

# Salesforce Education Cloud Consultant

1. A consultant is working with a customer who already uses Salesforce and wants to install the Education Data Architecture (EDA). The consultant has confirmed that EDA can work in the customer's existing environment.

Which location should the consultant visit to install EDA in the existing environment?

A. Trailhead

B. Partner Community

C. Salesforce AppExchange

**Answer(s): C**

---

2. A university's Study Abroad office is 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 of which metrics to use to determine whether the implementation project is successful.

Which metric should the consultant recommend?

A. Number of student phone inquiries

B. Percentage of staff logins each month

C. Volume of emails to the office

**Answer(s): B**

---

3. A university has hired a consultant to help it plan the campus's enterprise roadmap for Salesforce. The CIO wants to use a single Salesforce org across the university and is interested in learning more about the Education Data Architecture (EDA). The university has two existing Salesforce orgs, one uses Person Accounts, and the other org uses a custom data architecture. What should the consultant do first to assess the situation?

A. Submit a Salesforce Support case to merge orgs.

B. Install EDA into one of the production environments.

C. Document solution requirements from the groups involved.

D. Create a new Salesforce org using EDA as the foundation.

**Answer(s): C**

---

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

When are Salesforce.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 Salesforce.com releases

**Answer(s): A**

---

5. 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

**Answer(s): C**

---

6. A college wants to extend its existing Education Data Architecture org to support the Advancement department's fundraising needs.

What should the consultant recommend to meet the requirement?

A. Gift Entry Manager

B. Nonprofit Success Pack

C. Giving Pages

D. Elevate

**Answer(s): B**

---

7. A customer wants to learn more about Salesforce.org solutions built by the community. What are two resources a consultant can recommend?

Choose 2 answers.

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

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

C. Product Documentation: Get Started with Open Source Commons

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

**Answer(s): B D**

---

8. A consultant needs to migrate information from a university's legacy system and reference the corresponding Education Data Architecture (EDA) objects and fields in Salesforce.

What should the consultant reference to complete this task?

A. EDA Data Dictionary

B. Lightning Connect

C. Data Loader

D. EDA Settings

**Answer(s): A**

---

**9.** Recruitment Staff want to use their university login when accessing Salesforce.  
Which identity management feature should the consultant use?

A. Named Credentials

B. Two-factor Authentication

C. Social Sign-On

D. Single Sign-On

**Answer(s): D**

---

**10.** Student Services is preparing to migrate student Incident and Incident Resolution data from its old system to a Salesforce.org that uses the Education Data Architecture (EDA).  
Which objects should the consultant use?

A. Attribute

B. Case

C. Case Comment

**Answer(s): B**

---

**11.** 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(s): B**

---

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

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(s): B D**

---

**13.** The director of advising wants to better understand why students are meeting with their advisors.

Which Advisor Link Feature should the consultant include in a report?

A. Success Plan Type

B. Alert Reason

C. Appointment Topic

D. Case Status

**Answer(s): C**

---

**14.** The new director of Admissions plans to use Salesforce for its recruitment and admissions process. The director wants to increase the school's ranking and application yield by 15%. The President's Office and dean are supportive and ready to launch the project. What should the consultant confirm?

A. The director has end-user support for the project.

B. The director has leadership support for the project.

C. The project has a specific vision.

D. The project has a measurable goal.

**Answer(s): A**

---

**15.** 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(s): D**

---

**16.** 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 student meetings, 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

**Answer(s): C**

---

**17.** The Advancements Office wants Salesforce to automatically create a supporters' score based on their donation amount, giving capacity, giving history, and relationship type to the university. Which Salesforce solution should the consultant recommend?

A. Tableau CRM

B. Nonprofit Success Pack

C. Einstein Prediction Builder

D. Insights Platform Data Integrity

**Answer(s): C**

---

**18.** A college wants to create a resource for its Center of Excellence (CoE) where users can vote on suggestions and .....

What should a consultant create to meet the requirement?

A. Public Group

B. Success Team

C. Chatter group

D. Queue

**Answer(s): C**

---

**19.** A university's IT department uses a version control-based process for its system development and enhancement. The department wants to test the new features the consultant has configured in a dedicated, short term Salesforce environment.

What should the consultant use to meet the requirement?

A. Scratch org

B. Developer Edition org

C. Full sandbox

D. Partial Copy sandbox

**Answer(s):** A

---

**20.** A help desk at a large university wants to track and measure average resolution times and escalations associated with student requests for password resets.

Which solution should a consultant recommend?

A. Salesforce Identity

B. Digital Engagement

C. Einstein Next Best Action

D. Service Cloud

**Answer(s):** D

---