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**Exam** : **Education-Cloud-Consultant**

**Title** : Salesforce Certified Education  
Cloud Consultant Exam

**Vendor** : Salesforce

**Version** : DEMO

**NO.1** A consultant is enabling Course Connections for the first time in the Education Data Architecture.

What should the consultant do first?

- A.** Run Course Connections Backfill.
- B.** Set up Course Offering Schedule.
- C.** Disable Course Enrollments.
- D.** Set Record Types for Course Connections.

**Answer:** D

Explanation:

The first thing that the consultant should do when enabling Course Connections for the first time in EDA is to set record types for Course Connections. Record types allow the consultant to define different types of course connections, such as instructor, student, or teaching assistant. Record types also determine the page layout and picklist values for each type of course connection. Running Course Connections Backfill, setting up Course Offering Schedule, and disabling Course Enrollments are not the first steps to enable Course Connections in EDA. References:

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

[https://help.salesforce.com/s/articleView?id=sf.customize\\_recordtype.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm & type=5)

**NO.2** The Advancement department wants to extend its Salesforce environment to support event management, including registration pages, ticketing, and agenda-building functionality. Which solution should the consultant recommend?

- A.** Event Monitoring
- B.** Gift Entry Manager
- C.** Elevate and Giving Pages
- D.** App on the AppExchange

**Answer:** D

**NO.3** 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 front end that created data in Salesforce.

Which solution should the consultant recommend to meet the requirement?

- A.** Email-to-case
- B.** App on the AppExchange
- C.** Process Builder
- D.** Salesforce Files

**Answer:** B

**NO.4** The IT department at a university is evaluating open source solutions for student recruitment. Which consideration should the consultant discuss with the department?

- A.** The code is maintained by Salesforce developers.
- B.** The code is updated via Salesforce Releases.
- C.** The code is directly accessible.

**Answer:** C

Explanation:

The consultant should discuss with the IT department that the code of open source solutions is directly accessible, which means that they can view, modify, and customize it according to their needs. However, this also means that they are responsible for maintaining and updating the code, as well as ensuring its security and compatibility. The code of open source solutions is not maintained by Salesforce developers or updated via Salesforce Releases. References:

<https://trailhead.salesforce.com/en/content/learn/modules/open-source-commons/open-source-basics>

<https://trailhead.salesforce.com/en/content/learn/modules/open-source-commons/open-source-projects>

**NO.5** The Undergraduate Admissions office needs to track new students and their current course of study.

Which Education Data Architecture (EDA) object should the consultant use to meet the requirement?

**A.** Program Enrollment

**B.** Education History

**C.** Contact Role

**Answer:** A

Explanation:

Program Enrollment is an EDA object that tracks the enrollment of a student in a specific program or course of study. It can store information such as the program name, start and end dates, status, and credits earned.

The consultant should use this object to meet the requirement of tracking new students and their current course of study for the Undergraduate Admissions office. References: [Salesforce Education Cloud Academy:

Consultant Fundamentals], [EDA Data Model]

**NO.6** A consultant is considering disabling certain configurations to optimize the data import of a large volume of student records into a university's Salesforce environment with the Education Data. Which configuration should the consultant retain during the data import?

**A.** Workflow rules

**B.** Sharing rules

**C.** Role hierarchy

**Answer:** B

Explanation:

The consultant should retain sharing rules during the data import because they control the access and visibility of records based on criteria such as record ownership, role hierarchy, or field values. Disabling sharing rules may cause data security or privacy issues. Workflow rules and role hierarchy are configurations that can be disabled during the data import to improve performance and avoid errors or conflicts. References:

[https://help.salesforce.com/s/articleView?id=sf.data\\_loader\\_disable\\_triggers\\_workflow.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_loader_disable_triggers_workflow.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.data\\_loader\\_sharing\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_loader_sharing_rules.htm&type=5)

**NO.7** A university has a Study Abroad office that is required to collect student documentation such as visa, passport, vaccinations, and other information. The university is using a spreadsheet to

manage this information, and wants to track it in Salesforce.

Which EDA object should a consultant use to meet this requirement?

