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Question: 1

What steps does the Salesforce Administrator have to take to create a new Business Milestone Type?

- A. In the Object Manager go to the Business Milestone object and create a new field using the name of the new milestone.
- B. Find Person Life Event using the Object Manager and add a new picklist value on the Milestone Type Field.
- C. Find Business Milestone using the Object Manager and add a new picklist value on the Milestone Type Field
- D. In the Lightning Page Editor add the new Milestone Type to the Life Events & Business Milestones Lightning component

Answer: C

Explanation:

To create a new Business Milestone Type, you need to add a new picklist value on the Milestone Type field of the Business Milestone object. This field is used to categorize the different types of business milestones that can be tracked for a client. Verified Reference: : Salesforce Financial Services Cloud Implementation Guide, page 57.

Question: 2

Where should a Salesforce Administrator go to add custom icons to the Life Events and Business Milestones?

- A. Lightning Page Layout > Life Events and Business Milestones Lightning Component > Page Icon Properties
- B. Setup > Custom Code > Static Resources
- C. Setup > User Interface > icons > Life Events and Business Milestones
- D. Setup > Financial Services > Icons > Life Events and Business Milestones

Answer: B

Explanation:

To add custom icons to the Life Events and Business Milestones, you need to upload them as static

resources in Setup > Custom Code > Static Resources. You also need to update the Icon Name field on the Life Event and Business Milestone objects to match the name of the static resource. Verified Reference: : Salesforce Financial Services Cloud Implementation Guide, page 58.

Question: 3

What actions can a Wealth Advisor take from the Life Events card?

- A. Create Case
- B. Create Lead & Referral
- C. Open an Account
- D. Request Record Approval
- E. Create Opportunity

Answer: BDE

Explanation:

From the Life Events card, a Wealth Advisor can take the following actions:

Create Lead & Referral: This action creates a lead record for a new prospect or a referral record for an existing client based on the life event information.

Request Record Approval: This action initiates an approval process for the life event record to ensure compliance and quality standards.

Create Opportunity: This action creates an opportunity record to track the potential revenue from the life event.

Verified Reference: : Salesforce Financial Services Cloud User Guide, page 30. : Salesforce Financial Services Cloud User Guide, page 31. : Salesforce Financial Services Cloud User Guide, page 32.

Question: 4

Planter Farm Credit Union provides loan and insurance products to farmers who operate individually as well as in collaboration with other neighboring farms & farmers. The collaboration can be seasonal or for a limited timeframe. What construct in Financial Services Cloud is most appropriate to represent such collaborative customer business operations?

- A. Contact-Contact Relationship
- B. Custom Relationship Group
- C. Account with Record Type = Business
- D. Standard Household

Answer: B

Explanation:

A Custom Relationship Group is a construct in Financial Services Cloud that allows you to model complex and dynamic relationships between clients and accounts. You can use it to represent collaborative customer business operations that are not captured by standard household or account structures. Verified Reference: : Salesforce Financial Services Cloud Implementation Guide, page 67.

Question: 5

What should a Financial Advisor use to model the relationship between a business contact and a client that is modeled as a person account?

- A. Account-Account Relationship
- B. Contact-Contact Relationship and the Reciprocal Role
- C. Reciprocal Role
- D. Account-Contact Relationship and the Reciprocal Role

Answer: B

Explanation:

A Contact-Contact Relationship is a construct in Financial Services Cloud that allows you to model the relationship between two contacts, such as a business contact and a client that is modeled as a person account. The Reciprocal Role is a field on the Contact-Contact Relationship object that defines how each contact relates to the other.

Verified Reference: : Salesforce Financial Services Cloud Implementation Guide, page 64.

Question: 6

Which three of these statements are true for Rollup By Lookup (RBL) in Financial Services Cloud?

- A. An RBL (Rollup By Lookup) rule displays summary calculations of financial account information, such as account balances.
- B. Person Accounts need to be enabled in order to use the Rollup by Lookup functionality.
- C. The Rollup By Lookup (RBL) configuration updates the corresponding RBL summaries at the diem and group levels
- D. Salesforce does not recommend or provide support for creation or customization of Financial Services Cloud RBL rules
- E. RBL rules do not require a lot of processing power.

Answer: A, C, D

Explanation:

The following statements are true for Rollup By Lookup (RBL) in Financial Services Cloud:

An RBL (Rollup By Lookup) rule displays summary calculations of financial account information, such as account balances. You can use RBL rules to aggregate financial account data across different levels of client relationships.

The Rollup By Lookup (RBL) configuration updates the corresponding RBL summaries at the diem and group levels. You can use RBL configuration to define which fields are rolled up and how they are calculated for each diem and group type.

Salesforce does not recommend or provide support for creation or customization of Financial Services Cloud RBL rules. RBL rules are complex and require extensive testing and validation. If you need to create or customize RBL rules, you should contact a certified Salesforce partner or consultant. Verified Reference: : Salesforce Financial Services Cloud Implementation Guide, page 75. : Salesforce Financial Services Cloud Implementation Guide, page 76. : Salesforce Financial Services Cloud Implementation Guide, page 77.

Question: 7

Which of the following objects do support Group-Level Rollups?

- A. Tasks
- B. Alerts
- C. Financial Accounts
- D. Action Plans
- E. Opportunities

Answer: CDE

Explanation:

The following objects do support Group-Level Rollups:

Financial Accounts: You can use Group-Level Rollups to display the total balance, total market value, and total cost basis of all the financial accounts that belong to a group.

Action Plans: You can use Group-Level Rollups to display the number of action plans, the number of completed action plans, and the completion percentage of all the action plans that are associated with a group.

Opportunities: You can use Group-Level Rollups to display the total amount, expected revenue, and weighted amount of all the opportunities that are related to a group. Verified Reference: : Salesforce Financial Services Cloud Implementation Guide, page 80. : Salesforce Financial Services Cloud Implementation Guide, page 81. : Salesforce Financial Services Cloud Implementation Guide, page 82.

Question: 8

Which 3 options does the Financial Services Cloud application offer to view and update Account-Account, Account-Contact, and Contact-Contact Relationships?

- A. Actionable Relationship Center
- B. Family Members Component
- C. Relationship Map
- D. Group Members Component
- E. Life Events Component

Answer: A, C, D

Explanation:

The following options are available to view and update Account-Account, Account-Contact, and Contact-Contact Relationships in Financial Services Cloud:

Actionable Relationship Center: This is a Lightning component that displays a list of all the relationships for a client or a group. You can use it to view, create, edit, and delete relationships. Relationship Map: This is a Lightning component that displays a graphical representation of all the relationships for a client or a group. You can use it to visualize and navigate the relationship network.

Group Members Component: This is a Lightning component that displays a list of all the members of a group. You can use it to view, add, and remove group members. Verified Reference: : Salesforce Financial Services Cloud User Guide, page 34. : Salesforce Financial Services Cloud User Guide, page 36. : Salesforce Financial Services Cloud User Guide, page 38.

Question: 9

Which two statements are true about Group Membership in Financial Services Cloud?

- A. Group Membership defines the role of the member within the Group.
- B. With Group Membership settings you can define if a Group is the member's primary Group.
- C. With Group Membership settings you can define who is the primary and who is the secondary member within the Group.
- D. Group Membership is modeled using the Account-Group Relationship object.

Answer: A, B

Explanation:

Group Membership is a construct in Financial Services Cloud that allows you to define the relationship between a group and its members. You can use Group Membership to specify the following information:
The role of the member within the group, such as Owner, Beneficiary, Trustee, etc.

Whether the group is the primary group for the member, which affects how financial data is rolled up and displayed. Verified Reference: : Salesforce Financial Services Cloud User Guide, page 38.

Question: 10

Lake Tahoe Bank has duplicate client records in their current CRM system because they come from a different systems of record. Any changes made in Salesforce should be updated in the source system. What can a Salesforce Administrator do to help bankers get a consolidated view of the individual in the Financial Services Cloud?

- A. Leverage Financial Services Cloud Relationship Groups to link duplicate client records and create a consolidated view.
- B. Implement deduplication rules in Salesforce and let the integration handle the updates to the source system.
- C. Create a custom Person Account hierarchy to link duplicate client records.
- D. Create custom components to provide a single view of the client.
- E. Link individuals using related contacts to link duplicate client records

Answer: A

Explanation:

A Relationship Group is a construct in Financial Services Cloud that allows you to model complex and dynamic relationships between clients and accounts. You can use Relationship Groups to link duplicate client records and create a consolidated view of their financial data, activities, and interactions. You can also use Relationship Groups to sync data between Salesforce and the source

system using external IDs and integration tools. Verified Reference: : Salesforce Financial Services Cloud Implementation Guide, page 67.

Question: 11

Lake Tahoe Bank's financial advisors are complaining that they can't see an accurate summary of their clients financial data as clients often change households. How can an Admin set up Financial Services Cloud to provide financial advisors with an accurate summary of their client's financial data?

- A. Create a roll-up field on the Opportunity object to track client's Financial Account balance and display the summary amount on the Person Account object.
- B. Set clients financial data to be rolled up using Financial Services Cloud Primary Group.
- C. Create a custom object to track client's financial data
- D. Use Process Builder to create a workflow to summarize data at the Person Account level.

Answer: B

Explanation:

A Primary Group is a construct in Financial Services Cloud that allows you to define the main group for a client. You can use Primary Group to roll up financial data from all the financial accounts that are related to the client or the group. This way, you can get an accurate summary of the client's financial data regardless of how often they change households. Verified Reference: : Salesforce Financial Services Cloud Implementation Guide, page 69.

Question: 12

Lake Tahoe Bank allows more than two owners on Financial Accounts. The Salesforce Admin wants to make sure that balances are rolled up to all joint owner's primary Households. Which 2 options does the Salesforce Admin have to accomplish this?

- A. Enable all RBL (Rollup By Lookup) rules to ensure the balances are rolled up to the household level.
- B. Enable the 'Enable Rollup Summary' in custom settings
- C. Create custom RBL (Rollup By Lookup) rules to rollup the joint owner balances.
- D. Disable RBL (Rollup By Lookup) rules that rollup balances using joint owner on Financial Account.
- E. Enable RBL (Rollup By Lookup) rules that rollup balances using Financial Account Role for joint owners.

Answer: C, E

Explanation:

Rollup By Lookup (RBL) is a feature in Financial Services Cloud that allows you to display summary calculations of financial account information, such as balances, market values, and cost bases. You can use RBL to roll up financial data to all joint owners' primary households by doing the following: Create custom RBL rules to rollup the joint owner balances using the Joint Owner field on the Financial Account object.

Enable RBL rules that rollup balances using Financial Account Role for joint owners using the Account

Role field on the Account Contact Relationship object. Verified Reference: : Salesforce Financial Services Cloud Implementation Guide, page 75.

Question: 13

To access Financial Services Cloud Lightning Components "My Domain" must be enabled. How does the System Admin accomplish this?

- A. Register a subdomain using the My Domain wizard and then deploy it
- B. Open a case with Salesforce Support
- C. Enable Communities
- D. Go to Custom Settings and edit the Industries Settings

Answer: A

Explanation:

My Domain is a feature in Salesforce that allows you to create a subdomain for your org. You need to enable My Domain to access Financial Services Cloud Lightning Components, such as Actionable Relationship Center, Relationship Map, Life Events & Business Milestones, etc. To enable My Domain, you need to do the following:

Register a subdomain using the My Domain wizard in Setup > My Domain.

Deploy it to your users after testing it in your sandbox or developer org. Verified Reference: : Salesforce Help Article [7]

Question: 14

Lake Tahoe Bank has branch offices in many countries around the world and they are planning to roll out

Financial Services Cloud. Which of the 2 considerations does the Salesforce Admin have to keep in mind when it comes to dealing with multiple currencies?

- A. For each user, the user currency must correspond to the default currency for the user's locale
- B. The Salesforce Admin can enable or disable multiple currencies if needed
- C. When filtering by currency values in reports or list views, users must specify a currency ISO code, such as USO or GBP. before the value.
- D. When multicurrency is enabled in FSC, advanced currency management is also available

Answer: C, D

Explanation:

Multicurrency is a feature in Salesforce that allows you to work with multiple currencies in your org.

If you enable multicurrency in FSC, you need to consider the following:

When filtering by currency values in reports or list views, users must specify a currency ISO code, such as USD or GBP, before the value. For example, USD500 or GBP300.

When multicurrency is enabled in FSC, advanced currency management is also available. This feature allows you to track historical exchange rates and apply them to opportunities and forecasts.

Question: 15

Lake Tahoe Bank has been using Sales Cloud to support the business to consumer (B2C) activities. The VP of IT wants a better and more flexible data model that can support his B2C Banking use cases. He is considering upgrading to Financial Services Cloud, using Person Accounts. Which 2 of these statements are true for the Financial Services Cloud Person Account Data Model?

- A. Person Accounts can be merged with Business Accounts in Financial Services Cloud
- B. To share a Person Account record the admin will need to create sharing rules Account and Contact objects
- C. The Person Account record type can be used when a client is an agent for a broker firm that is doing business with the Financial Institution.
- D. The Person Account is a virtual object displaying data from Accounts and Contacts objects. It represents all aspects of the person and includes D data such date of birth or tax ID number.
- E. The Person Account model uses the standard Account object to hold all of the details about a person The Account object has been extended " with custom fields and a Person Account Record Type

Answer: D, E

Explanation:

The following statements are true for the Financial Services Cloud Person Account Data Model:

The Person Account is a virtual object displaying data from Accounts and Contacts objects. It represents all aspects of the person and includes data such as date of birth or tax ID number. You can use Person Accounts to store information about individual people by combining certain Account and Contact fields into a single record.

The Person Account model uses the standard Account object to hold all of the details about a person. The Account object has been extended with custom fields and a Person Account Record Type. You can use Person Accounts to simplify your data model and reduce the number of records you need to manage.

Question: 16

The Salesforce Admin at Lake Tahoe Bank considering implementing Financial Services Cloud. What is the best way for the Admin to access a Financial Services pre-configured org, including data and the right licenses, to learn about the product?

- A. Request a 30-day Financial Services Cloud trial org
- B. Request a Salesforce developer org.
- C. Purchase one license of Financial Services Cloud and install it in a production org.
- D. Spin up a Salesforce sandbox org.

Answer: A

Explanation:

The best way for the Admin to access a Financial Services Cloud pre-configured org, including data and the right licenses, to learn about the product is to request a 30-day Financial Services Cloud trial org. You can sign up for the 30-day trial using this form [4](#). You get preconfigured and preloaded

sample data so you can start playing around in your new org right away. Once you're done testing it out, you can transition your trial org to a production org with the help of your account executive or solution engineer. Verified Reference: : Trailhead Module [5](#)

Question: 17

Lake Tahoe Bank, an existing Salesforce customer, is planning to implement Financial Services Cloud. Their Salesforce Admin is considering whether to use a new Salesforce org or upgrade the existing org. Which three of the considerations below indicate that a new Salesforce org is the better choice?

- A. The bank wants to use this project as an opportunity to retire customization
- B. The current implementation is using a product-centric view and the bank wants to move to a customer-centric view.
- C. Data migration is a big concern The current org has a large amount of data and the Bank wants to minimize data migration efforts.
- D. The bank has limited redesign opportunities for business capabilities.
- E. Existing business capabilities and processes can be redesigned to deliver a higher business impact

Answer: ABE

Explanation:

The following considerations indicate that a new Salesforce org is the better choice for implementing Financial Services Cloud:

The bank wants to use this project as an opportunity to retire customization. A new org will allow the bank to start fresh and avoid carrying over unnecessary or outdated customization that may conflict with Financial Services Cloud features or best practices.

