those decisions documented, the university can choose an integration pattern that supports reliable operations and its institutional data-governance requirements. Salesforce guidance emphasizes evaluating integration requirements, the systems involved, and the appropriate integration approach as part of planning an Education Cloud implementation. See the Salesforce Trailhead Education Cloud integrations module and Salesforce's integration architecture guidance.

QUESTION NO: 4

A consultant is designing anew Salesforce org that user the Education Data Architecture (EDA) for student service. The College wants to track which classes are taught by teaching assistants.

Which EDA object should the consultant use?

A. Course Offering

B. Course Connection

C. TermGrade

D. Program Enrollment

ANSWER: B

Explanation:

Course Connection is the appropriate EDA object because it represents a relationship between a Contact and a Course Offering. This relationship is specifically designed to record a person's participation in a particular instance of a course, rather than merely defining the course itself. A college can therefore create a Course Connection for each teaching assistant and associate that record with the relevant Contact and Course Offering. The Course Connection role identifies the nature of that person's involvement, allowing the institution to distinguish teaching assistants from students, instructors, and other participants. This approach also supports situations where one teaching assistant works with multiple course offerings or multiple teaching assistants support the same offering, while retaining a complete, reportable relationship history. The

Course Connection data model is consequently the correct way to model instructional assignments in EDA and makes the assignment available for automations, reporting, and related student-services processes. Salesforce's EDA materials describe Course Connections as records used to connect contacts with course offerings and represent their roles in those offerings. See Salesforce's Course Connections documentation and the Education Cloud Basics Trailhead module.

QUESTION NO: 5

A university has launched a new advising solution in Salesforce. The project sponsor wants to measure adoption after go-live and collect enhancement ideas from advisors before planning the next release.

Which two practices should the consultant recommend?

Choose 2 answers.

A. Monitor adoption metrics.

B. Establish a structured enhancement-request process.

C. Disable user access after training is complete.

D. Replace all advisor feedback with executive approval.

ANSWER: A B

Explanation:

Monitor adoption metrics is appropriate because usage data helps the university determine whether advisors are using the new solution as intended. Relevant metrics can include active users, appointment records created, alerts resolved, success plans updated, and report usage. The project team can compare these measures with expected adoption goals and identify areas requiring additional support.

Establish a structured enhancement-request process gives advisors a consistent channel for submitting, evaluating, and prioritizing improvement ideas. The university can collect requests, assess business value and effort, communicate decisions, and incorporate approved items into its Salesforce roadmap.

Continued measurement and feedback are important after go-live because they help sustain adoption and support iterative improvement. See Salesforce Trailhead's Change Management for Salesforce Adoption module.

QUESTION NO: 6

A university wants to record a student's communication preferences and ensure that recruitment staff honor requests to opt out of specific communication channels.

Which two Salesforce privacy-management records should the consultant recommend?

Choose 2 answers.

A. Individual

B. Contact Point Type Consent

C. Account Contact Relationship

D. Opportunity Contact Role

ANSWER: A B

Explanation:

Individual records provide a centralized way to store privacy preferences and data-privacy requests associated with a person. An Individual record can be related to a Contact or Lead and can support privacy processes such as tracking requests related to personal data.

Contact Point Type Consent records capture consent preferences for a particular communication channel and purpose, such as email communication for recruitment updates. This allows the university to distinguish a student's preference for one channel or purpose from another and use the preference in its communication processes.

See Salesforce Trailhead's Data Protection and Privacy module for privacy and consent-management concepts.

QUESTION NO: 7

A business school will implement Salesforce for its MBA recruitment and admissions.

Which two roles should participate in the Salesforce Center Excellence?

Choose 2 answers

A. President of the university

B. University technology vice president

C. Recruitment and admissions leader

D. Salesforce system admin

ANSWER: B C

Explanation:

The **University technology vice president** and the **Recruitment and admissions leader** should participate in the Salesforce Center of Excellence because successful governance requires accountable leadership from both the technology organization and the business function using Salesforce. The technology vice president can align the admissions implementation with the university's enterprise architecture, security, integration, data-management, and platform-governance standards. This role also helps prioritize investment and ensure that Salesforce can be supported sustainably alongside other institutional systems.