- A. Program Plan
- B. Success Team
- C. Attribute
- D. Affiliation

**Answer:** C

Explanation:

Attribute is an EDA object that the consultant should use to meet the requirement of tracking student documentation such as visa, passport, vaccinations, and other information. Attribute is an object that stores additional information about a student or an applicant that is not captured by other EDA objects. Attribute can be used to track various types of information, such as test scores, languages, hobbies, certifications, and documents. Program Plan, Success Team, and Affiliation are not EDA objects that can store student documentation. References:

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

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

**NO.8** Advisors at a university send follow-up emails to each of then assigned students. The advisors want to use Student Success Hubto enable this process.

Which solution should a consultant implement?

- A. Queue Management
- B. Mass Actions
- C. Alerts

**Answer:** B

Explanation:

Mass Actions allow advisors to send follow-up emails to multiple students at once from the Student Success Hub. Queue Managementis a feature that helps advisors prioritize their tasks and appointments, not send emails. Alerts are notifications that appear on the Student Success Hub to inform advisors of important events or actions, not send emails. References:

[https://help.salesforce.com/s/articleView?id=sf.advisor\\_link\\_mass\\_actions.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.advisor_link_mass_actions.htm & type=5)

[https://help.salesforce.com/s/articleView?id=sf.advisor\\_link\\_queue\\_management.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.advisor_link_queue_management.htm & type=5)

[https://help.salesforce.com/s/articleView?id=sf.advisor\\_link\\_alerts.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.advisor_link_alerts.htm & type=5)

**NO.9** A consultant is working with a customer who already uses Salesforce and wants to enable Education Cloud.

The consultant has confirmed that Education Cloud can work in the customer ' s existing environment.

Starting in a sandbox, which location should the consultant visit to enable Education Cloud in the existing environment?

- A. App Launcher
- B. Setting
- C. My Account

**Answer:** B

Explanation:

Enabling Education Cloud in Existing Environment:

To enable Education Cloud in an existing Salesforce environment, the consultant needs to start by configuring the necessary settings within the Salesforce setup.

Steps to Enable Education Cloud:

Access Setup: Log in to the Salesforce org and navigate to Setup.

Search for Education Cloud Settings: In the Quick Find box, type " Education Cloud " and select the relevant settings to enable the features.

Configure Features: Enable and configure the desired Education Cloud features such as Student Success Hub, Admissions Connect, and more.

Testing in Sandbox: Initially, perform these steps in a sandbox environment to ensure everything works correctly before deploying to production.

Verification:

Ensure all necessary Education Cloud components are enabled and configured correctly.

Conduct thorough testing in the sandbox to validate functionality.

References:

Salesforce Help: Enable Education Cloud

**NO.10** A college is interested in best practice and tips on Salesforce data governance.

Which resource should the consultant recommend?

- A. IdeaExchange
- B. Trailblazer Community
- C. Partner Community
- D. AppExchange

**Answer:** B

Explanation:

The Trailblazer Community is a resource that the consultant can recommend for best practices and tips on Salesforce data governance. The Trailblazer Community is an online platform where customers can connect with other Salesforce users, experts, and partners, and share their knowledge and experience. The Trailblazer Community also provides access to groups, events, blogs, webinars, and resources related to various topics, including data governance. The IdeaExchange, the Partner Community, and the AppExchange are not resources that provide best practices and tips on Salesforce data governance. References:

<https://trailblazer.salesforce.com/>

[https://trailhead.salesforce.com/en/content/learn/modules/trailblazer\\_community\\_basics](https://trailhead.salesforce.com/en/content/learn/modules/trailblazer_community_basics)

**NO.11** A university plans to use a sandbox for staff training. Since sandbox environments contain personal information, the university needs a solution that will keep sensitive information anonymous

What should the consultant recommend to ensure that student information remains private?

- A. Salesforce Data Mask
- B. Formula Fields
- C. Event Monitoring
- D. Salesforce Shield

**Answer:** A

Explanation:

Salesforce Data Mask is a solution that the consultant can recommend to ensure that student

information remains private in a sandbox environment. Salesforce Data Mask allows the consultant to anonymize or delete sensitive data in a sandbox, such as names, emails, phone numbers, and addresses. Salesforce Data Mask also preserves the data relationships and functionality, so the sandbox can still be used for staff training. Formula Fields, Event Monitoring, and Salesforce Shield are not solutions that can keep sensitive information anonymous in a sandbox. References:

[https://help.salesforce.com/s/articleView?id=sf.data\\_mask.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.data_mask.htm&type=5)

<https://www.salesforce.com/products/platform/features/data-mask/>

**NO.12** A university is interested in the Student Success Hub Tableau Accelerator. Which object should the consultant ensure there is data?