The current implementation is using a product-centric view and the bank wants to move to a customer-centric view. A new org will allow the bank to adopt the Financial Services Cloud data model, which is designed to provide a holistic view of the customer and their relationships, goals, financial accounts, activities, and interactions.

Existing business capabilities and processes can be redesigned to deliver a higher business impact. A new org will allow the bank to leverage the Financial Services Cloud capabilities, such as Action Plans, Relationship Groups,

Rollup By Lookup, Service Processes, etc., to optimize their business processes and enhance their customer experience. Verified Reference: : [Salesforce Help Article 6](#)

Question: 18

Lake Tahoe Bank is migrating customer records from the Individual Model to Person Accounts. Which three steps should a Data Architect take to ensure a successful migration?

- A. Ensure Person Accounts is enabled on the org
- B. Configure your Person Account record types in the Individual Record Type Mapper.
- C. Enable 'Individual to Person Account Migration' in Custom Settings.
- D. Use a CSV field to map PersonRecordTypeId to the Person Account RecordTypeId and use Data Loader to update Client Records
- E. Log a case with Salesforce to perform the conversion from the Individual Model to Person Accounts.

Answer: A, B, D

Explanation:

The following steps are required to migrate customer records from the Individual Model to Person Accounts in Financial Services Cloud:

Ensure Person Accounts is enabled on the org. You need to have Person Accounts enabled before you can convert Individual Model records to Person Accounts. You can enable Person Accounts by contacting Salesforce Support or by using the Enable Person Accounts option in Setup > Account Settings.

Configure your Person Account record types in the Individual Record Type Mapper. You need to map your existing Individual Model record types to the corresponding Person Account record types. You can do this by using the Individual Record Type Mapper option in Setup > Financial Services Settings. Use a CSV file to map PersonRecordTypeId to the Person Account RecordTypeId and use Data Loader to update Client Records. You need to update the Client records with the correct PersonRecordTypeId value that matches the Person Account RecordTypeId value. You can do this by using a CSV file and Data Loader to perform a bulk update operation.

Verified Reference: : [Salesforce Help Article 1](#) : [Salesforce Help Article 2](#) : [Salesforce Help Article 3](#)

Question: 19

Which two limitations should a Salesforce Administrator consider before enabling Person Accounts?

- A. Person Accounts can be enabled and disabled only by contacting Salesforce Support
- B. Person Accounts cannot be disabled once they were enabled
- C. Creating a client record via Salesforce Inbox is not supported.
- D. AppExchange packages will not work if Person Accounts are enabled

Answer: B, C

Explanation:

The following limitations should be considered before enabling Person Accounts in Financial Services Cloud: Person Accounts cannot be disabled once they were enabled. Enabling Person Accounts is an irreversible action that affects your data model and user interface. You should carefully evaluate your business needs and test the functionality in a sandbox or developer org before enabling it in production.

Creating a client record via Salesforce Inbox is not supported. Salesforce Inbox is a feature that allows you to access Salesforce data and actions from your email application. However, you cannot use Salesforce Inbox to

create a client record as a Person Account. You can only create a client record as an Individual Model record using Salesforce Inbox. Verified Reference: : Salesforce Help Article [4](#) : Salesforce Help Article [5](#)

Question: 20

The Salesforce Admin wants to make it easier for call center agents to complete some common tasks by setting up flows and launch them from the Retail Banking Console. What does the Admin have to keep in mind when setting up Flows?

- A. Flows can be used to provide step-by-step guidance for address changes, without the need for then agent to navigate to different screens.
- B. To open, edit, or create a Flow in Flow Builder, the user needs the Run Flows permission.
- C. To use Financial Services Cloud Flows, you'll need the Financial Services Managed Package installed m the org and the Financial Services Cloud a permission set assigned to the user.
- D. To use a Flow, a user must have access to the underlying object and its field

Answer: C

Explanation:

Question: 21

What benefits do Flows for Financial Services Cloud offer to support customer onboarding? (Choose Two)

- A. Flows enable customers to schedule appointments via customer communities, mobile apps. or websites.
- B. Flows provide step-by-step guidance for common service requests, such as change of address, or change of beneficiary, without the need to * navigate to different screens.
- C. Flows systematically capture and visualize important customer Life Events to drive more personalized and need-based engagements.
- D. Flows enable customers to book appointments with the nght specialist at the right time and place through self-service scheduling
- E. Flows enable customers to schedule appointments via customer communities, motxie apps. or websites.

Answer: BE

Explanation:

Flows provide step-by-step guidance for common service requests, such as change of address, or change of beneficiary, without the need to navigate to different screens. Flows can simplify and streamline the customer onboarding process by automating tasks and collecting information in an easy and intuitive way. You can use Flows to create service requests that capture the customer's details and update the related records in one place. Flows enable customers to schedule appointments via customer communities, mobile apps. or websites. Flows can integrate with Experience Cloud sites, mobile apps, or websites to provide selfservice options for customers. You can use Flows to create appointment scheduling forms that allow customers to book appointments with the right specialist at the right time and place. Verified Reference: : Salesforce Help Article [3](#) : Salesforce Help Article [4](#)

Question: 22

How can the Salesforce Admin change the configuration to summarize Financial Goals at the household level?

- A. Add a custom Rollup By Lookup (RBL) rule.
- B. Financial Goals can not be summarized at the household level.
- C. Create a formula field and add it to the Account page layout
- D. Update the selection in "Activities & Objects to Roll Up' to include Financial Goals

Answer: D

Explanation:

To change the configuration to summarize Financial Goals at the household level, you need to update the selection in "Activities & Objects to Roll Up" to include Financial Goals. This option is available in Setup > Financial Services Settings > Activities & Objects to Roll Up. By selecting Financial Goals, you enable Group-Level Rollups for Financial Goals, which display the total number of goals, completed goals, and completion percentage of all the goals that belong to a group. Verified Reference: : Salesforce Financial Services Cloud Implementation Guide, page 81.

Question: 23

A client has called their Financial Advisor to open an Education Savings Account for their first child. What 2 steps should the Financial Advisor take in the Financial Services Cloud App to capture that information?

- A. Create a Life Event for the birth of the child and a Referral for the Education Savings Account
- B. Create a case and include the target Savings amount for the Education Savings Account and relate the case to the child's Person Account.
- C. Create a Referral for the Banker for an Education Savings Account
- D. Create a Life Event for the birth of the child and a Financial Goal for the Education Savings Account
- E. Create two Life Events, one for the birth of the child and one for the Education Savings Account.

Answer: AD

Explanation:

The following steps should be taken by the Financial Advisor in Financial Services Cloud App to capture the information about opening an Education Savings Account for their client's first child: Create a Life Event for the birth of the child and a Referral for the Education Savings Account. A Life Event is a construct in Financial Services Cloud that allows you to track significant events in your client's life that may affect their financial needs or goals. You can use Life Events to create a record for the birth of the child and link it to the client's account. A Referral is a construct in Financial Services Cloud that allows you to capture a customer need or interest and assign it to another advisor or line of business. You can use Referrals to create a record for the Education Savings Account and route it to the appropriate banker.

Create a Life Event for the birth of the child and a Financial Goal for the Education Savings Account. A Financial Goal is a construct in Financial Services Cloud that allows you to track your client's financial objectives and measure their progress towards achieving them. You can use Financial Goals to create a record for the Education Savings Account and associate it with the client's account and financial accounts. Verified Reference: : Salesforce Financial Services Cloud User Guide, page 29. : Salesforce Financial Services Cloud User Guide, page 30. : Salesforce Financial Services Cloud User Guide, page 33.

Question: 24

Which three referral metrics are tracked with custom components included in Financial Services Cloud?

- A. Web to Lead Referrals
- B. Expressed interests
- C. My Top Referrers
- D. My Approved Referrals
- E. Referrals Assigned to me

Answer: B, C, E

Explanation:

The following referral metrics are tracked with custom components included in Financial Services Cloud:

Expressed interests: This metric shows the number of referrals that have a specific expressed interest, such as a mortgage, a credit card, or a checking account. You can use this metric to understand the customer needs and interests that generate the most referrals.

My Top Referrers: This metric shows the top referrers who have created referrals for you, ranked by the number of referrals and the conversion rate. You can use this metric to identify and appreciate your best sources of business.

Referrals Assigned to me: This metric shows the number of referrals that are assigned to you and their status, such as New, In Progress, or Closed. You can use this metric to monitor and manage your referral pipeline and prioritize your follow-up actions. Verified Reference: : Salesforce Financial Services Cloud User Guide, page 40. : Salesforce Financial Services Cloud User Guide, page 41. : Salesforce Financial Services Cloud User Guide, page 42.

Question: 25

What does the Salesforce Admin have to install to provide users access to referral dashboards and reports?

- A. The managed extension package for intelligent Need-Based Referrals and Scoring
- B. Einstein Analytics for Financial Services
- C. The unmanaged extension package for Intelligent Need-Based Referrals and Scoring
- D. Salesforce CRM Dashboards

Answer: C

Explanation:

The unmanaged extension package for Intelligent Need-Based Referrals and Scoring provides users access to referral dashboards and reports, as well as referral scoring and routing features.

Question: 26

What feature does a Salesforce Administrator need to enable so users can see all the referrals for the members of a group?

- A. Referral Scoring
- B. Referrals Rollups
- C. Group Member Referrals

D. Referral Group Process Builder

Answer: B

Explanation:

Referrals Rollups is a feature that enables users to see all the referrals for the members of a group, such as a branch or a team. It also allows users to filter referrals by status, priority, or owner.

Question: 27

What capability included in the Financial Services Cloud license can assist bankers in focusing on the most promising referrals?

- A. Referral Approval Processes
- B. Intelligent Need-Based Referrals and Scoring
- C. Einstein Referral Scoring for Financial Services Cloud
- D. Referral Routing Rules

Answer: B

Explanation:

Intelligent Need-Based Referrals and Scoring is a capability that helps bankers prioritize the most promising referrals by assigning a score based on the client's needs, preferences, and interactions. It also helps bankers route referrals to the best suited specialists or advisors.

Question: 28

Lake Tahoe Bank branch manager is asking the Salesforce Administrator for improvements in Salesforce to speed up Loan Approval Processing. The Salesforce Admin is considering using Action Plans. Which 3 process improvements can be delivered using Action Plans?

- A. Action Plans create repeatable tasks and automate the task sequences when executed
- B. When you create an action plan from a template for a specific target record, items that have no assigned user are assigned to the owner of that " target record.
- C. Action Plans can automatically schedule the next appointment with the Advisor.
- D. Action Plans enhance collaboration and productivity by automatically assigning task owners and deadlines for specific client processes.
- E. Action Plans can speed up the collection of a list of documents needed for the loan application

Answer: A, B, D

Explanation:

Action Plans are a feature that allows users to create templates for common client processes, such as loan approval, account opening, or financial review. Action Plans can create repeatable tasks and automate the task sequences when executed. When an action plan is created from a template for a specific target record, such as an account or an opportunity, items that have no assigned user are assigned to the owner of that target record. Action Plans can also enhance collaboration and productivity by automatically assigning task owners and deadlines for specific client processes.

Question: 29

Lake Tahoe Bank needs to conduct periodic reviews with their customers to review credit & debit card usage, review account payables and discuss credit needs. The bank wants to ensure such activities are tracked and exceptions are reported & followed up on in a timely manner. How can Financial Services Cloud support these requirements?

- A. Run a nightly process to create tasks and assign them to account owners for follow-ups
- B. Train account owners to create required tasks periodically and set due dates for tracking.
- C. Use Lightning Scheduler to periodically schedule tasks for account owners.
- D. Create an Action Plan Template with associated pre-determined Tasks and automate the periodical creation of Action Plans for customer accounts.

Answer: D

Explanation:

As explained in the previous question, Action Plans are a feature that can help users track and manage common client processes. By creating an Action Plan Template with associated predetermined Tasks, such as reviewing credit & debit card usage, reviewing account payables, and discussing credit needs, users can ensure that these activities are tracked and followed up on in a timely manner. Users can also automate the periodical creation of Action Plans for customer accounts using Process Builder or Apex triggers.

Question: 30

A commercial loan due diligence process is handled by multiple individuals at Lake Tahoe Bank. Lake Tahoe Bank wants an easy way for managers to distribute the work, to understand the % completion of the due diligence process per client and report on the performance of the department to show possible bottlenecks. What FSC feature can Lake Tahoe Bank use to track this process?

- A. Workflow Rules/Process Builder
- B. Action Plans
- C. Apex Triggers on the task object
- D. Flows

Answer: B

Explanation:

Again, Action Plans are a feature that can help users track and manage common client processes. For

a commercial loan due diligence process, users can create an Action Plan Template with tasks such as verifying income, checking credit history, appraising collateral, etc. Users can also assign different task owners and deadlines for each task to distribute the work and monitor the progress. Users can also use dashboards and reports to view the % completion of the due diligence process per client and report on the performance of the department to show possible bottlenecks.

Question: 31

Jen, the Financial Advisor at Lake Tahoe Wealth Management Company wants to modify a published Action Plan

to support an additional task she needs in order to complete an annual review for a client. How should Jen do this?

- A. Use the 'task creator' tool to create a new task and associate with the existing Action Plan
- B. Contact her Salesforce Administrator and get her to make the change to the Action Plan for her.
- C. Use the Action Plan item feature to add an additional task to a published Action Plan.
- D. Create an independent Task not related to original Action Plan

Answer: C

Explanation:

To modify a published Action Plan to support an additional task, Jen should use the Action Plan item feature to add an additional task to the published Action Plan. An Action Plan item is a construct in Financial Services Cloud that allows you to add, edit, or delete tasks in an existing Action Plan. You can use Action Plan items to customize your Action Plans according to your specific needs and preferences. Verified Reference: : Salesforce Help Article [1](#)

Question: 32

Which three things must an admin keep in mind when creating Action Plan Templates'5

- A. When creating Action Plan Templates with the UI, you can designate a plan owner different from the plan creator.
- B. When you create an Action Plan from a template for a specific target record, the plan creator can choose whether the date calculation is based on calendar or working days.
- C. An Action Plan is a run-time instance of the template that allows you to automate the sequence of the tasks you defined in the template.
- D. When you create an Action Plan from a template for a specific target record, item deadlines are calculated using the start date and date offset " defined in the Action Plan Template
- E. The Action Plan Template permission set must be added to all users that want to use Action Plans.

Answer: B, C, D

Explanation:

The following things must be kept in mind when creating Action Plan Templates:

When creating Action Plan Templates with the UI, you can designate a plan owner different from the plan creator. The plan owner is the user who is responsible for executing the tasks in the Action Plan. The plan creator is the user who creates the Action Plan Template or the Action Plan from the

template. You can assign a different plan owner for each Action Plan Template or Action Plan.

An Action Plan is a run-time instance of the template that allows you to automate the sequence of the tasks you defined in the template. An Action Plan Template is a reusable blueprint that defines the tasks, owners, and deadlines for a common business process or service request. An Action Plan is a specific implementation of the template that applies to a particular target record, such as an account, contact, or opportunity.