The recruitment and admissions leader represents the business outcomes that the solution must deliver, such as improving prospect engagement, streamlining application processes, supporting counselor workflows, and providing meaningful enrollment reporting. Their involvement ensures that roadmap decisions, process design, adoption planning, and success measures remain connected to the MBA program's recruitment and admissions strategy. Together, these leaders provide the cross-functional sponsorship needed for a Center of Excellence to make informed decisions, establish shared priorities, and drive continued value after initial deployment. Salesforce describes a Center of Excellence as a model for aligning people, processes, and technology around ongoing customer success and governance. See Salesforce's Center of Excellence overview and Salesforce Architecture Basics.

QUESTION NO: 8

A university dean wants to refer students for summer engineering internships and requests a list of people who earned high final scores in the Intro to Civil Engineering class.

Which objects should the consultant include in the report?

A. Program Enrollment with Contact

B. Term Grades with Contact

C. Education History with Account

D. Course Connections with Academic Program

ANSWER: B

Explanation:

Term Grades with Contact is the appropriate report type because the report must identify individual people and evaluate their final academic results. Term Grade records store academic performance information for a student in an academic term, including the grade or score used to assess achievement. Including Contact provides the student identity and contact details needed by the dean to make internship referrals. The consultant can then filter the report to the Intro to Civil Engineering course context, apply a threshold for high final scores, and select the relevant student fields for outreach.

This approach follows the Education Data Architecture model of associating academic outcome data with a learner through Contact. It gives the institution a reportable view that combines the performance measure used to determine eligibility with the person who earned it, enabling a usable referral list rather than only aggregate academic information. Salesforce's Education Cloud and Education Data Architecture resources describe how education records model student academic data and relationships: Salesforce Help: Education Data Architecture and Trailhead: Education Cloud Basics.

QUESTION NO: 9

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 Salesforce environment.

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.

ANSWER: A D

Explanation:

For a large initial alumni data load, setting Account and Contact sharing to public Read/Write reduces the sharing-processing overhead that can otherwise accompany creation of a high volume of records. With public Read/Write organization-wide defaults, Salesforce does not need to calculate and maintain the same volume of record-level sharing access during the import. After data loading and validation are complete, the consultant can restore the organization's intended security model and allow any necessary sharing recalculations to finish. Salesforce documents that changes to organization-wide defaults can cause sharing recalculations, so this setting should be planned carefully and used only as an appropriate temporary migration measure.

Disabling all TDTM trigger Handlers before the data load is also appropriate in an Education Data Architecture implementation. TDTM handlers automate processing when records are created or updated. Suspending nonessential automation during a controlled bulk import avoids unnecessary downstream processing, reduces load duration, and prevents automation from changing imported records before the migration team has completed reconciliation. The team should document the handlers' original states, reactivate them after the import, and run any required post-load processing and validation. See Salesforce guidance on organization-wide defaults and Bulk API and Data Loader.

QUESTION NO: 10

A customer wants to learn more aboutSalesforce.orgsolutions built by the community.

Which resource should a consultant recommend?

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:

Trailblazer Community: Open Source Commons & Community Sprints is the appropriate resource because it connects customers with community-developed solutions for the Salesforce nonprofit, education, and social-impact ecosystem. The Open Source Commons is a community space for discovering, discussing, contributing to, and receiving support for open-source projects. Community Sprints provide a structured, collaborative way for administrators, developers, consultants, and other contributors to improve these projects together. This makes the resource especially useful when a customer wants to explore solutions that were created and maintained by the broader community rather than solely by Salesforce product teams.

A consultant can direct the customer there to find project information, contribution opportunities, implementation guidance, and connections to other practitioners with relevant experience. Participation also helps the customer evaluate whether an existing community project can meet a business need, understand the project's current activity and support model, and engage with maintainers or contributors. Salesforce's Trailblazer Community is designed to enable this type of peer learning and collaboration; see the Trailblazer Community and the Salesforce.org Community Sprints GitHub organization.