- A. Availability Topic
- B. Appointment attendee
- C. Behavior Incident

**Answer:** B

Explanation:

The consultant should ensure that there is data in the Appointment attendee object for the Student Success Hub Tableau Accelerator, because it tracks the attendance and outcomes of appointments between students and advisors. The Availability Topic object defines the topics that advisors can offer appointments for, but it does not track appointment data. The Behavior Incident object tracks the incidents and interventions related to student behavior, not appointments. References:

[https://help.salesforce.com/s/articleView?id=sf.ssh\\_tableau\\_accelerator.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.ssh_tableau_accelerator.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.ssh\\_appointment\\_attendee.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.ssh_appointment_attendee.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.ssh\\_availability\\_topic.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.ssh_availability_topic.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.ssh\\_behavior\\_incident.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.ssh_behavior_incident.htm&type=5)

**NO.13** A university 's IT department and its consultant are integrating data from the Student Information System (SIS) to the Education Data Architecture (EDA). Advisors need to see a student 's primary course of study.

Which object in EDA indicate a student 's major?

- A. Education History
- B. Relationship
- C. Program Plan Requirement
- D. Program Enrollment

**Answer:** D

Explanation:

Program Enrollment is an object in EDA that indicates a student's primary course of study or major. Program Enrollment is an object that represents a junction between a Contact and a Program Plan. Program Enrollment can be used to track various information about a student's course of study, such as status, start date, end date, or level. The consultant can create a Program Enrollment record for each student and associate it with their primary course of study or major. Education History, Relationship, and Program Plan Requirement are not objects in EDA that indicate a student's primary course of study or major. References:

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

<https://powerofus.force.com/s/article/EDA-Program-Enrollments-Create>

**NO.14** The Dean of the Business school has a dashboard that displays the application yield by program, geographic distribution of applicants, and recruitment pipeline. The Dean wants the same reports for program directors.

Sharing settings have been configured so program directors can only see recruitment and application information for their own program.

How can the consultant meet the business requirement?

- A.** Check the Let Dashboard Viewers Choose Whom They View the Dashboard As on the Dean ' s dashboard.
- B.** Set View Dashboard As to the Dean and share it with program directors.
- C.** Add a dashboard filter to the Dean ' s dashboard and save it to All Folders.
- D.** Set View Dashboard As to the dashboard viewer and share it with program directors.

**Answer:** D

Explanation:

The consultant can meet the business requirement by setting View Dashboard As to the dashboard viewer and sharing it with program directors. This will allow the program directors to see the same reports as the Dean, but filtered by their own program, based on the sharing settings. Checking the Let Dashboard Viewers Choose Whom They View the Dashboard As on the Dean's dashboard, setting View Dashboard As to the Dean and sharing it with program directors, and adding a dashboard filter to the Dean's dashboard and saving it to All Folders are not options that can meet the business requirement. References:

[https://help.salesforce.com/s/articleView?id=sf.dashboards\\_running\\_user.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.dashboards_running_user.htm & type=5)

[https://help.salesforce.com/s/articleView?id=sf.dashboards\\_dynamic\\_filters.htm & type=5](https://help.salesforce.com/s/articleView?id=sf.dashboards_dynamic_filters.htm & type=5)

**NO.15** The Recruitment and Admissions office wants to use Salesforce to track prospective students, recruitment events, student applications, digital engagement, and interactions with prospects on their mobile devices.

Prospective students communicate via SMS

on their mobile devices, social media, and email.

Which solution should the consultant recommend?

- A.** Salesforce Maps
- B.** Einstein Bots
- C.** Activity timeline

**Answer:** B

Explanation:

Einstein Bots are chatbots that can automate conversations with prospective students on various channels, such as SMS, social media, and email. They can provide information, answer questions, collect data, and hand off the conversation to a human agent if needed. Einstein Bots can help the Recruitment and Admissions office to track digital engagement and interactions with prospects on their mobile devices, and improve the student experience<sup>12</sup>. Salesforce Maps is a location intelligence solution that helps sales and service teams optimize their territories, routes, and schedules<sup>3</sup>. Activity timeline is a feature that displays a chronological list of activities related to a record, such as calls, emails, meetings, and tasks<sup>4</sup>. Neither of these solutions are directly relevant to the scenario described in the question.