When you create an Action Plan from a template for a specific target record, item deadlines are calculated using the start date and date offset defined in the Action Plan Template. The start date is the date when you create the Action Plan from the template. The date offset is the number of days before or after the start date when each task is due. You can specify different date offsets for each task in the template. Verified Reference: : Salesforce

Help Article [2](#) : Salesforce Help Article [3](#) : Salesforce Help Article [4](#)

Question: 33

A System Administrator has received a note from one of the portfolio managers that the Actionable Relationship Center (ARC) is not visible when the portfolio manager was trying to set up relationships between two accounts. The portfolio manager has also mentioned that other colleagues in the same role have access to it and are able to use it to manage their customer's relationships. What is a possible cause for this?

- A. The portfolio manager has not been given the permissions that enable users to view and manage ARC
- B. The portfolio manager does not have access to the Lightning page that has the ARC component added
- C. The portfolio manager does not have access to the account records that he is trying to create for.
- D. The ARC Component has not been added to the page layout

Answer: A

Explanation:

A possible cause for why the portfolio manager cannot see ARC when trying to set up relationships between two accounts is that he has not been given the permissions that enable users to view and manage ARC. To access ARC, users need to have certain permissions and settings enabled in their user profile or permission set, such as:
View Setup and Configuration
Customize Application
Manage Custom Permissions
Financial Services Cloud Standard User
Financial Services Cloud Admin
If any of these permissions or settings are missing, users may not be able to see or use ARC properly. Verified Reference: : Salesforce Help Article [5](#)

Question: 34

Which three types of Account-Account relationships are displayed in the Actionable Relationship Center?

- A. Accounts & Businesses
- B. Accounts & Members
- C. Accounts & Peers
- D. Accounts & Groups

Answer: A, C, D

Explanation:

The following types of Account-Account relationships are displayed in the Actionable Relationship Center (ARC):

Accounts & Businesses: This type of relationship shows the accounts that are related to a business account, such as owners, partners, or beneficiaries. You can use this type of relationship to understand the ownership structure and financial interests of a business account.

Accounts & Peers: This type of relationship shows the accounts that are related to another account by a peer-to-peer relationship, such as friends, colleagues, or associates. You can use this type of relationship to identify potential referrals and cross-selling opportunities from an account's network.

Accounts & Groups: This type of relationship shows the accounts that are related to a group account, such as household members, trust members, or business group members. You can use this type of relationship to view the aggregated financial data and

activities of a group account. Verified Reference: : [Salesforce Help Article 2](#) : [Salesforce Help Article 3](#) : [Salesforce Help Article 4](#)

Question: 35

Scott Adams is opening a joint savings account with his mom, Rachel Adams. Rachel Adams is the primary member of the Adams Household. Personal Banker Hank Burton wants to make sure that Scott's data is rolling up to the Adams Household. How can the Banker accomplish this?

- A. Make the Adams Household Scott's primary Group and edit the Activities & Objects to Roll Up.
- B. Add Scott as a Related Contact to the Adams Household.
- C. Make the Adams Household Scott's primary Group and make Scott the primary member
- D. Disable the Primary Group setting for Scott on the Adams Household

Answer: A

Explanation:

To make sure that Scott's data is rolling up to the Adams Household, the Banker should make the Adams Household Scott's primary Group and edit the Activities & Objects to Roll Up. A primary Group is a construct in Financial Services Cloud that allows you to define the main group for a client. You can use primary Group to roll up financial data from all the financial accounts that are related to the client or the group. By making the Adams Household Scott's primary Group, the Banker can ensure that Scott's financial data is included in the household summary. The Banker can also edit the Activities & Objects to Roll Up to specify which items, such as financial accounts, goals, or referrals, should be rolled up for Scott. Verified Reference: : [Salesforce Help Article 4](#)

Question: 36

Lake Tahoe Bank would like to capture their commercial customers in FSC. A commercial customer

can be owned by multiple groups. How can Lake Tahoe Bank SF Admin configure FSC to capture and display commercial customer and its parent company ? (3 correct answers)

- A. Add the Business record type to the Group record type mapper
- B. Capture the majority owner as parent account using Account hierarchy
- C. Leverage Groups to capture the majority owner and Account hierarchy to capture minority owner
- D. Enable Relationship Group Hierarchy in Custom Metadata
- E. Link multiple owners to the business entity as a Group

Answer: ACE

Explanation:

To capture and display commercial customers and their parent companies, Lake Tahoe Bank SF Admin can use the following steps:

[Add the Business record type to the Group record type mapper, which is a custom metadata type that defines which record types can be added as members of a group1.](#)

[Leverage Groups to capture the majority owner of a commercial customer, which is a business entity that has a stake in another business entity1.](#) [Groups are a feature that allows users to create and manage household and business relationships1.](#)

[Use Account hierarchy to capture minority owners of a commercial customer, which are business entities that have less than 50% stake in another business entity². Account hierarchy is a feature that allows users to see how accounts are related to each other in a parent-child relationship².](#)

[Link multiple owners to the business entity as a Group, which allows users to see all the stakeholders Of a commercial customer in one place¹](#)

Question: 37

For which three objects are Rollup By Lookup (RBL) summaries are available?

- A. Life Events
- B. Financial Accounts
- C. Assets and Liabilities
- D. Contacts
- E. Claims

Answer: B, C, D

Explanation:

Rollup By Lookup (RBL) summaries are available for the following objects:

[Financial Accounts, which are records that represent financial products or services that a client owns OR uses¹.](#)

[Assets and Liabilities, which are records that represent the value of what a client owns or owes¹.](#)

[Contacts, which are records that represent individuals who are associated with an account³.](#)

Question: 38

The Salesforce Admin of Lake Tahoe Wealth Management Company needs to update an existing, published Action Plan Template to accommodate a change in the firm's annual client review process. What steps should the Admin take to make that change?

- A. Edit the published Action Plan Template directly.
- B. Set the Action Plan Template to "Inactive" and then make changes to the template, as necessary.
- C. Clone the existing Action Plan Template and make any necessary changes on the new Action Plan Template.

Answer: C

Explanation:

To update an existing, published Action Plan Template, the Admin should clone the existing Action Plan Template and make any necessary changes on the new Action Plan Template. [This is because published Action Plan Templates cannot be edited directly or set to inactive⁴. Cloning an Action Plan Template creates a copy of it with a new name and ID, which can then be modified and published⁴. Verified Reference: 4](#)

Question: 39

A Salesforce Admin is configuring a new Action Plan Template. One task in that template needs to be picked up

by the next available Advisor. What assignment logic should the Admin use when configuring this template task?

- A. Action Plan Creator
- B. Specific User
- C. Account Team
- D. Role
- E. Queues

Answer: E

Explanation:

To assign a task to the next available Advisor, the Admin should use Queues as the assignment logic when configuring the template task. Queues are collections of records that can be assigned to multiple users who share workloads and responsibilities. By using Queues, the Admin can ensure that any Advisor who is part of the Queue can pick up the task when they are available.

Question: 40

Our Personal Banker Hank Burton is learning to use Action Plans to ensure compliance in the client onboarding process. Where can Hank see Action Plan Tasks? (2 options)

- A. Hank will be able to see the Action Plan tasks on the related list of the Account page layout.
- B. Hank will be able to see the Action Plan Tasks assigned to him on the standard Salesforce task list.
- C. Once the Action Plan is assigned, Hank can see the related Tasks on the Timeline.
- D. Hank will be able to see the Action Plan Tasks assigned to him on his calendar.

Answer: AB

Explanation:

Hank can see Action Plan Tasks in two places:

[On the related list of the Account page layout, where he can view all the tasks associated with an account and their status, due date, owner, and priority.](#)

[On the standard Salesforce task list, where he can view all the tasks assigned to him across different accounts and filter them by various criteria.](#)

Question: 41

Scott Adams calls his Personal Banker Hank Burton to apply for a loan to buy a boat. Hank wants to refer Scott to the loan department, but the current process is manual and time-consuming. Hank is asking the bank's System Administrator to automate Referral creation in Salesforce. How can the Admin speed up and simplify Referral creation?

- A. Write a trigger to create Referrals from a 'Create Referral*' button.
- B. Use the Case process and create Cases with Case Type 'Referral'.
- C. Use Global Action To create Referrals.
- D. Use

Answer: C

Explanation:

To speed up and simplify Referral creation in Salesforce, the Admin can use Global Action to create Referrals. Global Actions are actions that let users create records without leaving their current page or context. By using Global Actions, the Admin can enable Hank to create Referrals from any page in Salesforce, such as Chatter, Home, or Account pages. The Admin can also customize the layout and fields of the Global Action to capture only relevant information for Referrals

Question: 42

Lake Tahoe Bank's System Administrator is implementing intelligent Need-Based Referrals in Salesforce. Referrals are modeled on the Lead object. Which three Lead features can the System Admin use for Intelligent Need-Based Referrals?

- A. Lead Routing
- B. Web to-Lead
- C. Lead Assignment Rules
- D. Lead Approval
- E. Einstein Lead Scoring

Answer: A, C, E

Explanation:

The System Admin can use the following Lead features for Intelligent Need-Based Referrals:

Lead Routing, which is a feature that allows users to distribute leads to the right users or queues

based on criteria such as lead source, industry, or product interest.

Lead Assignment Rules, which are rules that specify how to assign leads to users or queues when they are created manually, captured from the web, or imported via Data Import Wizard.

Einstein Lead Scoring, which is a feature that uses artificial intelligence to analyze historical data and predict how likely a lead is to convert. Einstein Lead Scoring assigns a score and an insight to each lead, which can help users prioritize and follow up on the most promising leads.

Question: 43

Users at Lake Bank have been creating multiple events for once in a lifetime event such as birth. What should an Administrator do to prevent users from accidentally creating more than one event of such an event type?

- A. Create an Apex trigger that will prevent the saving of multiple one-time events
- B. Select the Unique checkbox on the picklist value for the Event Type field on the Person Life Event object
- C. Remove user's ability to create one-time events
- D. Create a validation rule that will stop the user if they attempt to add multiple one-time events.

Answer: D

Explanation:

To prevent users from accidentally creating more than one event of such an event type, the Admin should create a validation rule that will stop the user if they attempt to add multiple one-time events. A validation rule is a rule

that verifies that the data a user enters in a record meets the standards you specify before the user can save the record. By creating a validation rule, the Admin can ensure that only one event of a certain type can be created for each contact.

Question: 44

Lake Tahoe Bank would like to restrict their Financial Services Cloud users from viewing certain types of milestones that might be irrelevant to their customers or might cause negative sentiment. How can the Salesforce Admin implement such a requirement?

- A. The Salesforce Admin can manage sensitive Life Events using sharing rules.
- B. The Salesforce Admin can hide the life Event or Business Milestone type, by removing it from the Event Type picklist.
- C. The Salesforce Admin can hide sensitive Life Events on the Life Events component on the Lightning Page using the Properties pane.
- D. The Salesforce Admin can manage sensitive Life Events using Permission Sets.

Answer: C

Explanation:

The Salesforce Admin can hide sensitive Life Events on the Life Events component on the Lightning Page using the Properties pane. The Life Events component is a Lightning component that displays a timeline of life events and business milestones for a client or a group. The Admin can use the

Properties pane to customize the component and select which event types to show or hide on the timeline.

Question: 45

How can the Salesforce Admin help agents who deal with a large number of customers on a daily basis, quickly scan the Life Events component and find the information they need without much effort?

- A. The Admin can customize the order of life events to be set in chronological order.
- B. The user can change the color of important life events to red.
- C. The Admin can change the color of important life events to red.
- D. The user can customize the order of life events to be set in chronological order

Answer: C

Explanation:

The Admin can change the color of important life events to red by using custom CSS in a Lightning App Builder theme layout component. This way, the agents can quickly scan the Life Events component and find the information they need without much effort. The color red can draw attention and indicate urgency or importance for certain life events.

Question: 46

The Salesforce Admin of Lake Tahoe Bank wants to implement Financial Services Cloud using the individual object model. What are the steps to disable person accounts? (Choose Three)

- A. Log a case with Salesforce to perform the conversion from Person Accounts to the individual model.
- B. Assign the Person Account record type to the user profiles.
- C. Disable the Person Account custom setting.
- D. Remove Person Account record types from the Individual Record Type Mapper.
- E. Assign the Individual record type to the user profiles.

Answer: A, D, E

Explanation:

The following steps are required to disable Person Accounts and use the Individual object model in Financial Services Cloud:

Log a case with Salesforce to perform the conversion from Person Accounts to the individual model. You need to contact Salesforce Support to request the conversion from Person Accounts to the individual model. This is an irreversible process that affects your data model and user interface. You should carefully evaluate your business needs and test the functionality in a sandbox or developer org before requesting the conversion in production.

Remove Person Account record types from the Individual Record Type Mapper. You need to remove any Person Account record types that are mapped to Individual record types in the Individual Record Type Mapper. This is a custom setting that defines how records are created when using certain

features, such as Einstein Data Capture or Salesforce Inbox. You can access this setting by going to Setup > Financial Services Settings > Individual Record Type Mapper.

Assign the Individual record type to the user profiles. You need to assign the Individual record type to the user profiles that need to create or access Individual records. The Individual record type is a standard record type on the Account object that represents an individual person who is not directly related to your business, such as a prospect, influencer, or household member. You can assign record types by going to Setup > Profiles > Object Settings > Accounts > Record Types. Verified Reference: : Salesforce Help Article [5](#) : Salesforce Help Article [6](#) : Salesforce Help Article [7](#)

Question: 47

Lake Tahoe Bank is implementing Financial Services Cloud. The bank's new business processes require that Financial Advisors can add individuals to more than one Group or Household using Multiple Relationship Groups. Where do Admins enable Multiple Relationship Groups?

- A. Object Settings
- B. Custom Settings
- C. Lightning Page Editor
- D. Profiles

Answer: B

Explanation:

To enable Multiple Relationship Groups, which is a feature that allows users to add individuals to more than one group or household, the Admin needs to use Custom Settings. Custom Settings are similar to custom objects and enable application developers to create custom sets of data, as well as create and associate custom data for an organization, profile, or specific user. The Admin can use Custom Settings to enable Multiple Relationship Groups by following these steps: From Setup, enter Custom Settings in the Quick Find box, then select Custom Settings.

Click Manage next to Group Member Record Type Mapper.
Click Edit next to Default Organization Level Value.
In Multiple Relationship Groups Enabled, select True.
Click Save.

Question: 48

The Salesforce Administrator at Lake Tahoe Bank is asked to make modifications to the Salesforce org to allow for more than one person being joint owners on a Financial Account. What will be the recommended approach to model this requirement?

- A. Map the primary owner and one joint owner to the Financial Account, because FSC, supports only two joint account owners.
- B. Map additional owners using the Financial Account Role.
- C. Map additional owners using the Actionable Relationship Center.
- D. Create lookup fields on the Financial Account object to support additional owners

Answer: B

Explanation:

To model a requirement where more than one person can be joint owners on a Financial Account, the Admin can map additional owners using the Financial Account Role. The Financial Account Role is a junction object that links a contact or an individual to a financial account and defines their role or relationship with that account. By using Financial Account Role, the Admin can add multiple owners to a Financial Account and specify their ownership percentage, primary status, and other details.

Question: 49

Lake Tahoe Bank is rolling out Financial Services Cloud and the VP of IT is concerned about the cost of the licenses. The System Admin recommends using restricted licenses for users that need only limited access to Financial Service Cloud features. Which Financial Services Cloud permission set license enables user access to a license with contractual restrictions for Financial Services Cloud and can be used to grant restricted access to users like Bank Tellers?