QUESTION NO: 11

A college is replacing separate spreadsheets used by Advising, Career Services, and Financial Aid with Salesforce. Before solution design begins, the consultant needs to understand the information that each department manages and the processes the departments use.

Which two discovery activities should the consultant recommend?

Choose 2 answers.

A. Document current-state business processes.

B. Inventory data sources and data owners.

C. Install managed packages in production.

D. Create production user accounts.

ANSWER: A B

Explanation:

Document current-state business processes is appropriate because the consultant needs to understand how each department receives requests, performs work, hands off students to other teams, and measures outcomes. Process documentation exposes inefficiencies, approval steps, ownership gaps, and opportunities for a shared Salesforce workflow.

Inventory data sources and data owners is also necessary because the spreadsheets may contain overlapping student data, departmental data, and information sourced from other institutional systems. Identifying the source, owner, quality, and intended use of each data set helps the college establish systems of record and prepare an accurate migration and integration strategy.

These activities establish a requirements-led foundation before the team selects objects, automation, or integrations. See Salesforce's Well-Architected overview.

QUESTION NO: 12

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 an integrated 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

ANSWER: C

Explanation:

Education Cloud, Experience Cloud, Marketing Cloud is the appropriate solution set because it combines the core capabilities needed for higher-education recruitment, applicant engagement, and marketing. Education Cloud supports education-specific recruitment and admissions processes, allowing the law school to manage prospective-student information and progression through the admissions lifecycle in Salesforce. Experience Cloud provides the foundation for a secure, externally facing application portal that the institution can brand with its own visual identity and tailor for applicants. Marketing Cloud supplies the multichannel engagement capabilities needed to coordinate communications across channels and supports the social-marketing and listening requirement represented in this solution-design scenario. Together, these products enable data and engagement processes to be connected around the prospective student while allowing admissions and marketing teams to use tools designed for their respective responsibilities. Salesforce describes Education Cloud's support for recruitment and admissions at Salesforce Education Cloud, and it documents branded digital experiences for external users at Salesforce Experience Cloud.

QUESTION NO: 13

A university plans to use Salesforce to manage its recruitment and admissions process. A prospective student goes through four maturation stages: 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

ANSWER: B C

Explanation:

Suspect and **Prospect** are the stages for which Salesforce is the appropriate system of record. Before an individual applies, recruitment teams use Salesforce to capture inquiry data, manage outreach and engagement, qualify interest, track recruitment campaigns, and progress people through the early recruitment lifecycle. At these stages, the individual has not yet reached the institutional applicant status that triggers creation of the authoritative student identifier in the SIS.

The stated integration boundary is especially important: the SIS assigns IDs at the Applicant stage. This indicates that the SIS becomes the authoritative source for applicant and student identity and lifecycle information beginning when a formal application exists. Salesforce can still display and use synchronized applicant and matriculation information to support recruitment, communications, service, and advising processes, but its source-of-record responsibility in this scenario is the pre-application population: suspects and prospects. This pattern avoids duplicate identity governance and lets each platform own the data domain it is designed to manage. Salesforce's education-industry learning materials describe Salesforce's role in supporting recruitment and constituent engagement, while integration patterns enable institutional systems such as an SIS to remain authoritative for core academic records. See Salesforce Trailhead: Education Cloud Basics and Salesforce Architects: Integration Patterns.

QUESTION NO: 14

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 ifit 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 D

Explanation:

Affiliation and **Attribute** are key Education Data Architecture objects that an EDA-compatible app should recognize and use consistently. EDA uses affiliations to model a contact's relationship with an account, such as an educational institution, department, employer, household, or organization. The affiliation record can also capture relationship details, including roles and dates, making it central to representing the connections that commonly occur across an education lifecycle.

Attribute supports the flexible recording of additional information about an individual when a dedicated field or object is not appropriate. For example, an institution can use attributes for information such as interests, skills, languages, test-related information, or other extensible profile data. Because these objects provide established EDA data-model patterns, partners that extend or duplicate related functionality should document their approach and follow EDA conventions to preserve interoperability with existing implementations.

Salesforce's EDA documentation describes affiliations as relationship records used in the EDA model and includes Attribute among EDA's managed-package data structures. See the EDA Affiliations documentation and the EDA Data Dictionary.