**NO.16** A university ' s IT department is setting up an integration between the student information

system (SIS) and the Education Data Architecture (EDA). The SISintegration will send students ' academic major, status, and dates.

Which Salesforce object should this be mapped to?

- A. Course Connection
- B. Education History
- C. A Program Enrollment

**Answer:** C

Explanation:

A Program Enrollment object in EDA is used to track a student's registration in an academic program or course of study, including information such as registration dates, status, credits earned, and GPA<sup>1</sup>. A Course Connection object is used to track a student's enrollment in a specific course offering, including information such as role, grade, and attendance<sup>2</sup>. An Education History object is used to track a student's previous education records, such as schools attended, degrees earned, and test scores<sup>3</sup>. References:

- 1: Education Data Architecture Documentation - Salesforce<sup>1</sup>
- 2: EDA Object Reference - Salesforce<sup>4</sup>
- 3: EDA Object Reference - Salesforce<sup>4</sup>

**NO.17** A consultant needs to migrate international students ' contact and address information to a Salesforce Education Data Architecture (EDA) environment with the State and Country Picklist feature enabled.

What should the consultant confirm before migrating the data?

- A. Contact Multi-Addresses Enabled is checked.
- B. All state and country values are ISO-3166 values.
- C. Every contact has a state and country value.

**Answer:** B

Explanation:

The State and Country Picklist feature in Salesforce allows users to select states and countries from predefined, standardized lists, instead of entering them manually into text fields<sup>2</sup>. These picklists are based on ISO-3166 standard values, which are internationally recognized codes for identifying countries and their subdivisions. Therefore, before migrating the data, the consultant should confirm that all state and country values in the source data are ISO-3166 values, otherwise they will not match the picklist values in the target environment.

Contact Multi-Addresses Enabled is a setting in EDA that allows users to store multiple addresses for a contact, such as home, work, or mailing address. This setting does not affect the migration of state and country values, as long as they are ISO-3166 values. Every contact having a state and country value is not a requirement for the migration either, as these fields are not mandatory in EDA.

References:

- 2: Configure State and Country Picklists - Salesforce<sup>3</sup>
- 3: ISO 3166 - Wikipedia
- 4: Enable Contact Multi-Addresses - Salesforce

**NO.18** A university is interested in the Student Success Hub Tableau Accelerator. Which object should the consultant recommend to ensure there is data?

- A. Behavior Incident

**B.** Appointment Attendee

**C.** Availability Topic

**Answer:** B

Explanation:

The Appointment Attendee object in Student Success Hub is used to track the students and support staff who attend an appointment<sup>1</sup>. The Student Success Hub Tableau Accelerator uses data from this object, along with other objects such as Alert, Appointment, Case, Contact, Course Connection, Course Offering, Program Enrollment, Term, and User, to create visualizations of student and support staff data<sup>2</sup>. The Behavior Incident object is not part of Student Success Hub or the Tableau Accelerator. The Availability Topic object is used to categorize the availability of support staff for appointments<sup>1</sup>, but it is not used by the Tableau Accelerator. References:

1: EDA Object Reference- Salesforce<sup>3</sup>

2: Analyze Student Success Data with the Tableau Accelerator - Salesforce<sup>4</sup>

**NO.19** A university wants to track the Biology 101 class for next semester. The class will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A. and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility.

Which object in Education Data Architecture (EDA) should a consultant use to meet this requirement?

**A.** Course Offering Schedule

**B.** Time Block

**C.** Program Enrollment

**Answer:** A

Explanation:

The consultant should use the Course Offering Schedule object in EDA to meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university. The Course Offering Schedule object is an object in EDA that allows users to store information about when and where a course offering is held, such as day of week, start time, end time, or location. The Course Offering Schedule object can help the consultant meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university by creating two Course Offering Schedule records for the Biology 101 course offering, one for the lecture sessions and one for the lab sessions, and specifying the day of week, start time, end time, and location for each record. Time Block, Program Enrollment, or Course Connection are not objects in EDA that the consultant should use to meet the requirement of tracking the Biology 101 class for next semester that will be held on Tuesdays and Thursdays from 3:00-4:00 PM in Lecture Hall A and on Wednesdays and Fridays from 1:00-2:30 PM in the adjacent lab facility for the university. References:

<https://powerofus.force.com/s/article/EDA-Course-Offering-Schedules>

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

**NO.20** A university completed its first implementation of Salesforce. The university wants to deliver additional functionality in smaller units through an iterative process. New functions will be enhanced and refined based on feedback.