- A. Financial Services Cloud Standard
- B. Client Segmentation
- C. Financial Service Cloud Basic
- D. Financial Service Cloud Extension

Answer: C

Explanation:

To grant restricted access to users like Bank Tellers who need only limited access to Financial Services Cloud features, the Admin can use Financial Service Cloud Basic permission set license. This license enables user access to a license with contractual restrictions for Financial Services Cloud and provides access to core objects such as accounts, contacts, leads, opportunities, cases, activities, reports, dashboards, and custom objects. This license also provides access to some Financial Services Cloud features such as Action Plans, Actionable Relationship Center (ARC), Branch Management, Complaint Management, Data Consumption Framework (DCF), Discovery

Framework (DF), Document Generation (DG), Groups (Householding), Intelligent Document Automation (IDA), Intelligent Need-Based Referrals and Scoring (INRS), Referral Management (RM), Relationship Builder (RB), Relationship Groups (RG), Relationship Map (RM), Timeline (TL).

Question: 50

Lake Tahoe Bank is evaluating Financial Services Cloud to help them deliver a customer-centric view. They currently have a heavily customized Salesforce implementation with a product-centric design. Lake Tahoe Bank wants to make sure planned changes have a minimal impact on users during implementation. What is the recommended approach for implementing Financial Services Cloud at Lake Tahoe Bank?

- A. Implement Financial Service Cloud in a new org (Green Field) and redesign business capabilities in the new org.
- B. Implement Financial Service Cloud in a Trial org and convert the Trial org to production org.
- C. Implement Financial Service Cloud in the existing org (Brown Field).
- D. Implement Financial Service Cloud in the existing org's Sandbox and then deploy to production org to mitigate the end-user impact

Answer: A

Explanation:

The recommended approach for implementing Financial Services Cloud at Lake Tahoe Bank is to implement Financial Service Cloud in a new org (Green Field) and redesign business capabilities in the new org. This approach allows Lake Tahoe Bank to leverage the best practices and features of Financial Services Cloud without being constrained by their existing customizations and data model. It also minimizes the impact on users during implementation, as they can continue to use their current system until the new org is ready to go live. A green field implementation requires careful planning, data migration, and change management, but it can result in a more efficient and customer-centric solution. Verified Reference: : Salesforce Financial Services Cloud Implementation Guide, page 8.

Question: 51

Lake Tahoe Bank wants to onboard a client digitally and without asking the client for information that the bank already has on file. The process has multiple steps and can have branching (conditional) logic that asks for different information depending on the responses. Which Salesforce feature should be used for this digital onboarding process?

- A. Action Plans
- B. Financial Goals
- C. Actionable Relationship Center
- D. Flows

Answer: D

Explanation:

The Salesforce feature that should be used for the digital onboarding process is Flows. Flows are a tool that can automate business processes and guide users or customers through screens that collect and display information.

Flows can have multiple steps and branching logic that ask for different information depending on the responses. Flows can also integrate with existing data and prefill fields with information that the bank already has on file, reducing the need to ask the customer for redundant information. Flows can be embedded in Lightning pages, Experience Cloud sites, mobile apps, or websites to provide a seamless and engaging digital onboarding experience. Verified Reference: : Salesforce Help Article [1](#) : Salesforce Help Article [2](#)

Question: 52

Which three of the following statements are correct about the Actionable Relationship Center Manager (ARC)?

- A. To enable users to see the ARC, you will need to add the component for ARC to the page layout.
- B. ARC displays up to 5 related lists that have a configured compact layout.
- C. ARC is certified to work with Person Accounts and Individual Accounts.
- D. The Salesforce Admin has to create a permission set for granting access to the ARC – FSC Lightning component.
- E. The Association Type picklist controls the account-account relationship that display in the ARC.

Answer: A, B, E

Explanation:

The following statements are correct about the Actionable Relationship Center Manager (ARC):

To enable users to see the ARC, you will need to add the component for ARC to the page layout. The ARC is a Lightning component that can be added to any Lightning page that supports components, such as record pages, app pages, or Home pages. You can use the Lightning App Builder to drag and drop the ARC component to the desired location on the page layout.

ARC displays up to 5 related lists that have a configured compact layout. The ARC shows a graphical representation of the account-account relationships for a selected record, as well as related lists of other records that are associated with the account, such as contacts, financial accounts, or opportunities. The ARC can display up to 5 related lists at a time, and each related list must have a compact layout configured to show relevant fields.

The Association Type picklist controls the account-account relationship that display in the ARC. The Association Type picklist is a field on the Account Relationship object that defines the type of relationship between two accounts, such as Household Member, Business Owner, Trustee, or Friend. The ARC uses this field to filter and display the account-account relationships for a selected record. You can customize this picklist to add or remove values according to your business needs. Verified Reference: : Salesforce Help Article [3](#) : Salesforce Help Article [4](#) : Salesforce Help Article [5](#)

Question: 53

Personal Banker Hank Burton is questioning his Referral Score shown in Salesforce Financial Services Cloud. When is the Referral Score updated?

- A. The Referral Score updated when a referral is convened to an Opportunity or closed.
- B. The Referral Score updated when a lead is created using the referral record type.
- C. The Referral Score updated when a referral is assigned from the queue to a user.
- D. The Referral Score updated when an opportunity associated with the Referral is Closed Won

Answer: D

Explanation:

The Referral Score is updated when an opportunity associated with the Referral is Closed Won. The Referral Score is a metric that measures the quality and quantity of referrals that a user creates or receives. The Referral Score is calculated as the number of referrals converted to opportunities divided by the total number of referrals. The Referral Score is displayed in the Referral Summary component on the user's Home page or record page. The Referral Score is updated whenever a referral is converted to an opportunity or an opportunity is closed as won or lost. Verified Reference: : Salesforce Help Article [2](#) : Salesforce Help Article [4](#)

Question: 54

Which 3 out of the box capabilities come with Financial Services Cloud Lead & Referral Management?

- A. Referral Conversion
- B. Assigning a Referral
- C. Round Robin Referral Routing
- D. Accepting a Referral
- E. Referral Automated Approvals

Answer: A, B, D

Explanation:

The following out of the box capabilities come with Financial Services Cloud Lead & Referral Management:

Referral Conversion: This capability allows you to convert a referral to an opportunity, a contact, or an account. You can use this capability to track the progress and outcome of a referral and measure its impact on your business.

Assigning a Referral: This capability allows you to assign a referral to another user, queue, or line of business. You can use this capability to route a referral to the appropriate person or team who can best meet the customer's need or interest.

Accepting a Referral: This capability allows you to accept a referral that is assigned to you or your queue. You can use this capability to acknowledge that you have received a referral and are ready to work on it. Verified Reference: : Salesforce Help Article [1](#) : Salesforce Help Article [3](#) : Salesforce Help Article [5](#)

Question: 55

If a client is associated with more than one Household or Group, where will this client's records get rolled up to?

- A. to the household with the client's primary address
- B. to all the parent households and groups
- C. to the household selected by the advisor for record rollups.
- D. to the Household where the client is the primary member

Answer: C

Explanation:

If a client is associated with more than one Household or Group, their records will get rolled up to the household selected by the advisor for record rollups. A Household or Group is a construct in Financial Services Cloud that allows you to group related accounts together and view their aggregated financial data and activities. A client

can belong to multiple Households or Groups, but only one of them can be selected as their primary Group for record rollups. The primary Group determines which Household or Group will display the client's records in its summary components or related lists. The advisor can select or change the primary Group for a client using the Primary Group field on the client's record page. Verified Reference: : Salesforce Help Article [6](#)

Question: 56

The Salesforce Administrator for Lake Tahoe Bank is receiving a report that a members Financial Account Balances are not adding up to the Financial Summary field in the related Household. Which two steps should the admin take to troubleshoot the issue?

- A. Ensure the Primary Group flag in the Account record is checked.
- B. Ensure RollUpByLookup Configuration is Active
- C. Ensure a RollUpByLookup batch job is scheduled to run every 15 mins.
- D. Ensure that the member is the Primary Member in that Household
- E. Ensure the reported Household is the Primary Group for the member

Answer: B, E

Explanation:

To troubleshoot the issue of Financial Account Balances not adding up to the Financial Summary field in the related Household, the Admin should take the following steps:

Ensure RollUpByLookup Configuration is Active, which is a custom setting that enables or disables the Rollup By Lookup (RBL) feature. [RBL is a feature that allows users to aggregate data from financial accounts and display it at the client and group levels1.](#)

Ensure the reported Household is the Primary Group for the member, which is a field on the Account object that indicates whether an account is the primary group for a contact or an individual. [The primary group determines which financial summary fields are displayed on the contact or individual page2.](#) Verified Reference: [12](#)

Question: 57

The Salesforce Admin at Lake Tahoe Bank is implementing Financial Services Cloud and wants to roll up customer data at the client and group levels. What functionality can Rollup By Lookup (RBL) provide for this requirement?

- A. RBL calculations can not be disabled when importing data into your Salesforce org.
- B. An RBL rule displays summary calculations of financial account information, such as account balances.
- C. When you edit a financial account record or primary Group membership, the Rollup By Lookup (RBL) configuration updates the corresponding RBL summaries at the client and Group levels.
- D. Rollups for multiple joint owners are not supported
- E. Rollup By Lookup (RBL) displays associated records for Financial Accounts. Financial Goals, and Opportunities.

Answer: B, C, E

Explanation:

The functionality that Rollup By Lookup (RBL) can provide for rolling up customer data at the client and group levels are as follows:

[An RBL rule displays summary calculations of financial account information, such as account balances, net worth, total assets, total liabilities, and so on1.](#)

[When you edit a financial account record or primary group membership, the Rollup By Lookup \(RBL\) configuration](#)

[updates the corresponding RBL summaries at the client and group levels1.](#)
[Rollup By Lookup \(RBL\) displays associated records for Financial Accounts, Financial Goals, and Opportunities on the client and group pages1. Verified Reference: 1](#)

Question: 58

Rachel is the primary member of the Adams household hired a new attorney. What type of relationship should the Wealth Advisor create in Financial Services Cloud for Rachel and her attorney before assigning the reciprocal role of "Attorney"?

- A. Create an Account-Contact relationship between the Adams Household and the attorney.
- B. Create an Account-Account relationship between the Adams Household and the attorney
- C. Create a Contact-Contact Relationships between the primary member of the Adams Household and the attorney.
- D. Create an Account-Account Relationship between the Addams Family Trust and the attorney.

Answer: C

Explanation:

To create a relationship between Rachel and her attorney before assigning the reciprocal role of "Attorney", the Wealth Advisor should create a Contact-Contact Relationship between the primary member of the Adams Household and the attorney. [A Contact-Contact Relationship is a junction object that links two contacts or individuals and defines their relationship with each other2.](#) [By using Contact-Contact Relationship, the Wealth Advisor can capture Rachel's extended network of relationships with people outside of her household. Verified Reference: 2](#)

Question: 59

Lake Tahoe Bank branch manager Sue Barry wants to encourage all Personal Bankers to use Action Plans to capture repeatable tasks and automate the task sequences, improving collaboration and productivity. Which three of the following statements about Action Plans are true?

- A. When you work with Action Plans, you first create Action Plan Templates
- B. Action Plans require a monthly license fee per user
- C. Action Plans can be used to schedule appointments with the Bankers
- D. Action Plans make it easy to create reports and dashboards, so you can monitor progress and ensure compliance
- E. Action Plans can be used to automatically assign task owners and deadlines for specific client engagements

Answer: A, D, E

Explanation:

The following statements about Action Plans are true:

[When you work with Action Plans, you first create Action Plan Templates, which are reusable sets of tasks that define a common client process1.](#)

Action Plans make it easy to create reports and dashboards, so you can monitor progress and ensure compliance. [Users can use standard report types or custom report types to create reports on action plans, action plan templates, action plan items, action plan item templates, and action plan item owners1.](#)

Action Plans can be used to automatically assign task owners and deadlines for specific client engagements. [Users can specify task owners by using assignment logic such as specific user, role, queue, action plan creator, or account team1. Verified Reference: 1](#)

Question: 60

Our Personal Banker Hank Burton wants to encourage his customers to provide required documents for a loan application. He creates Document Checklist Items that help his customers to manage file uploads to speed up loan approval. For which of the following records does Salesforce support Document Checklist Items out of the box? (Choose Three)

- A. Contact
- B. Lead
- C. Account
- D. Residential Loan Application
- E. Opportunity

Answer: CDE

Explanation:

The following records support Document Checklist Items out of the box in Financial Services Cloud: Account: An Account is a record that represents a person or an organization that has a business relationship with your company. You can use Document Checklist Items to request and track documents from your account holders, such as identity proofs, tax forms, or contracts.

Residential Loan Application: A Residential Loan Application is a record that represents a request for a loan to purchase or refinance a residential property. You can use Document Checklist Items to request and track documents from your loan applicants, such as income statements, credit reports, or property appraisals.

Opportunity: An Opportunity is a record that represents a potential sale or deal for your products or services. You can use Document Checklist Items to request and track documents from your opportunity owners, such as proposals, quotes, or agreements. Verified Reference: : [Salesforce Help Article 2](#) : [Salesforce Help Article 3](#) : [Salesforce Help Article 4](#)

Question: 61

What step is required to give users access to the Financial Services Cloud Commercial Banking features?

- A. Update Industries Settings to give users access to the Commercial Banking Console Lightning app.
- B. Assign permission sets to give users access to the Commercial Banking Console Lightning app.
- C. Update the user profiles to give users access to Financial Services Cloud objects
- D. Install the Commercial Banking Managed Package

Answer: B

Explanation:

To give users access to the Financial Services Cloud Commercial Banking features, such as Commercial Banking Console Lightning app, Referrals List component, and Treasury Services object, the Admin needs to assign permission sets to the users. [Permission sets are collections of settings and permissions that give users access to various tools and functions4. The Admin can use the following permission sets to enable Commercial Banking features for the users4:](#)

[FSC Commercial Banking Console User: This permission set gives users access to the Commercial Banking Console Lightning app, which is a custom app that provides a unified view of commercial banking clients and their financial needs](#)⁴.

[FSC Commercial Banking Referrals User: This permission set gives users access to the Referrals List component, which is a Lightning component that displays a list of referrals related to a business account](#)⁴.

[FSC Commercial Banking Treasury Services User: This permission set gives users access to the Treasury Services object, which is a custom object that represents a treasury service product or offering that a commercial banking client uses or is interested in](#)⁴. [Verified Reference: 4](#)

Question: 62

Permission set licenses incrementally entitle users to access features that are not included in their user licenses. Which three Permission Set Licenses give users access to Financial Services Cloud features?

- A. Financial Services Cloud Standard
- B. Action Plans
- C. Lightning Scheduler Resource
- D. FSC Insurance
- E. Mortgage

Answer: A, B, D

Explanation:

The following Permission Set Licenses give users access to Financial Services Cloud features:

Financial Services Cloud Standard: This license enables user access to a license with contractual restrictions for Financial Services Cloud and provides access to core objects such as accounts, contacts, leads, opportunities, cases, activities, reports, dashboards, and custom objects. [This license also provides access to some Financial Services Cloud features such as Action Plans, Actionable Relationship Center \(ARC\), Branch Management, Complaint Management, Data Consumption Framework \(DCF\), Discovery Framework \(DF\), Document Generation \(DG\), Groups \(Householding\), Intelligent Document Automation \(IDA\), Intelligent Need-Based Referrals and Scoring \(INRS\), Referral Management \(RM\), Relationship Builder \(RB\), Relationship Groups \(RG\), Relationship Map \(RM\), Timeline \(TL\)](#)¹.

