

# **Salesforce**

## **EDUCATION-CLOUD-CONSULTANT Exam**

**Salesforce Certified Education Cloud Consultant Exam**  
**Questions & Answers**  
**Demo**

# Version: 10.0

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## Question: 1

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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 two locations can the consultant visit to install EDA in the existing environment?

Choose 2 answers.

- A. Salesforce.org website
- B. EDA repository in GitHub
- C. Partner Community
- D. Salesforce AppExchange

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**Answer: A, D**

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Explanation:

The Salesforce.org website and the Salesforce AppExchange are the two locations where the consultant can visit to install EDA in the existing environment. The Salesforce.org website provides a link to the EDA installer package, which can be used to install EDA in any org. The Salesforce AppExchange also has a listing for EDA, which allows the consultant to install EDA from there. The EDA repository in GitHub is not a location to install EDA, but rather a place to view the source code and contribute to the development of EDA. The Partner Community is not a location to install EDA, but rather a place to access resources and support for partners. Reference:

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

<https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000EcsyDUAR>

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## Question: 2

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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

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**Answer: B, C**

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Explanation:

The volume of emails to the office and the time saved when creating business reports are two metrics that the consultant can recommend to measure the success of the implementation project. These metrics can indicate how well Salesforce has streamlined the internal processes of the Study Abroad office, by reducing the need for manual communication and data entry, and by providing automated and accurate reports. The percentage of staff logins each month and the number of student phone inquiries are not good metrics to measure the success of the implementation project, because they do not reflect how well Salesforce has improved the efficiency and effectiveness of the office. Reference:

<https://trailhead.salesforce.com/en/content/learn/modules/education-cloud-basics/education-cloud-basics-key-considerations>

<https://trailhead.salesforce.com/en/content/learn/modules/education-cloud-basics/education-cloud-basics-measure-success>

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**Question: 3**

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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.

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**Answer: C**

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Explanation:

The first thing that the consultant should do to assess the situation is to document solution requirements from the groups involved. This will help the consultant understand the current state, pain points, goals, and needs of each group that uses or will use Salesforce, and how they relate to each other. This will also help the consultant determine whether EDA is a suitable solution for all groups, or whether some customization or integration is needed. Submitting a Salesforce Support case to merge orgs, installing EDA into one of the production environments, and creating a new Salesforce org using EDA as the foundation are not good first steps, because they do not involve gathering requirements from the stakeholders, and they may cause data loss or disruption.

Reference:

<https://trailhead.salesforce.com/en/content/learn/modules/education-cloud-basics/education-cloud-basics-discovery>

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

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**Question: 4**

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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

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**Answer: A**

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Explanation:

Salesforce.org releases are approximately two weeks after Salesforce.com releases. This means that Salesforce.org customers can benefit from both platform enhancements and industry-specific solutions in a timely manner. The other options are incorrect because they do not reflect the actual release cadence of Salesforce.org. Reference:

<https://powerofus.force.com/s/article/SFDO-Release-Schedule>

<https://www.salesforce.org/blog/salesforce-org-release-schedule/>

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### **Question: 5**

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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

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**Answer: C**

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Explanation:

Advising Pools is a feature that allows students to schedule appointments with any available advisor directly from a portal. Advising Pools enables advisors to set their availability and preferences, and students to see which advisors match their needs and book appointments accordingly. Email to Case, Success Teams, and Early Alerts are not features that allow students to schedule appointments with advisors from a portal. Reference:

[https://help.salesforce.com/s/articleView?id=sf.eda\\_advising\\_pools.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.eda_advising_pools.htm&type=5)

<https://www.salesforce.org/blog/advising-pools-for-higher-ed/>