Which approach should the consultant recommend?

- A. Agile
- B. Work Breakdown Structure
- C. Waterfall

**Answer:** A

Explanation:

The consultant should recommend Agile as an approach to deliver additional functionality in smaller units through an iterative process for the university that completed its first implementation of Salesforce. Agile is a project management methodology that focuses on delivering value to customers in short and frequent iterations, incorporating feedback and changes along the way. Agile can help the university deliver additional functionality in smaller units through an iterative process by using features such as user stories, sprints, or scrum meetings. Work Breakdown Structure and Waterfall are not approaches that can deliver additional functionality in smaller units through an iterative process for the university that completed its first implementation of Salesforce. References:

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

[https://www.salesforce.org/wp-content/uploads/2019/03/Education\\_Cloud\\_COE\\_Guide.pdf](https://www.salesforce.org/wp-content/uploads/2019/03/Education_Cloud_COE_Guide.pdf)

**NO.21** An elementary school plans to implement the K-12 Architecture Kit in a new org. The school wants to be able to send SMS messages to parents.

Which solution should the consultant recommend to meet the requirement?

- A. Marketing Cloud
- B. App on the AppExchange
- C. Education Data Architecture

**Answer:** B

Explanation:

The K-12 Architecture Kit does not have a native feature to send SMS messages to parents. However, there are several apps on the AppExchange that can provide this functionality, such as Mogli SMS1, SMS Magic, or Twilio for Salesforce. These apps can integrate with Salesforce and allow users to send and receive SMS messages from within the platform. The consultant should recommend the school to explore the available apps on the AppExchange and choose the one that best suits their needs and budget.

Marketing Cloud is a Salesforce solution that provides digital marketing tools, such as email, mobile, social, and web. Marketing Cloud can also send SMS messages to contacts, but it is a more complex and expensive solution than an app on the AppExchange. Marketing Cloud may not be necessary for the school's requirement of sending simple SMS messages to parents. Education Data Architecture (EDA) is a Salesforce solution that provides a flexible data architecture for educational institutions. EDA does not have a native feature to send SMS messages either.

References:

1: 7 obstacles & text messaging solutions for K-12 school ... - Mogli1

2: SMS-Magic Converse Text Messaging - AppExchange

3: Twilio for Salesforce - AppExchange

4: Marketing Cloud Overview - Salesforce

5: Education Data Architecture Overview - Salesforce

**NO.22** A university is implementing Advisor Link and needs to test the integration with its Student

Information System (SIS), and provide training space for advisors. The university needs access to some of the data from the production org for the advisor training.

Which two types of sandboxes meet this use case?

Choose 2 answers

- A. Developer Sandbox
- B. Developer Pro Sandbox
- C. Full Sandbox
- D. Partial Sandbox

**Answer:** C D

Explanation:

Full Sandbox and Partial Sandbox are two types of sandboxes that meet this usecase for the university that is implementing Advisor Link and needs to test the integration with its SIS, and provide training space for advisors. A sandbox is a copy of a production environment that allows users to develop, test, or train without affecting live data or operations. A Full Sandbox is a type of sandbox that copies all data and metadata from the production environment. A Partial Sandbox is a type of sandbox that copies all metadata and a sample of data from the production environment based on unspecified criteria. The university can use a Full Sandbox or a Partial Sandbox to test the integration with its SIS, and provide training space for advisors with access to some of the data from the production org. Developer Sandbox and Developer Pro Sandbox are not types of sandboxes that meet this use case for the university that is implementing Advisor Link and needs to test the integration with its SIS, and provide training space for advisors. References:

[https://help.salesforce.com/s/articleView?id=sf.data\\_sandbox.htm](https://help.salesforce.com/s/articleView?id=sf.data_sandbox.htm) & type=5

<https://www.salesforce.org/products/advisor-link/overview/>