Action Plans: This license enables user access to the Action Plans feature, which allows users to create templates for common client processes, such as loan approval, account opening, or financial review. [Action Plans can create repeatable tasks and automate the task sequences when executed](#)².

FSC Insurance: This license enables user access to the Insurance feature, which allows users to manage insurance policies and claims for clients. [This license also provides access to some Insurance objects such as Policy, Claim, Coverage Type, Policy Product, Policy Product Offering. Verified Reference: 12](#)

Question: 63

Lake Tahoe Bank wants their customer reps to be able to see client records such as Person Accounts, but want to restrict access to Financial Accounts to protect the privacy of their clients. Which two steps can an admin take to ensure that all users see Person Accounts, but only specific users can view Financial Accounts?

- A. Grant users access to the Financial Account object with permission set
- B. Change Organization-wide Defaults (OWD) sharing on the 'Financial Accounts*' object to Private'
- C. Change Organization-wide Defaults (OWD) sharing on the 'Person Accounts" object to 'Controlled by

Parent.

D. Change Organization-wide Defaults (OWD) sharing on the "Financial Accounts" object to Public Read/Write'.

Answer: A, B

Explanation:

To ensure that all users see Person Accounts, but only specific users can view Financial Accounts, the Admin should take the following steps:

Grant users access to the Financial Account object with permission set, which is a collection of settings and permissions that give users access to various tools and functions. [The Admin can use permission sets to grant access to the Financial Account object and its fields to specific users or groups of users1.](#)

Change Organization-wide Defaults (OWD) sharing on the 'Financial Accounts' object to Private', which is a setting that determines the baseline level of access that users have to records they do not own or share. [By setting the OWD sharing on the 'Financial Accounts' object to Private', the Admin can ensure that only the record owners and users above them in the role hierarchy can view the Financial Accounts. Verified Reference: 1](#)

Question: 64

The Salesforce Admin at Lake Tahoe Wealth Management Company wants to ensure that the advisors at his firm can quickly see the most important client data in the Actionable Relationship Center (ARC). What must the Admin configure for each object to display the most important fields on the side panel of ARC?

- A. Compact Layout
- B. Page Layout
- C. Search Layout
- D. Lightning Record Pages
- E. Field Sets

Answer: A

Explanation:

To display the most important fields on the side panel of ARC, the Admin must configure the Compact Layout for each object. The Compact Layout is a layout that determines which fields appear in key places in Salesforce such as record highlights areas, list views, lookup dialogs, and global search results. The Admin can use the Compact Layout to select up to 10 fields that are most relevant for each object and display them on the side panel of ARC

Question: 65

How can the Salesforce Administrator make sure that highly sensitive Life Events or Business Milestones will not be shown until the event actually happened?

- A. Hide the Event or Milestone on the Events & Business Milestones Lightning Component page properties.
- B. Delete the value from the Event Type picklist on the Life Event Object or the Milestone type on the Business Milestone object
- C. Remove the Event or Milestone from the Lightning Component in the Developer Console.
- D. Life Events are part of the FSC managed package, therefore the Salesforce Admin must contact Salesforce Support to remove the Event from the Lightning Component.

Answer: A

Explanation:

To hide highly sensitive Life Events or Business Milestones until they happen, the Admin can hide them on the Events & Business Milestones Lightning Component page properties. The Events & Business Milestones Lightning Component is a component that displays a timeline of life events and business milestones for a client or a group. [The Admin can use the page properties to customize the component and select which event types or milestone types to show or hide on the timeline2. Verified Reference: 2](#)

Question: 66

Which three standard fields are available to track a customer's retirement goal progress?

- A. Contributions
- B. Actual value
- C. Total Value
- D. Target value
- E. Target Date

Answer: B, D, E

Explanation:

The following standard fields are available to track a customer's retirement goal progress: Actual value, which is a currency field that represents the current value of the goal.

Target value, which is a currency field that represents the desired value of the goal.

Target Date, which is a date field that represents the expected date of achieving the goal.

Question: 67

The Actionable Relationship Center (ARC) is using the Association Type picklist to control the account-account relationships. Which three of the following names are Association Type picklist field values?

- A. Member
- B. Group
- C. Trust
- D. Family
- E. Peer

Answer: C, D, E

Explanation:

The following names are Association Type picklist field values:

Trust, which is a value that indicates that the accounts are related through a trust relationship. Family, which is a value that indicates that the accounts are related through a family relationship. Peer, which is a value that indicates that the accounts are related through a peer relationship.

Question: 68

Which of the following statements are correct when creating Financial Goals?

- A. Users can only create savings oriented goals.
- B. Users require the Financial Goals permission set to works with Financial Goals
- C. Users can associate a goal with a specific Financial Account.
- D. Users can create goals for paying down debt

Answer: D

Explanation:

Question: 69

Which two statements are true for a Group in Financial Services Cloud?

- A. Financial Services Cloud includes a group record type for households
- B. A group is a type of account record that people and businesses can be related to through the Financial Account relationship object
- C. A group is a type of account record that people and businesses can be related to through the account contact relationship object.
- D. Financial Services Cloud includes a group record type for businesses

Answer: A, C

Explanation:

The following statements are true for a Group in Financial Services Cloud:

Financial Services Cloud includes a group record type for households, which is a record type that represents a collection of individuals who share financial goals, such as family members or roommates.

A group is a type of account record that people and businesses can be related to through the account contact relationship object, which is a junction object that links an account to a contact or an individual and defines their role or relationship with that account.

Question: 70

What 2 considerations should the Salesforce Administrator review before implementing Flow for customer onboarding?

- A. Use Field Level Security on Milestones
- B. Flow for Financial Service Cloud is not available for the Individual Object Model.
- C. Flow Screen Input Components can only be used in Financial Service Cloud Flow Templates
- D. The Flow users require a Flow Permission Set License.

Answer: A, B

Explanation:

The following considerations should be reviewed before implementing Flow for customer onboarding:

Use Field Level Security on Milestones, which is a setting that controls whether users can view and edit fields on records. [The Admin should use Field Level Security to restrict access to the Milestones field on the Flow Template](#)

[object, which is used to track the progress of customer onboarding flows2.](#)

Flow for Financial Service Cloud is not available for the Individual Object Model, which is an alternative data model that uses the Individual object instead of Person Accounts to store information about people. [Flow for Financial Service Cloud only supports Person Accounts as the primary object for customer onboarding flows2.](#)
[Verified Reference: 2](#)

Question: 71

Which setting in Action Plans helps to avoid non working hours, company holidays, and other non working days for deadline calculation?

- A. Sync with Company Calendar
- B. Skip Non-Work Days for Deadlines
- C. Skip Non-Work Days For Tasks
- D. Skip Non-Work Days for Action Plans

Answer: B

Explanation:

The setting in Action Plans that helps to avoid non working hours, company holidays, and other non working days for deadline calculation is Skip Non-Work Days for Deadlines. This is a custom setting that determines whether to exclude non work days when calculating the due date for action plan items based on the action plan item template duration. By enabling this setting, the Admin can ensure that the deadlines are realistic and achievable

Question: 72

Cumulus Cloud Bank must provide its customer service staff with real-time access to customer accounts, including the ability to view current transactions and balances. As a result, the bank expects a high volume of concurrent users at peak times.

Which option is most suitable?

- A. Use the Data Consumption Framework to connect to the bank's middleware.
- B. Use Salesforce Connect with External Objects to expose tables from the bank's core systems, and use custom Lightning web components to surfatKthem in the Salesforce Lightning UI.
- C. Use Salesforce ConnecHvith External Objects to expose tables from the bank's core systems, and use the standard user interface (UI) components to surface the records in Salesforce Lightning UI.
- D. Embed custom Lightning web components on the Account and Financial Account pages, and use custom Apex to make callouts to the core system services.

Answer: D

Explanation:

The most suitable option for Cumulus Cloud Bank to provide its customer service staff with real-time access to customer accounts, including the ability to view current transactions and balances, is to embed custom Lightning web components on the Account and Financial Account pages, and use custom Apex to make callouts to the core system services. This option allows the bank to leverage the Lightning Platform features and capabilities, such as Lightning web components, Apex, and callouts, to create a seamless and performant integration with their core systems. By using custom Lightning web components, the bank can create custom user interfaces that display the data from the core systems on the Account and Financial Account pages. By using custom Apex, the bank can write code that makes callouts to the core system services using HTTP requests and responses, and handle any

authentication, error handling, or data transformation logic.

Question: 73

During a Financial Services Cloud implementation at an insurance company, a consultant needs to design a broker data model for the broker web portal. The given requirements are:

1. Brokers are treated individually, even if they are associated with the same company.
2. Brokers should never have access to other brokers' data.
3. Brokers can nominate their assistants to access the broker portal.
4. An assistant can sometimes work for multiple brokers.

Which two considerations should the consultant consider regarding the data model?

- A. The Broker Assistant should be modeled as a Contact. Then, leverage Contact to Multiple Account features if this assistant needs to work for multiple brokers.
- B. Brokers should be modeled as Contact and the Broker company should be modeled as Account, even if they're a legal entity '-' individually.
- C. Brokers need to be modeled as Account and Contact individually, as each broker is a legal entity in Salesforce. Then, use a Group 1-1 Account to model their company.
- D. The Broker Assistant should be modeled as a Contact. Then, use Contact to Contact association if they need work for multiple D Brokers.

Answer: A, C

Explanation:

The following considerations should be considered regarding the data model for the broker web portal:

The Broker Assistant should be modeled as a Contact. Then, leverage Contact to Multiple Account features if this assistant needs to work for multiple brokers. This is because Contacts are records that represent individuals who are associated with an account. By using Contacts, the consultant can capture the personal information of the broker assistants and relate them to their employers. By using Contact to Multiple Accounts features, the consultant can enable a contact to have relationships with multiple accounts and specify different roles and start and end dates for each relationship.

Brokers need to be modeled as Account and Contact individually, as each broker is a legal entity in Salesforce. Then, use a Group to model their company. This is because Accounts are records that represent business entities or organizations that are involved in business transactions with your company. By using Accounts, the consultant can capture the business information of each broker and treat them as legal entities in Salesforce. By using Contacts, the consultant can capture the personal information of each broker and relate them to their accounts. By using Groups, which are records that represent collections of accounts or contacts that share financial goals or characteristics, the consultant can model the broker company and associate multiple brokers with it

Question: 74

Cumulus Insurance has created a Delegated Administrator group for its franchise users to reduce the workload on head office support staff.

Which three functions should be added to the Delegated Administrator group?

- A. Unlock users.
- B. Modify permission sets.
- C. Set organization-wide sharing defaults on custom objects.
- D. Assign or remove permission sets for users in their delegated groups.

E. Create and manage membership of specified public groups.

Answer: ADE

Explanation:

The following functions should be added to the Delegated Administrator group for its franchise users: Unlock users, which is a function that allows delegated administrators to unlock users who have been locked out due to incorrect login attempts or password expiration.

Assign or remove permission sets for users in their delegated groups, which is a function that allows delegated administrators to grant or revoke additional permissions for users in their delegated groups by using permission sets.

Create and manage membership of specified public groups, which is a function that allows delegated administrators to create public groups for sharing purposes and add or remove users from those groups.

Question: 75

Cumulus Bank has implemented Compliant Data Sharing in Financial Services Cloud. Which two things happen when an opportunity record that has opportunity participants with associated share table entries is set to Private?

- A. The share table records are deleted.
- B. Share table records need to be manually deleted.
- C. All opportunity participant records are delete
- D. The opportunity participant records are not deleted.

Answer: A, D

Explanation:

The following things happen when an opportunity record that has opportunity participants with associated share table entries is set to Private:

The share table records are deleted, which means that any sharing access granted by the opportunity participants is revoked.

The opportunity participant records are not deleted, which means that they still exist on the opportunity record and can be viewed by users who have access to the opportunity.

Question: 76

An insurance company wants to create a car insurance quote process for its website. The process should include the following functionality:

- The user has to enter contact and address information.
- The user has to enter the driver's age and the car model and year.
- The process should calculate an insurance quote based on the data the customer provided and save the offer to the client's record.

Which three OmniStudio tools should the consultant use to design a solution that meets these requirements?

- A. OmniScripts
- B. Integration Procedures
- C. FlexCards

- D. APEX Code
- E. Business Rules Engine

Answer: A, B, E

Explanation:

The following OmniStudio tools should be used to design a solution that meets the requirements for creating a car insurance quote process for the website:

OmniScripts, which are tools that allow users to create guided, interactive, and intuitive scripts that capture data and execute actions. By using OmniScripts, the consultant can create a script that guides the user through the car insurance quote process and captures the contact and address information, the driver's age, and the car model and year.

Integration Procedures, which are tools that allow users to orchestrate data and actions across multiple systems using RESTful APIs. By using Integration Procedures, the consultant can create a procedure that calls the core system service to calculate an insurance quote based on the data provided by the user and returns the quote to the OmniScript.

Business Rules Engine, which is a tool that allows users to define business logic and validation rules using natural language expressions. By using Business Rules Engine, the consultant can create rules that validate the data entered by the user and enforce any business policies or conditions for the car insurance quote process.

Question: 77

A consulting firm is asked to add Events and Milestones to a Lightning record page to give financial advisors deeper insights into their customers' lives.

What should the consultant configure to enable advisors to capture Once-in-a-Lifetime events and, at the same time, prevent users from accidentally creating more than one event of such an event type?

- A. Once-in-a-Lifetime event types
- B. Special event types
- C. Single event types
- D. Unique event types

Answer: D

Explanation:

To enable advisors to capture Once-in-a-Lifetime events and prevent users from accidentally creating more than one event of such an event type, the consultant should configure Unique event types. Unique event types are event types that can only be created once for each contact or individual, such as birth, death, or marriage. By using Unique event types, the consultant can ensure that advisors can capture important life events for their customers and avoid duplication or inconsistency.

Question: 78

Salesforce provides a robust set of automation features to help save time and resources. For example, a system administrator can use Flow Builder to automate most of an organization's repetitive business processes.

Which use case is a suitable fit for Flow Builder?

- A. Coordinate multiple flows and assign them to multiple teams or individuals.
- B. Suggest offers and actions to users that are tailored to meet an organization's unique business criteria.

- C. Collect input from internal users with a form placed on a Lightning page cKlaunched by a button.
- D. Perform an operation for more records than schedule-triggered flows allow

Answer: C

Explanation:

A suitable use case for Flow Builder is to collect input from internal users with a form placed on a Lightning page or launched by a button. Flow Builder is a tool that allows users to automate business processes by building flows that guide users through screens, execute logic, manipulate data, and interact with Salesforce and external systems. By using Flow Builder, the system administrator can create a flow that collects input from internal users with a form and performs actions based on the input.

Question: 79

Which three related lists are visible within Actionable Relationship Center associated with the Account object?

- A. Cases
- B. Notes and Attachments
- C. Client Financial Goals
- D. Financial Holdings
- E. Household Financial Accounts

Answer: CDE

Explanation:

The following related lists are visible within Actionable Relationship Center (ARC) associated with the Account object:

Client Financial Goals, which is a related list that displays the financial goals of the account, such as retirement, education, or debt payoff.

Financial Holdings, which is a related list that displays the financial accounts of the account, such as bank accounts, investment accounts, or insurance policies.

Household Financial Accounts, which is a related list that displays the financial accounts of the account's primary group, such as household or business group.