QUESTION NO: 15

A university has a centralized IT team and a committee that oversees data governance and change management. Recruiters want access to Corporate Relations data. Corporate Relations wants access to Executive Education information. The Alumni Relations office wants to work with every department.

Which Salesforce environment strategy should the consultant recommend?

A. One Salesforce environment for Recruitment and a separate Salesforce environment for the other business units

B. Separate Salesforce environments for each business unit

C. One Salesforce environment for all business units

D. One Salesforce environment for Alumni Relations and a separate Salesforce environment for the other business units

ANSWER: C

Explanation:

One Salesforce environment for all business units is the appropriate strategy because the stated operating model and collaboration needs favor a shared Salesforce org. A centralized IT team and a governance committee can consistently manage platform architecture, releases, data standards, security policies, and change control in one environment. More importantly, the departments require reciprocal access to information: Recruitment needs Corporate Relations data, Corporate Relations needs Executive Education information, and Alumni Relations must collaborate across all departments. A single environment provides a common data model and enables these teams to work with the same constituent, organization, relationship, and engagement information without requiring duplicated records or complex cross-environment integrations.

Access does not need to be universally open simply because the environment is shared. Salesforce can apply the principle of least privilege through object permissions, field-level security, role hierarchy, sharing rules, restriction rules where appropriate, and permission sets. This lets the institution expose the specific records and fields each team needs while retaining centralized oversight and auditability. A unified org also supports consistent reporting and a more complete view of institutional relationships and engagement. Salesforce's org-strategy guidance discusses evaluating organizational needs and collaboration when deciding how to structure Salesforce, while its data-security guidance describes the layered controls available within an org. See [Salesforce Org Strategy] and [Salesforce Data Security].

QUESTION NO: 16

The Alumni Relations office wants to respond to posts by alumni on variety of Channels, including Instagram, Twitter, andFacebook.

Which solution should the office consider?

A. email Studio

B. Audience Studio

C. Social Studio

D. Interaction Studio

ANSWER: C

Explanation:

Social Studio is the appropriate solution in the context of this question because it was Salesforce Marketing Cloud's social-media management product. Its engagement capabilities provided a unified workspace for teams to monitor social conversations, organize incoming posts and messages, and respond to alumni across supported social networks. This lets an Alumni Relations team manage interactions from multiple channels in one operational workflow rather than having staff switch between each network's native application. Social Studio also supported social listening and engagement processes, helping organizations identify relevant posts, route work to the appropriate team members, and maintain a consistent response process for their community. Salesforce's Social Studio learning material describes its use for publishing, listening, analyzing, and engaging with social audiences: Salesforce Trailhead: Social Studio Basics. This is a legacy product selection: Salesforce has announced the retirement of Social Studio, so an organization implementing a new solution today should review Salesforce's current retirement guidance and alternatives. However, for the exam scenario and the listed products, Social Studio is the product designed specifically for responding to social posts on channels such as Instagram, Twitter (now X), and Facebook. See Salesforce Social Studio retirement information.

QUESTION NO: 17

A higher education institution has used Salesforce for many years and has Person Accounts enabled. The institution wants to install the

Education Data Architecture (EDA) in their existing Salesforce environment.

What are two considerations the consultant should discuss with the institution?

Choose 2 answers

A. Use EDA record types for student contacts and lead management.

B. Person Accounts are unsupported in EDA.

C. Person Accounts can only be merged with Administrative Accounts.

D. A support ticket is required to disable Person Accounts.

ANSWER: B D

Explanation:

Person Accounts are unsupported in EDA because EDA is designed around the standard Account and Contact model, using specialized EDA account record types and relationships to represent households, educational institutions, administrative organizations, and affiliated contacts. Before planning the installation, the consultant must identify existing Person Account use, assess its data and automation dependencies, and establish a migration approach that preserves the institution's data and processes in an EDA-compatible model. Salesforce's Person Account documentation explains the feature's distinct data model and its important configuration implications: Person Accounts.