Question: 80

A Bank of the Future customer calls the bank to update the address on their account. The call center agent handling the call needs to enter a new address into the system. The agent enters the new contact information using an OmniScript and then needs to generate a prefilled PDF with the new address that can be shared with the customer.

Which two OmniStudio tools should a consultant recommend to generate the prefilled PDF?

- A. OmniStudio Action Document Generation
- B. Calculation Procedure
- C. DataRaptor
- D. Integration Procedure

Answer: AC

Explanation:

The following OmniStudio tools should be recommended to generate the prefilled PDF:

OmniStudio Action Document Generation, which is a tool that allows users to create documents from templates and data sources using OmniScripts and Integration Procedures. By using OmniStudio Action Document Generation, the consultant can create a document template with placeholders for the contact and address information and generate a PDF file from it using an OmniScript.

DataRaptor, which is a tool that allows users to extract and transform data from Salesforce or external systems using Integration Procedures. By using DataRaptor, the consultant can create a data source that retrieves the contact and address information from Salesforce and maps it to the document template placeholders.

Question: 81

A Financial Services Cloud (FSC) administrator is setting up a permission set for Actionable Relationship Center. Which license should the administrator select on the Permission Set setup page?

- A. FSC Standard
- B. FSC Basic
- C. OmniStudio
- D. FSC Extension

Answer: A

Explanation:

To set up a permission set for Actionable Relationship Center (ARC), the administrator should select FSC Standard as the license on the Permission Set setup page. [FSC Standard is a permission set license that enables user access to a license with contractual restrictions for Financial Services Cloud and provides access to core objects and features, including ARC1. By selecting FSC Standard as the license, the administrator can grant users access to ARC and its related objects and fields](#)

Question: 82

How should developers configure customized nodes for display in Actionable Relationship Center (ARC)?

- A. Select Use FlexCard from the node Display tab to show the node in a FlexCard
- B. Reference the Lightning web component in the Display properties of the custom ARC relationship graph.
- C. Select OmniScript from the node Actions tab to show the node in an OmniScript.
- D. Reference the FlexCard in the Display properties of the custom ARC relationship graph.

Answer: D

Explanation:

To configure customized nodes for display in Actionable Relationship Center (ARC), developers should reference the FlexCard in the Display properties of the custom ARC relationship graph. A FlexCard is a tool that allows users

to create custom user interfaces for displaying data from Salesforce or external systems using OmniScripts and Integration Procedures. A custom ARC relationship graph is a metadata type that defines the nodes and edges of a custom relationship graph for ARC. By referencing the FlexCard in the Display properties of the custom ARC relationship graph, developers can customize the look and feel of the nodes and display data from various sources on them.

Question: 83

A corporate investment banking associate at Cumulus Capital works with a trusted analyst to create pitch books, analyze market data, and generate reports. The banking associate is looking to capture sensitive deal information in Salesforce. They wish to share the deal information with the trusted analyst only, without giving access to Salesforce users up the management chain in the Role Hierarchy.

What should a consultant do in Salesforce to build the required sharing model for sensitive deal data?

- A. Use the Opportunity object to capture the deal data and use manual sharing to grant the analyst access.
- B. Use the Financial Deal object to capture deal data and use Compliant Data Sharing to grant the analyst access.
- C. Use the Financial Deal object to capture the deal data and use restriction rules to block user access above the banking associate in the Role Hierarchy.
- D. Use the Opportunity object to capture the deal data and use Compliant Data Sharing to grant the analyst access.

Answer: C

Explanation:

To build the required sharing model for sensitive deal data, the consultant should use the Financial Deal object to capture the deal data and use restriction rules to block user access above the banking associate in the Role Hierarchy. The Financial Deal object is a custom object in Financial Services Cloud that allows you to track and manage complex deals that involve multiple parties, products, and stages. You can use the Financial Deal object to store sensitive deal information, such as deal name, amount, status, or participants. You can also use restriction rules to limit the visibility of Financial Deal records based on criteria such as role, profile, or ownership. Restriction rules can override the organization-wide default sharing settings and block user access to records that they would otherwise be able to see through the Role Hierarchy or other sharing mechanisms. Verified Reference: : Salesforce Help Article [1](#) : Salesforce Help Article [2](#)

Question: 84

A financial services company needs to capture a new type of referral that has different required fields than what is currently configured in the org.

Which three steps should the administrator take to configure Financial Services Cloud correctly based on the scenario?

- A. Assign the record type to users.
- B. Create a new record type 'Referral' on the Lead object.
- C. Create a new referral record type mapper record.
- D. Create a custom Referral object.
- E. Update the lead page layout.

Answer: A, B, E

Explanation:

The following steps should be taken by the administrator to configure Financial Services Cloud correctly based on the scenario:

Assign the record type to users. You need to assign the new record type to the user profiles or permission sets that need to create or access referrals of that type. You can assign record types by going to Setup > Profiles > Object Settings > Leads > Record Types or Setup > Permission Sets > Object Settings > Leads > Record Types. Create a new record type Referral' on the Lead object. You need to create a new record type on the Lead object and name it Referral. You can use this record type to distinguish referrals from other types of leads and apply different page layouts, business processes, or validation rules for referrals. Update the lead page layout. You need to update the page layout for the Referral record type and add or remove fields according to the requirements. You can also make some fields required or readonly on the page layout level. You can edit page layouts by going to Setup > Object Manager > Lead > Page Layouts. Verified Reference: : Salesforce Help Article [3](#) : Salesforce Help Article [4] : Salesforce Help Article [5]

Question: 85

Which step is required to give a group of users access to a Financial Deal?

- A. Change organization-wide defaults (OWD) sharing on the Financial Deal object to Public Read/Write.
- B. Create a Financial Deal permission set and assign it to the users that should have access to Financial Deals.
- C. Share a financial deal record with a group by adding them as participants to the record from the Financial Deal Participants related list,
- D. Update Industries Settings to give users access to the Financial Dew object.

Answer: C

Explanation:

To give a group of users access to a Financial Deal, you need to share a financial deal record with a group by adding them as participants to the record from the Financial Deal Participants related list. The Financial Deal Participants related list is a custom related list on the Financial Deal object that allows you to add users, groups, or queues as participants of a financial deal. Participants can have different roles and access levels for a financial deal, such as Owner, Collaborator, Viewer, or Approver. By adding a group as a participant, you can grant access to all the members of that group for a specific financial deal. Verified Reference: : Salesforce Help Article [6] : Salesforce Help Article [7]

Question: 86

A financial services company wants to use the Financial Services Cloud Person Account data model. The company needs two Person Account record types, one to represent Individual customer and one to represent Individual independent advisors that send referrals.

What should the administrator do to set up the new record types?

- A. Create custom fields on the Person Account object.
- B. Configure Individual Record Type Mapper" custom metadata.
- C. Create a record type on the Contact object.
- D. Enable "Use Person Account" custom setting.

Answer: B

Explanation:

To set up the new record types for Person Accounts, the administrator should configure Individual Record Type Mapper custom metadata. The Individual Record Type Mapper is a custom metadata type in Financial Services Cloud that defines how records are created when using certain features, such as Einstein Data Capture or Salesforce Inbox. The Individual Record Type Mapper maps Person Account record types to Individual record types, so that when a new Individual record is created from an email or calendar event, it automatically creates a corresponding Person Account record with the same record type. To configure Individual Record Type Mapper custom metadata, you need to go to Setup > Custom Metadata Types > Individual Record Type Mapper > Manage Records and create a new record for each Person Account record type and its matching Individual record type. Verified Reference: : Salesforce Help Article [8] : Salesforce Help Article [9]

Question: 87

A financial services company would like its users to be able to relate two business accounts. What should the administrator configure to meet the requirement?

- A. Create a new Contact Reciprocal Role for the required value.
- B. Update the Role picklist on the Account-Account Relationship object with new value.
- C. Create a new Account Reciprocal Role for the required value.
- D. Update the Role picklist on the Account-Contact Relationship object with new value.

Answer: B

Explanation:

To configure Financial Services Cloud to allow users to relate two business accounts, the administrator should update the Role picklist on the Account-Account Relationship object with new value. The Role picklist is a field on the Account-Account Relationship object that defines the type of relationship between two accounts, such as Household Member, Business Owner, Trustee, or Friend. The Role picklist is used to filter and display the account-account relationships in the Actionable Relationship Center (ARC). To update the Role picklist, you need to go to Setup > Object Manager > Account-Account Relationship > Fields & Relationships > Role and add or remove values according to your business needs. Verified Reference: : Salesforce Help Article [10] : Salesforce Help Article [11]

Question: 88

Cumulus Insurance's business processes are quite complex, and steps in the process may vary depending on the information captured.

Which three actions regarding functionality and features should a consultant suggest exploring to help guide Cumulus Insurance users through these processes?

- A. Build custom Lightning pages that correspond to each stage of the business process.
- B. Configure Dynamic Actions for Lightning pages.
- C. Enable In-App Guidance to provide walk-throughs.
- D. Use flows to remove the need for complex Lightning pages.
- E. Configure Dynamic Lightning pages.

Answer: BCD

Explanation:

The following actions regarding functionality and features should be suggested to help guide Cumulus Insurance users through their complex business processes:

Configure Dynamic Actions for Lightning pages. Dynamic Actions are a feature that allows you to customize the actions that appear on a Lightning page based on criteria such as record type, field value, device type, or user profile. You can use Dynamic Actions to show or hide actions that are relevant or irrelevant for each stage of the business process, such as creating a case, sending an email, or generating a quote.

Enable In-App Guidance to provide walk-throughs. In-App Guidance is a feature that allows you to create prompts and guided tours that appear within the Salesforce app to help users learn new features, complete tasks, or adopt best practices. You can use In-App Guidance to provide step-by-step guidance for complex business processes, such as onboarding a customer, submitting a claim, or renewing a policy.

Use flows to remove the need for complex Lightning pages. Flows are a tool that allows you to automate business processes and guide users or customers through screens that collect and display information. Flows can have multiple steps and branching logic that ask for different information depending on the responses. You can use flows to simplify and streamline complex business processes, such as applying for a loan, enrolling in a plan, or changing a beneficiary. Verified Reference: : Salesforce Help Article [12] : Salesforce Help Article [13] : Salesforce Help Article [14]

Question: 89

A financial services company offers special deposit products for its employees. These employees have customer records in Salesforce so that they can be serviced like normal customers. Only customer service employees within a specific group should be able to see these special deposit products in Salesforce to protect the personal financial information of bank employees.

How should the administrator configure sharing rules in Financial Services Cloud to meet these requirements?

- A. Create an Account sharing rule based on record owner.
- B. Create Account sharing rules based on criteria.
- C. Create a Financial Account sharing rule based on record owner.
- D. Create a Financial Account sharing rule based on criteria.

Answer: D

Explanation:

To meet the requirements of sharing special deposit products for employees, the administrator should create a Financial Account sharing rule based on criteria. A Financial Account sharing rule is a sharing rule that grants access to financial account records based on record owner or field values. A sharing rule based on criteria is a type of sharing rule that grants access to records that meet certain criteria. By creating a Financial Account sharing rule based on criteria, the administrator can share the special deposit products with the customer service employees within a specific group based on a field value that indicates the product type.

Question: 90

One administrator user at a financial services company needs to help management build reports and gain insights into business performance by including branch management reportable objects.

Which two considerations should the administrator include when configuring the report?

- A. Branch Unit Related Record report types have related object names including Lead, Account, and Contact but exclude Financial Account.
- B. Bankers with Branches with Opportunities, Accounts, Leads, and Contacts report types are available for creating reports with Branch Unit Related Records.

- C. The reportable objects include Banker, Branch Unit, Branch Unit Related Records, and Branch Unit Customer.
- D. When Branch Unit is the primary object, the administrator can select Branch Unit Customers or Branch Unit Related Records as related objects.

Answer: B, C

Explanation:

The following considerations should be included when configuring the report with branch management reportable objects:

Bankers with Branches with Opportunities, Accounts, Leads, and Contacts report types are available for creating reports with Branch Unit Related Records. These are standard report types that allow users to create reports that show data from Banker, Branch Unit, Opportunity, Account, Lead, Contact, and Branch Unit Related Record objects.

The reportable objects include Banker, Branch Unit, Branch Unit Related Records, and Branch Unit Customer. These are custom objects that are part of the branch management feature in Financial Services Cloud. Banker is an object that represents a banker or an employee who works at a branch unit. Branch Unit is an object that represents a physical location where bankers provide services to customers. Branch Unit Related Record is an object that represents a record that is related to a branch unit, such as an opportunity, an account, a lead, or a contact. Branch Unit Customer is an object that represents a customer who has a relationship with a branch unit. When Branch Unit is the primary object, the administrator can select Branch Unit Customers or Branch Unit Related Records as related objects. This means that the administrator can create reports that show data from Branch Unit and its related objects by using lookup fields or junction objects

Question: 91

A financial services company wants to track different categories of financial accounts in its org. Relationship managers must be able to see all of these financial accounts in one place on the customer's Account record page grouped by categories.

Which three steps should an administrator take to configure the Financial Account object and the Account Lightning record page to meet the design?

- A. Add the Financial Account List component to the Account Lightning record page.
- B. Configure the Financial Account List components for each required category.
- C. Create Account lookup fields on the Financial Account object to link the Financial Accounts to an Account.
- D. Create a custom picklist on the Financial Account object to track the Typ
- E. Configure Financial Account record types to match the required categories.

Answer: B, C, D

Explanation:

The following considerations should be included when configuring the report with branch management reportable objects:

Bankers with Branches with Opportunities, Accounts, Leads, and Contacts report types are available for creating reports with Branch Unit Related Records. These are standard report types that allow users to create reports that show data from Banker, Branch Unit, Opportunity, Account, Lead, Contact, and Branch Unit Related Record objects.

The reportable objects include Banker, Branch Unit, Branch Unit Related Records, and Branch Unit Customer. These are custom objects that are part of the branch management feature in Financial Services Cloud. Banker is

an object that represents a banker or an employee who works at a branch unit. Branch Unit is an object that represents a physical location where bankers provide services to customers. Branch Unit Related Record is an object that represents a record that is related to a branch unit, such as an opportunity, an account, a lead, or a contact. Branch Unit Customer is an object that represents a customer who has a relationship with a branch unit. When Branch Unit is the primary object, the administrator can select Branch Unit Customers or Branch Unit Related Records as related objects. This means that the administrator can create reports that show data from Branch Unit and its related objects by using lookup fields or junction objects.

Question: 92

A financial services company needs to add new values for how a customer can be related to a financial account. Which object/field should the administrator add new values on?

- A. Object: Financial Account Role; Field: Role
- B. Object: Financial Account; Field: Primary Owner
- C. Object: Financial Account; Field: Joint Owner
- D. Object: Account-Account Relationship; Field: Related Role

Answer: A

Explanation:

To add new values for how a customer can be related to a financial account, the administrator should add new values on the Role field of the Financial Account Role object. The Financial Account Role object is a junction object that links a contact or an individual to a financial account and defines their role or relationship with that account. The Role field is a picklist field that specifies the role of the contact or individual for the financial account, such as owner, beneficiary, trustee, or custodian. By adding new values on the Role field of the Financial Account Role object, the administrator can create new categories of financial account relationships for customers.

Question: 93

A new custom object has been created, and the records of this object will be created through integration with another system. What should a consultant do to ensure the data is loading into the correct fields in Financial Services Cloud?

- A. Create a junction object between the external system and the new customer object where the data will reside
- B. Ensure custom metadata is configured and each custom metadata record details where the data will be sent
- C. Use a CSV file with the data created and use Data Loader to map to the correct field
- D. Utilize a field mapping file with the external system (allocation and the corresponding field in Salesforce)

Answer: D

Explanation:

To ensure the data is loading into the correct fields in Financial Services Cloud, the consultant should utilize a field mapping file with the external system allocation and the corresponding field in Salesforce. A field mapping file is a file that specifies how fields from an external system map to fields in Salesforce. By using a field mapping file, the consultant can ensure that the data from the new custom object is imported into the correct fields in Financial Services Cloud and avoid any data loss or inconsistency.

Question: 94

A wealth management division manages the financial assets of many wealthy clients.

Which three steps should the Financial Services Cloud consultant take to offer a high level of customization to boost user productivity?

- A. Create a new type of person account so trust group details roll down to the beneficiaries level.
- B. Create a Custom Field Set solely for the Wealth Managers without affecting the Investment Bankers.
- C. Assign the Custom Field Set to the Financial Summary component.
- D. Create and assign the Cuslhm Field Set permission set to all users.
- E. Assign the Custom Field Set To a Lightning component.

Answer: B, C, E

Explanation:

The following steps should be taken by the consultant to offer a high level of customization to boost user productivity for the wealth management division:

Create a Custom Field Set solely for the Wealth Managers without affecting the Investment Bankers. A Custom Field Set is a construct in Financial Services Cloud that allows you to define a collection of fields that can be displayed in a Lightning component, such as the Financial Summary or the Financial Account List. You can use Custom Field Sets to customize the fields that are relevant for different user groups or business scenarios, without modifying the underlying data model or page layout. You can create a Custom Field Set by going to Setup > Object Manager > Financial Account > Field Sets and adding or removing fields according to your requirements.

Assign the Custom Field Set to the Financial Summary component. The Financial Summary component is a Lightning component that displays aggregated financial data for a selected record, such as an account, contact, or opportunity. You can use the Financial Summary component to provide a holistic view of your client's financial situation and goals. You can assign a Custom Field Set to the Financial Summary component by using the Lightning App Builder and selecting the Custom Field Set from the Component Properties panel.

Assign the Custom Field Set To a Lightning component. A Lightning component is a reusable unit of user interface that can be added to any Lightning page, such as record pages, app pages, or Home pages. You can use Lightning components to enhance the functionality and user experience of your pages. You can assign a Custom Field Set to a Lightning component by using the Lightning App Builder and selecting the Custom Field Set from the Component Properties panel. Verified Reference: : Salesforce Help Article [1](#) : Salesforce Help Article [2](#) : Salesforce Help Article [3](#)

Question: 95

A financial services company has found that more than two-thirds of customer onboarding processes are manually done by client specialists, consuming large amounts of time and resulting in errors in the sales process. The company contacts a consultant to learn how to leverage Financial Services Cloud features to improve the current state.

What should the consultant consider from a customer onboarding perspective?

- A. If the company struggles with the low efficiency of collecting data in questionnaires and meeting compliance with the company policies. Action Plan can be used to improve the current state.
- B. If the company struggles with the low efficiency of tracking required documents for its customers and creating templates for ^ checklists. Discovery Framework is recurrU^ided to improve the current state.

- C. If the company struggles with the low efficiency of tracking required documents for its customers and creating templates for checklists, Action Plan is recommended to improve the current state.
- D. If the company struggles with the low efficiency of collecting data in questionnaires and meeting compliance with the company policies. Discovery Framework can be used to improve the current state.

Answer: A

Explanation:

The consultant should consider the following from a customer onboarding perspective:

If the company struggles with the low efficiency of collecting data in questionnaires and meeting compliance with the company policies, Action Plan can be used to improve the current state. Action Plan is a feature in Financial Services Cloud that allows you to automate and standardize common business processes or service requests, such as customer onboarding, account opening, or loan application. You can use Action Plan to create templates that define the tasks, owners, and deadlines for each process or request. You can also use Action Plan to create instances of templates that apply to specific target records, such as accounts, contacts, or opportunities. Action Plan can help you collect data in questionnaires and ensure compliance with company policies by providing step-by-step guidance and validation rules for each task. Verified Reference: : Salesforce Help Article [4] : Salesforce Help Article [5]

Question: 96

A consultant is building an agent console for an insurance company using FlexCards to provide a 360-degree view of its customers. An Integration Procedure will be used to retrieve Account, Opportunity, and Contract data.

a. The agent wants the following information displayed:

- Account information including account name, phone, and website
- Active opportunities related to the Account
- Active insurance policies related to the Account
- The ability to view and renew policies

How should the consultant design the FlexCards to meet these requirements?

- A. Parent FlexCard with single Child and Card Actions
- B. Parent FlexCard with multiple Child Flex Cards and Card Actions
- C. Parent FlexCard with multiple Child and different Card States
- D. Parent FlexCard with single Child and multiple Card States

Answer: B

Explanation:

The consultant should design the FlexCards as follows to meet the requirements:

Parent FlexCard with multiple Child Flex Cards and Card Actions. A Parent FlexCard is a construct in Financial Services Cloud that allows you to display information from one record in a card-like format on a Lightning page. A Child FlexCard is a construct in Financial Services Cloud that allows you to display information from related records in a card-like format within a Parent FlexCard. A Card Action is a construct in Financial Services Cloud that allows you to perform actions on a record from within a FlexCard, such as edit, delete, renew, or view details. You can use Parent FlexCards, Child FlexCards, and Card Actions to create an agent console that provides a 360-degree view of your customers and enables quick actions on their records. Verified Reference: : Salesforce Help Article [6] : Salesforce Help Article [7] : Salesforce Help Article [8]

Question: 97

How should developers configure customized nodes for display in ARC?

- A. Select Use LWC from the node Display tab to show the node in a Lightning Web Component
- B. Reference the Lightning WebComponent in the Display properties of the custom ARC relationship graph
- C. Select Use FlexCard from the node Display tab to show the node in a FlexCard
- D. Reference the FlexCard in the Display properties of the custom ARC relationship graph

Answer: B

Explanation:

To configure customized nodes for display in ARC, developers should reference the Lightning Web Component in the Display properties of the custom ARC relationship graph. A Lightning Web Component is a custom framework for creating reusable web components that run natively in browsers and leverage modern web standards. A custom ARC relationship graph is a metadata type in Financial Services Cloud that defines how account-account relationships are displayed in ARC, such as node shape, color, size, label, or icon. You can use Lightning Web Components and custom ARC relationship graphs to create customized nodes for ARC that show additional information or functionality for each account. Verified Reference: : Salesforce Help Article [9] : Salesforce Help Article [10]

Question: 98

A banking client currently manages its onboarding process manually with paper forms. To optimize the process, the client wants to digitize and automate as much as possible. The bank wants its clients to manage the forms in a portal and leverage e-signatures for processing.

Which three steps are needed to document this requirement following the discovery session?

- A. Document the business process flows.
- B. Design the solution using the Financial Services Cloud components.
- C. Create a visual flow diagram.
- D. Understand the journey for the multiple personas involved in the process.
- E. Determine the best e-signature solution to use.

Answer: ADE

Explanation:

The following steps are needed to document the requirement for digitizing and automating the customer onboarding process following the discovery session:

Document the business process flows. You need to document the current and future state of the business process flows for customer onboarding, such as the steps, inputs, outputs, decisions, and

dependencies involved in each flow. You can use tools such as diagrams, charts, or tables to illustrate the process flows and identify the pain points, gaps, or opportunities for improvement.

Understand the journey for the multiple personas involved in the process. You need to understand the journey for each persona that participates in or interacts with the customer onboarding process, such as the customer, the client specialist, or the manager. You can use tools such as personas, journey maps, or user stories to capture the needs, goals, pain points, and expectations of each persona and how they experience the process from their perspective.

Determine the best e-signature solution to use. You need to determine the best e-signature solution to use for collecting and processing digital signatures from customers during the onboarding process. You can use tools such as research, analysis, or comparison to evaluate different e-signature solutions based on criteria such as functionality, compatibility, security, cost, or user feedback. Verified Reference: : Salesforce Help Article [11] : Salesforce Help Article [12] : Salesforce Help Article [13]

Question: 99

The investor relations director of a large insurance company just published a press release after the company's Quarterly Earnings Call to report about its digital transformation implementing Salesforce Financial Services Cloud (FSC).

Which three value outcomes should the company's stakeholders expect?

- A. Achieved higher CSAT & NPS scores attributed to personalized customer experiences driven by shorter waits due to decreased average case handle times and improved self-service solutions via Einstein Bots for FSC
- B. Streamlined the entire deal lifecycle with FSC. leveraging relationship maps and interaction history in business development/discovery D to accelerate pipe management and research
- C. Improved customer onboarding experiences by fast-tracking and simplifying document tracking and approvals via FSC Action Plans
- D. Drove Advisor productivity with a daily task list, client life events, opportunities, and aggregated household information directly from D the FSC HomeT\e
- E. Automated claims orchestration via straight through processing workflow rules from OmniStudio with minimal human intervention from insurance adjusters or underwriters, allowing claims to be completed faster and at scale

Answer: ACD

Explanation:

The following value outcomes should the company's stakeholders expect from implementing Salesforce Financial Services Cloud (FSC):

Achieved higher CSAT & NPS scores attributed to personalized customer experiences driven by shorter waits due to decreased average case handle times and improved self-service solutions via Einstein Bots for FSC. This outcome means that the company improved its customer satisfaction (CSAT) and net promoter score (NPS) metrics by providing customized and relevant interactions with customers, reducing their waiting time by handling cases more efficiently, and offering self-service options through chatbots powered by artificial intelligence.

Improved customer onboarding experiences by fast-tracking and simplifying document tracking and approvals via FSC Action Plans. This outcome means that the company enhanced its customer onboarding process by speeding up and streamlining the document management and approval workflow using Action Plans, which are features that allow users to create templates for common client processes, such as account opening, loan application, or financial review.

Drove Advisor productivity with a daily task list, client life events, opportunities, and aggregated household information directly from the FSC Home Page. This outcome means that the company increased its advisor productivity by providing them with a daily task list that shows their priorities and action items, a client life events component that shows important events in their clients' lives, an opportunities component that shows potential sales deals, and an aggregated household information component that shows a holistic view of their clients' financial situation, all on the FSC Home Page

Question: 100

A private equity company with only one administrator wants to upgrade Financial Services Cloud (FSC) from a Sales Cloud Unlimited Edition (UE) org. The company decided to install FSC greenfield on a new org to minimize the transfer of existing tech debt. In preparation for data migration, the administrator has been exporting backup files of the current org for a month.

What should the administrator do as part of the preparation for the data migration process?

- A. The administrator can ask the business manager on the investment bank team to review the file directly.
- B. After running the backup data export manually for 2 weeks, the administrator can schedule this job to run weekly every Sunday to review the file on Mondays at the start of the week for data comparisons/analysis.
- C. As a dry run, the administrator can test this process via a data export request from the primary sandbox to the existing Sales Cloud UE org.
- D. To start, the administrator can run a daily backup data export for a week, then continue to run this job weekly until they are ready for data migration.

Answer: D

Explanation:

As part of the preparation for the data migration process, the administrator should run a daily backup data export for a week, then continue to run this job weekly until they are ready for data migration. [This is a best practice for data migration in Salesforce that allows the administrator to identify the data they want to migrate, create templates for the data, prepare the destination org, and validate the data.](#) By running a daily backup data export for a week, the administrator can capture any changes or updates in the data and compare them with previous exports. [By continuing to run this job weekly until they are ready for data migration, the administrator can ensure that they have the most recent and accurate data to migrate into Financial Services Cloud. Verified Reference: 2](#)

Question: 101

Cumulus Cloud Bank needs help onboarding new customers. The business process requires updating

the Know Your Customer (KYC) document checklist and performing internal tasks in a predefined order. However, during an internal audit, it was found that bankers often miss these tasks and still move to the next stage of the onboarding process.

What should a consultant recommend?

- A. Create an after-save trigger to generate reminder tasks.
- B. Utilize Chatter notifications for reminders.
- C. Utilize Action Plan and Action Item Template.
- D. Utilize Financial Services Cloud flag Templates to flag missing items.

Answer: C

Explanation:

To help onboarding new customers, the consultant should recommend using Action Plan and Action Plan Template. Action Plan is a feature in Financial Services Cloud that allows you to automate and standardize common business processes or service requests, such as customer onboarding, account opening, or loan origination. You can use Action Plan to create templates that define the tasks, owners, and deadlines for each process or request. You can also use Action Plan to enforce task dependencies and completion criteria, so that

bankers cannot skip or miss any tasks or move to the next stage of the onboarding process without meeting the requirements. Verified Reference: : Salesforce Help Article [1](#) : Salesforce Help Article [2](#)

Question: 102

A consultant is working with a new customer and has gained a firm understanding of their business processes and systems in preparation for implementing Salesforce Financial Services Cloud.

What should the consultant create as a deliverable for the current state business process?

- A. Word document telling the story of the process from the user's perspective
- B. An Excel spreadsheet with steps of the process as rows, and systems and personas in columns
- C. An end-to-end visual map of the process using personas, systems, inputs, and outcomes
- D. A Powerpoint deck with screenshots of the current systems and callouts to what is happening on each slide

Answer: C

Explanation:

To document the current state business process for implementing Salesforce Financial Services Cloud, the consultant should create an end-to-end visual map of the process using personas, systems, inputs, and outcomes. A visual map is a tool that can help illustrate the flow of a business process from start to finish, showing the steps, decisions, and dependencies involved in each stage. A visual map can also include personas, systems, inputs, and outcomes to provide more context and detail for each step of the process. Personas are fictional characters that represent the different roles or users that participate in or interact with the process. Systems are the tools or applications that are used to perform or support the process. Inputs are the data or information that are required or provided for each step of the process. Outcomes are the results or outputs that are achieved or delivered by each step of the process. Verified Reference: : Salesforce Help Article [3](#) : Salesforce Help Article [4]

Question: 103

When importing records from a system outside of Salesforce, which ID should be used to prevent the data import from creating duplicates?

- A. User ID
- B. Data Load ID
- C. External ID
- D. Org ID

Answer: C

Explanation:

To prevent the data import from creating duplicates when importing records from a system outside of Salesforce, you should use External ID. External ID is a custom field type that can be used to store unique identifiers from other systems. You can use External ID to match records during data import and avoid creating duplicate records in Salesforce. You can also use External ID to enable upsert operations, which can insert new records or update existing records based on the External ID value. Verified Reference: : Salesforce Help Article [5] : Salesforce Help Article [6]

Question: 104

What are the three building blocks of Flow Orchestration?

- A. Steps
- B. Blocks
- C. Stages
- D. Processes
- E. Work Items

Answer: A, C, E

Explanation:

The following are the building blocks of Flow Orchestration:

Steps: Steps are discrete units of work that can be performed by a user or a system within a flow orchestration. Steps can have different types, such as user input steps, system action steps, decision steps, or subflow steps. Steps can also have different attributes, such as name, description, icon, input variables, output variables, or preconditions.

Stages: Stages are logical groupings of steps that represent phases or milestones within a flow orchestration. Stages can have different attributes, such as name, description, icon, entry criteria, exit criteria, or completion actions.