A support ticket is required to disable Person Accounts because this is not a standard administrator-controlled change that can simply be reversed in Setup. The institution should engage Salesforce Support early, confirm whether its org meets the requirements for deactivation, understand the resulting data-conversion or cleanup work, and schedule the activity before installing and configuring EDA. This assessment is especially important in a long-running org, where Person Accounts may be referenced by integrations, flows, validation rules, reports, sharing, and custom code. EDA's architecture and data-model resources provide context for planning the target model: Salesforce Education Cloud Data Model Overview.

QUESTION NO: 18

The career center at a university plans to use Student Success Hub and is preparing to import student data.

In which order should the data be imported?

A. Course, Course Offering, Program Plan, and Affiliation records

B. Account, Term, Course, and Course Offering records

C. Account, Term, Program Enrollment, and Course records

ANSWER: C

Explanation:

Account, Term, Program Enrollment, and Course records is the appropriate import sequence because Student Success Hub records must be loaded after the records they reference are available. Account records establish the student identities and related person data used throughout the solution. Term records then provide the academic-period context needed for enrollment-related information. Program Enrollment records can subsequently associate each student with the applicable academic program and term context. Course records can then be loaded with their academic relationships intact.

Loading records in dependency order is a core Salesforce data-migration practice. It allows external IDs and lookup relationships to resolve correctly during import, avoids creating incomplete records, and supports reliable student engagement reporting and advising workflows once Student Success Hub is in use. Before loading production data, the implementation team should map source fields to the target objects, identify required values and lookup keys, and validate the sequence with a small test import in a sandbox. Salesforce's data import guidance is available in the Data Import documentation, and Education Cloud implementation resources are available through Salesforce Trailhead.

QUESTION NO: 19

The director of retention wants to use Advisor Link to track early alerts, help students schedule appointments with their advisers, and create programplans.

Which two options are required to use Advisor Link?

Choose 2 answers.

A. Person Accounts

B. Customer Community Plus

C. Lightning Scheduler

D. Education Data Architecture

ANSWER: B D

Explanation:

Customer Community Plus and **Education Data Architecture** are required for the original Advisor Link solution. Education Data Architecture provides the education-specific data foundation used by Advisor Link, including the student, academic program, relationship, and support-related records that underpin advising workflows. Advisor Link's program-plan and early-alert capabilities are designed to operate on this education data model.

Customer Community Plus licenses are also a prerequisite because Advisor Link is delivered through an Experience Cloud site and supports secure access for the users participating in advising and student-success processes. These licenses provide the sharing and role capabilities needed for the Advisor Link experience and its collaborative workflows. With these two prerequisites in place, an institution can configure Advisor Link features such as alerts, appointment-related advising interactions, and program planning according to its retention processes.

Salesforce's Advisor Link requirements documentation identifies the required Education Data Architecture installation and Customer Community Plus licensing for the solution. See Advisor Link Requirements and Salesforce's Education Cloud data model overview.

QUESTION NO: 20

A university's Study Abroad office getting ready to implement Salesforce to streamline internal processes. In the past, most of the work was done using spreadsheets and paper. The office is unsure which metrics to use to determine whether the implementation project is successful.

Which two metrics should the consultant recommend?

Choose 2 answers.

A. Percentage of staff logins each month

B. Volume of emails to the office

C. Time saved when creating business reports

D. Number of student phone inquiries

ANSWER: A C

Explanation:

Percentage of staff logins each month and **Time saved when creating business reports** are meaningful success metrics because they measure two central outcomes of a Salesforce implementation: adoption and operational efficiency. Staff login activity provides a practical, measurable indicator of whether the Study Abroad team is using Salesforce as part of its regular work rather than continuing to rely on spreadsheets and paper-based processes. The office can establish a baseline after rollout and monitor the percentage over time, ideally alongside broader usage measures such as record creation and report usage.

Time saved when creating business reports directly measures whether Salesforce has streamlined a previously manual internal process. Comparing the time required to prepare recurring reports before and after implementation creates a tangible efficiency metric that the office can communicate to stakeholders. Salesforce reporting enables authorized users to access current organizational data and create reports without manually consolidating separate spreadsheet files. Together, sustained staff use and reduced reporting effort demonstrate that the solution is being adopted and is delivering the intended process improvement. See Salesforce guidance on reports and dashboards and its user adoption resources.

QUESTION NO: 21

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 the campus 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

ANSWER: B

Explanation:

Salesforce Trust website is the authoritative source for Salesforce release timing that can affect a university's implementation and launch plan. The site provides the release calendar for seasonal platform releases and identifies relevant dates, including production-instance upgrade weekends and sandbox-preview windows. Those dates let the project team assess whether configuration, testing, integrations, user acceptance testing, training, or go-live activities could overlap with a platform upgrade. For a recruitment and admissions solution, this is especially important when launch timing must avoid academic-cycle milestones such as application deadlines, enrollment periods, orientation, or the start of a term. The team should review the applicable release schedule early, monitor it as the launch approaches, and incorporate any required regression testing or change-management activities into the plan. Salesforce publishes release and maintenance information through its official Trust experience: [Salesforce Trust](). Salesforce also documents how seasonal releases and sandbox previews are scheduled in its [release dates guidance]().

QUESTION NO: 22

A university is planning an enterprisewide implementation of the Education Data Architecture (EDA). It has asked the consultant do an analysis of standard functionality in EDA to identify additional apps it may need to purchase.

What is a standard feature of EDA?

A. Student Advising

B. EventManagement

C. Degree Auditing

D. Address Management

ANSWER: D

Explanation:

Address Management is a standard Education Data Architecture feature. EDA extends Salesforce's core data model for education institutions and includes an address-management data model that supports the real-world need to retain more than one address for an individual or organization. For example, an institution can record home, mailing, billing, seasonal, or other address records while identifying the address that should be treated as the primary address. This is particularly useful when a student's location changes between academic terms, when alumni maintain separate home and business details, or when households and organizational relationships require distinct contact information.

The feature uses EDA-managed address records and related automation to associate addresses with Contacts and Accounts, helping institutions maintain address history and make appropriate address data available for operational processes, communications, and reporting. Because it is included in EDA's standard capabilities, a consultant should account for it during fit-gap analysis before recommending a separate address-related application. Salesforce's EDA project documentation describes the managed package and its education-focused data model, while the EDA address documentation explains address records and their use: [Salesforce EDA GitHub repository]() and [EDA Addresses documentation]().

QUESTION NO: 23

Staff want to maximize the value of their Education Cloud org and CRM Analytics. They need a dashboard that tracks metrics, such as application status, the total number of applications, andhow those totals compare to the previous period.

What should the consultant do?

A. Create a custom dashboard.

B. Leverage the Admissions Insights dashboard.

C. Leverage the Advisor Insights dashboard.

ANSWER: B

Explanation:

Leverage the Admissions Insights dashboard. This Education Cloud and CRM Analytics dashboard is designed for admissions teams that need an immediately useful view of application pipeline performance. It provides analytics for application status and application volume, allowing staff to assess the number of applications being processed across the admissions lifecycle. Its metrics also support period-over-period analysis, so users can identify whether application totals are increasing or decreasing compared with the prior reporting period.

Using this purpose-built dashboard maximizes the value of the existing Education Cloud implementation because it starts with Salesforce-provided admissions analytics rather than requiring the team to define, build, validate, and maintain equivalent metrics independently. Consultants can then focus on configuring access, validating the underlying admissions data, and tailoring the analytics experience where appropriate for the institution's processes. Salesforce describes Education Cloud as a connected platform for managing the learner lifecycle, including admissions-related operations, and CRM Analytics provides the dashboarding capabilities used to turn that operational data into actionable insights. See Salesforce Education Cloud and Salesforce CRM Analytics overview.

QUESTION NO: 24

A university plans to implement Advisor Link for approximately 90,000 students. The university needs to populate data from the student information system (SIS) to Salesforce. The data exported from SIS needs to be automatically modified to correspond to values in Salesforce.

Which integration approach should the consultant recommend?

A. Lightning Connect

B. Salesforce Data Import Wizard

C. ETL tool

D. Salesforce Data Loader

ANSWER: C

Explanation:

ETL tool is the appropriate approach because the university must both move a high volume of SIS data and automatically transform it before it is loaded into Salesforce. Extract, transform, and load processes are designed to retrieve data from a source system, apply repeatable mapping and transformation rules, and load the resulting records into a target system. For this implementation, transformations can standardize source values, map SIS codes to Salesforce picklist values, reshape records to match the Education Cloud data model, and validate or cleanse data before loading.

The approximately 90,000-student scope also supports using an automated, scalable integration process rather than a manual import mechanism. An ETL solution can run on a schedule or in response to source-system events, retain transformation logic in a maintainable integration layer, provide error handling and monitoring, and use Salesforce-supported bulk processing for efficient large-volume loads. This creates a reliable, repeatable synchronization process as SIS information changes over time, which is essential for advising data in Advisor Link to remain useful and current.

Salesforce recommends selecting integration patterns based on data volume, transformation requirements, timing, and system ownership. See Salesforce's Integration Patterns and Practices and its Bulk API documentation for guidance on scalable data-loading integrations.

QUESTION NO: 25

The Advancement office wants to replace its legacy system with Salesforce and has hired a consultant to help them build a CRM Strategy.

What are two recommendations the consultant should make to meet this requirement?

A. Define organizational objectives.

B. Start solution design during a discovery session.

C. Implement Nonprofit Success Pack.

D. Prioritize the organization's initiatives.

ANSWER: A D

Explanation:

A CRM strategy should begin by defining organizational objectives. For an Advancement office, this means establishing the measurable institutional outcomes Salesforce must support, such as improving constituent engagement, increasing fundraising effectiveness, strengthening stewardship, or providing reliable advancement reporting. Clear objectives connect the CRM investment to mission and business value, and they provide the criteria for subsequent decisions about people, processes, data, and technology.

The consultant should also prioritize the organization's initiatives. A legacy-system replacement can involve numerous desired capabilities, integrations, data improvements, and process changes, so the organization needs an agreed roadmap that identifies the highest-value work to deliver first. Prioritization helps stakeholders align on scope, sequence releases realistically, and focus implementation resources on initiatives that best support the stated objectives. Salesforce's planning guidance emphasizes aligning goals, stakeholders, and a phased roadmap before implementation work proceeds. See Salesforce Strategy Fundamentals and Salesforce's digital transformation strategy guidance.

QUESTION NO: 26

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

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

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

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

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

ANSWER: C

Explanation:

Conduct Discovery Workshops, Document Current State, Generate Solution Design, Write Test Scripts & Plans, Build Solution & Test, Deploy is the appropriate delivery sequence because it moves from understanding the institution's needs to validating and releasing a solution. Discovery workshops establish stakeholder goals, requirements, constraints, and measures of success. Documenting the current state then captures existing processes, data, systems, and pain points so that the future solution is based on evidence rather than assumptions.

After the current state is understood, the solution design translates requirements into a defined target process and Salesforce architecture. Test scripts and plans should be prepared from the approved design and acceptance criteria before build activities are completed. This gives the project team a repeatable way to verify that the configured solution supports intended user journeys and business outcomes. The team then builds and tests the solution in a nonproduction environment, resolving issues and confirming readiness. Deployment is the final operational step, accompanied by release readiness, enablement, and support planning. This phased approach supports clear scope, stakeholder alignment, quality assurance, and sustainable adoption. Salesforce's guidance on project planning and implementation practices is available in Project Management Basics and Salesforce Architect Basics.

QUESTION NO: 27

A Registrar's office wants to publish Knowledge articles for students through an Experience Cloud site. The office needs students to find articles relevant to their academic level while preventing them from viewing internal procedures intended only for staff.

Which two Knowledge features should the consultant recommend?

Choose 2 answers.

A. Data categories

B. Audience targeting

C. Case escalation rules

D. Opportunity stages

ANSWER: A B

Explanation:

Data categories allow the Registrar's office to organize articles into a category structure, such as Undergraduate, Graduate, Registration, and Internal Procedures. Categories can be used to help users locate relevant content and to control which categories are visible to specific audiences.

Audience targeting can be used to show articles to the intended users based on defined criteria. The office can use audiences to tailor the student self-service experience while ensuring that internal articles are not surfaced to external users.

These features enable the office to maintain a single governed knowledge base while presenting appropriate content to different groups. See Salesforce Trailhead's Knowledge Basics module.

QUESTION NO: 28

A school district needs to track special education student grades, attendance, and program enrollments and capture e-signatures from parents and legal guardians.

Which two solutions should the consultant recommend to meet the requirement?

Choose 2 answers.

A. Salesforce CPQ

B. K-12 Architecture Kit

C. Third-party application

D. Nonprofit Success Pack

ANSWER: B C

Explanation:

K-12 Architecture Kit is designed to extend Salesforce for K–12 education use cases. Its education-focused data model supports managing student information and school-related relationships, including academic and program information. This makes it an appropriate foundation for organizing special education student records and tracking the district's operational data, such as grades, attendance, and enrollment in relevant programs. Salesforce describes its Education Cloud offerings as providing purpose-built capabilities and data models for education institutions: Salesforce for Education.

Third-party application is appropriate for the e-signature requirement because electronic-signature providers can integrate with Salesforce to create, route, sign, and retain parent or guardian consent forms and other documents. A consultant should select an AppExchange application or integration that meets the district's signature workflow, authentication, document-retention, and compliance needs. Salesforce AppExchange provides a marketplace category and search capability for e-signature solutions that work with Salesforce: Salesforce AppExchange. Together, the K–12-focused architecture and an integrated e-signature application address both the student-data-management and legally executed document requirements.

QUESTION NO: 29

A university joined the Open Source Commons & Community Sprints group in the Power of Us Hub. However, they were unable to find current or past Open Source Commons projects that meet their needs.

Which additional Power of Us Hub group can the consultant recommend so the university can find and collaborate on current open source projects?

A. Sector: Higher Education

B. SFDO Major Release Announcements

C. SFDO Open Source Contributors

D. CumulusCI (CCI)

ANSWER: C

Explanation:

SFDO Open Source Contributors is the appropriate group because it is intended to connect Salesforce nonprofit, education, and community members who actively contribute to and collaborate on open-source work. A university that has not found a suitable initiative through Open Source Commons & Community Sprints can use this contributor-focused community to discover active projects, discuss needs with maintainers and other implementers, identify opportunities to participate, and coordinate contributions. This is especially useful when the institution's requirements align with an existing community-led solution but the relevant work is being discussed or developed outside a particular sprint or commons project listing.

Salesforce's open-source ecosystem is organized around collaborative repositories and community participation, with projects, contribution guidance, issue tracking, and release activity commonly available through the Salesforce.org and Salesforce community GitHub organizations. Engaging contributors directly helps the university evaluate project maturity, understand current road maps, and work with the people maintaining the solution. The consultant can also point stakeholders to the SFDO Community GitHub organization for community-managed projects and to Salesforce Foundation on GitHub for Salesforce-supported open-source repositories and contribution resources.

QUESTION NO: 30

A college wants to expand Its existing Salesforce environment to include adviser Link. Students will need to create and edit appointments with their advisor.

Which two Customer Community licenses can be used which Advisor Link?

A. Customer Community login

B. Customer Community Plus

C. Customer Community Plus Login

D. Customer Community

ANSWER: B C

Explanation:

Customer Community Plus and **Customer Community Plus Login** can be used for students accessing Advisor Link. Advisor Link is designed to give students a self-service experience in an Education Cloud site, including the ability to view and manage advising-related information such as appointments. These license types provide the sharing, role, and access capabilities required for the Advisor Link student experience.

Customer Community Plus is a named-user license, making it appropriate when the institution licenses access for a known population of students. Customer Community Plus Login provides substantially the same functional access model but is purchased and consumed based on logins, which can suit institutions whose student portal usage is intermittent or difficult to forecast. In either licensing model, students can authenticate to the institution's Experience Cloud site and use the Advisor Link functionality made available to them, including creating and editing appointments with their advisor.

Salesforce documents Advisor Link licensing requirements and identifies the supported community license types for student users. See Advisor Link Requirements and Experience Cloud License Types.