Work Items: Work Items are instances of flow orchestrations that track the progress and status of each execution. Work Items can have different attributes, such as name, description, owner, assignee, due date, priority, status, stage history, or step history. Verified Reference: : Salesforce Help Article [7] : Salesforce Help Article [8] : Salesforce Help Article [9]

Question: 105

How are identification documents, other assets, liabilities, goals, and revenue modeled, in an existing Financial Services Cloud org using the individual account model?

- A. An administrator is logged in to Data Loader with their own credentials to insert new Business Account records into their Salesforce environment. They forget to specify the Account Owner field in the import file.
- B. Assuming there are no other issues, what should happen when the administrator uploads the import file? The Attachment object is used to represent other assets, liabilities, and goals. In the individual model, these attachments are related to the Account object.
- C. Custom objects are used to represent other assets, liabilities, and goals. In the individual model, these objects are related to the Account object.
- D. Document, Note, and Attachment objects are used to represent other assets, liabilities, and goals. In the individual model, these objects are related to the person account.

Answer: B

Explanation:

In an existing Financial Services Cloud org using the individual account model, custom objects are used to represent other assets, liabilities, and goals. These objects are related to the Account object via lookup relationships. For example:

The Other Asset object is used to represent non-financial assets owned by an account holder, such as real estate properties, vehicles, or jewelry.

The Other Liability object is used to represent non-financial liabilities owed by an account holder, such as mortgages, loans, or taxes.

The Financial Goal object is used to represent financial objectives pursued by an account holder, such as retirement planning, education funding, or debt reduction. Verified Reference: : Salesforce Help Article [10] : Salesforce Help Article [11] : Salesforce Help Article [12]

Question: 106

A large insurance company hired a consulting firm to improve customer experiences for customers that want to complete standard processes online, such as getting an insurance quote or submitting a claim.

Which three standard Insurance Platform components can digitally enable these core insurance operations?

- A. Policy Administration
- B. Claims Management
- C. Quote, Rate, and Apply
- D. Quote Creathqn Toolbox
- E. MobileClaimSubmission

Answer: ABC

Explanation:

The following standard Insurance Platform components can digitally enable the core insurance operations of getting an insurance quote or submitting a claim:

Policy Administration, which is a component that allows users to manage the lifecycle of insurance policies, such as creating, renewing, canceling, or endorsing policies. By using Policy Administration, the consulting firm can enable customers to view and update their policy information online.

Claims Management, which is a component that allows users to manage the lifecycle of insurance claims, such as creating, investigating, adjusting, or settling claims. By using Claims Management, the consulting firm can enable customers to submit and track their claims online.

Quote, Rate, and Apply, which is a component that allows users to create and compare insurance quotes, calculate premiums and discounts, and apply for policies online. By using Quote, Rate, and Apply, the consulting firm can enable customers to get an insurance quote online

Question: 107

A regional bank is implementing Financial Services Cloud (FSC). Today, relationship managers receive email reminders 2 days, 2 weeks, and 2 months after a new customer opens their first bank account to contact the customer for feedback. In addition, the bank wants the ability for relationship managers to track and report on progress in FSC.

What should the administrator do when designing the future state business process using FSC features?

- A. When creating an account, create an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months.
- B. When a lead or referral is converted, create an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months.
- C. When an account status is changed to "Customer", create an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months.
- D. When an account status is changed to "Customer", send emails to the Account Owner to follow up in 2 days, 2 weeks, and 2 months.

Answer: C

Explanation:

To design the future state business process using FSC features, the administrator should create an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months when an account status is changed to "Customer". An action plan is a feature that allows users to create templates for common client processes, such as account opening, loan application, or financial review. An action plan template consists of action plan items that define the tasks, subtasks, and deadlines for each step of the process. By creating an action plan with tasks to follow up in 2 days, 2 weeks, and 2 months when an account status is changed to "Customer", the administrator can automate the email reminder process and track and report on the progress in FSC

Question: 108

A retail bank is using Financial Services Cloud to support its operations. The bank has received complaints that its clients' documentation is often submitted late and when clients call, customer service agents are struggling with multiple systems to determine where the documentation is. Which solution should a consultant suggest the client explore?

- A. A Marketing Cloud integration to manage client communications
- B. An APEX solution to leverage the SendMail capabilities of Salesforce
- C. Process Builder to create automatic document requests for missing items
- D. The Send Documents flow for Retail Banking

Answer: D

Explanation:

The solution that the consultant should suggest the client explore to improve its clients' documentation submission and tracking is the Send Documents flow for Retail Banking. The Send Documents flow for Retail Banking is a prebuilt flow that allows users to send documents requests to clients via email and track the status of the requests in FSC. The flow uses DocuSign eSignature integration to enable clients to sign and return documents electronically. By using the Send Documents flow for Retail Banking, the consultant can help the client streamline and simplify its document management process and improve its customer service agents' efficiency

Question: 109

A wealth management firm is looking to start tracking its clients' hobbies for marketing purposes in Salesforce. Which Financial Services Cloud feature is most suitable for this?

- A. Interest Tags
- B. Alerts
- C. Topics
- D. Engagement Topics

Answer: A

Explanation:

The Financial Services Cloud feature that is most suitable for tracking clients' hobbies for marketing purposes is Interest Tags. Interest Tags are features that allow users to add tags to contacts or individuals based on their

interests or preferences. Users can create custom interest tags or use predefined ones from FSC. By using Interest Tags, the wealth management firm can capture its clients' hobbies and use them for marketing segmentation or personalization.

Question: 110

A financial services company needs a custom field for reporting when relating two-person accounts to each other. Which object should the Financial Services Cloud consultant configure the custom field on?

- A. Account Contact Relationship
- B. Contact-Contact Relationship
- C. Person Account
- D. Account Account Relationship

Answer: D

Explanation:

To configure a custom field for reporting when relating two-person accounts to each other, the Financial Services Cloud consultant should configure the custom field on the Account Account Relationship object. The Account Account Relationship object is a junction object that links two accounts together and defines their relationship type and role. By configuring a custom field on the Account Account Relationship object, the consultant can capture additional information about how two-person accounts are related to each other and use it for reporting purposes.

Question: 111

A financial institution has custom security and visibility rules where certain users need to see specific records even though they are not typically engaged in that Account. This includes legal and compliance members who must be engaged for particular deals.

Which Financial Services Cloud capability provides the ability to accommodate this request?

- A. Compliant Data Sharing
- B. Custom Sharing»Rules
- C. Business Rules Engine
- D. Interaction Summaries

Answer: A

Explanation:

The Financial Services Cloud capability that provides the ability to accommodate the request of sharing specific records with certain users who are not typically engaged in that account is Compliant Data Sharing. Compliant Data Sharing is a feature that allows users to share records with other users based on criteria such as record type or field value. Users can create sharing rules for objects such as account, contact, individual, financial account role, opportunity participant role, or case team role. By using Compliant Data Sharing, the financial institution can share records with legal and compliance members who must be engaged for particular deals based on a field value that indicates the deal type.

Question: 112

Early in the discovery and solution meetings, it was determined that the client would primarily use out-of-the-box Financial Services Cloud (FSC) objects and components with minimal custom objects needed. In addition, it was decided that records should be private, but the managerial chain would require visibility into all their direct reports' records.

Which three security settings must be set up in Salesforce to meet these requirements?

A. Only Custom Profiles should be configured and assigned to all users to use FSC components and field-level security. The ^ administrator should configure custom profiles and assign them to all

users

B. Organization-wide sharing defaults should be set to meet sharing requirements for all objects in use.

C. Each object sharing should be set up, explicitly sharing each user's record with the manager.

D. The Role Hierarchy in setup should be configured to allow for managers to automatically see records of those under them.

E. Custom permission sets and out-of-the-box FSC permission sets should be configured or updated and assigned to all users for the use of FSC components and field-level security.

Answer: BDE

Explanation:

The following security settings must be set up in Salesforce to meet the requirements of using out-of-the-box Financial Services Cloud objects and components with minimal custom objects and private record sharing with managerial visibility:

Organization-wide sharing defaults should be set to meet sharing requirements for all objects in use. Organization-wide sharing defaults are the baseline level of access that users have to records that they do not own or are not explicitly shared with them. You can use organization-wide sharing defaults to specify the default access level for each object, such as Public Read/Write, Public Read Only, or Private. You can also use organization-wide sharing defaults to enable or disable features such as grant access using hierarchies, external access, or external org-wide defaults.

The Role Hierarchy in setup should be configured to allow for managers to automatically see records of those under them. The Role Hierarchy is a structure that represents the levels of data visibility and access that users have in an organization based on their role or position. You can use the Role Hierarchy to define the roles and subordinates for each user and grant access to records owned by or shared with users below them in the hierarchy. You can also use the Role Hierarchy to control the visibility of dashboards, reports, and territories.

Custom permission sets and out-of-the-box FSC permission sets should be configured or updated and assigned to all users for the use of FSC components and field-level security. Permission sets are a collection of settings and permissions that give users access to various tools and functions in Salesforce. You can use permission sets to grant additional permissions or access levels to users without changing their profile. You can also use permission sets to control the field-level security for each object and field, which determines whether users can view, edit, or delete data in those fields. Financial Services Cloud provides several out-of-the-box permission sets that grant access to FSC components and features, such as Action Plans, Financial Accounts, or Relationship Groups. You can also create custom permission sets to meet your specific business needs. Verified Reference: : Salesforce Help Article [1](#) : Salesforce Help Article [2](#) : Salesforce Help Article [3](#)

Question: 113

A financial services company needs a custom field for reporting when relating two business accounts to each other. Which object should the administrator configure the custom field on?

- A. Contact-Contact Relationship
- B. Account
- C. Account Account Relationship
- D. Account Contact\Relationship

Answer: C

Explanation:

To configure a custom field for reporting when relating two business accounts to each other, the administrator should configure the custom field on the Account-Account Relationship object. The Account-Account Relationship object is a custom object in Financial Services Cloud that allows you to create and manage relationships between two accounts, such as Household Member, Business Owner, Trustee, or Friend. You can use the Account-Account Relationship object to store additional information about the relationship between two accounts, such as role, start date, end date, or status. You can also use the Account-Account Relationship object to report on the account-account relationships and analyze their impact on your business. Verified Reference: : Salesforce Help Article [4] : Salesforce Help Article [5]

Question: 114

Which three objects should a Financial Services Cloud administrator use when planning to use the Mortgage Data Model to integrate with external Loan Origination and Customer Onboarding applications to accurately track the pipeline?

- A. Assets & Liabilities
- B. Opportunity
- C. Case
- D. Account
- E. Financial Account

Answer: B, D, E

Explanation:

The following objects should be used when planning to use the Mortgage Data Model to integrate with external Loan Origination and Customer Onboarding applications to accurately track the pipeline:

Opportunity: An Opportunity is a standard object that represents a potential sale or deal for your products or services. You can use the Opportunity object to track and manage the stages, amounts, probabilities, and expected revenue of your deals. You can also use the Opportunity object to associate products, price books, quotes, contracts, orders, or assets with your deals.

Account: An Account is a standard object that represents a person or an organization that has a business relationship with your company. You can use the Account object to store information about your customers, such as name, address, phone number, website, industry, or rating. You can also use the Account object to associate contacts, opportunities, activities, cases, or notes with your customers.

Financial Account: A Financial Account is a custom object in Financial Services Cloud that represents a financial product or service that is owned by an account holder or related to an account holder's financial goal. You can use the Financial Account object to store information about your customers' financial accounts, such as type,

balance, status, or interest rate. You can also use the Financial Account object to associate financial transactions, financial account roles, or financial goals with your customers' financial accounts. Verified Reference: : Salesforce Help Article [6] : Salesforce Help Article [7] : Salesforce Help Article [8]

Question: 115

Which three insurance processes are managed by the Policy Administration component?

- A. Payments
- B. Approvals
- C. Commissions
- D. Underwriting
- E. Endorsements

Answer: ABE

Explanation:

The following insurance processes are managed by the Policy Administration component:

Payments: Payments are the amounts that a policyholder pays to an insurance company for a policy or a claim. You can use the Policy Administration component to manage the payment schedules, methods, and statuses for your policies and claims. You can also use the Policy Administration component to integrate with external payment systems and track the payment transactions and balances for your policies and claims.

Approvals: Approvals are the processes that an insurance company follows to review and authorize a policy or a claim. You can use the Policy Administration component to configure and automate the approval workflows, rules, and criteria for your policies and claims. You can also use the Policy Administration component to assign approvers, send notifications, and monitor the approval statuses and histories for your policies and claims.

Endorsements: Endorsements are the changes or modifications that a policyholder requests or an insurance company makes to a policy. You can use the Policy Administration component to manage the endorsement requests, types, and statuses for your policies. You can also use the Policy Administration component to update the policy details, coverages, premiums, or terms based on the endorsements for your policies. Verified Reference: : Salesforce Help Article [9] : Salesforce Help Article [10] : Salesforce Help Article [11]

Question: 116

A financial services company wants to plan ahead for designing the Financial Services Cloud (FSC) implementation. Which three activities should the implementation team prioritize during planning?

- A. Prepare for integrations with transactional systems, external data sources, custodians, and any other platforms that the company's business relies on.
- B. Beyond the preconfigured settings, evaluate whether they need advanced customizations.
- C. Enable and configure person accounts in FSC, and assign users with permission set licenses.
- D. Review the out-of-the-box capabilities and compare them to the company's current needs.
- E. Design the modifications to fields, picklists, layouts, and other required features to support business processes.

Answer: A, B, D

Explanation:

The following activities should be prioritized by the implementation team during planning for designing the

Financial Services Cloud implementation:

Prepare for integrations with transactional systems, external data sources, custodians, and any other platforms that the company's business relies on. Integrations are the connections or interactions that allow data or functionality to flow between different systems or platforms. You should prepare for integrations with your existing or new systems or platforms that support your business processes, such as transactional systems, external data sources, custodians, or other platforms. You should also consider the integration methods, tools, requirements, and challenges that you will need to address during the implementation.

Beyond the preconfigured settings, evaluate whether they need advanced customizations. Customizations are the changes or modifications that you make to Salesforce to meet your specific business needs or preferences. You should evaluate whether you need advanced customizations beyond the preconfigured settings that Financial Services Cloud provides out of the box, such as custom objects, fields, formulas, validation rules, workflows, triggers, or components. You should also consider the impact, benefits, and risks of your customizations on your data model, user interface, performance, security, or maintenance.

Review the out-of-the-box capabilities and compare them to the company's current needs. Out-of-the-box capabilities are the features or functions that Financial Services Cloud offers without any customizations or configurations. You should review the out-of-the-box capabilities and compare them to your company's current needs and expectations. You should also identify any gaps or opportunities for improvement that you can address with configurations or customizations during the implementation. Verified Reference: : Salesforce Help Article [12] : Salesforce Help Article [13] : Salesforce Help Article [14]

Question: 117

An investment bank is implementing Financial Services Cloud (FSC) to manage the deal pipeline. Each opportunity has confidential information that the deal team members must only view. In addition, each member needs the ability to take and share notes directly within Salesforce with others on the team.

Which three FSC features should be part of the solution design?

- A. Financial Deal Management
- B. Sharing Rules
- C. Compliance Sharing
- D. Profiles
- E. Interaction Summaries

Answer: A, B, E

Explanation:

The following FSC features should be part of the solution design for managing confidential deal information and notes sharing among deal team members:

Financial Deal Management: Financial Deal Management is a feature in Financial Services Cloud that allows you to track and manage complex deals that involve multiple parties, products, and stages. You can use Financial Deal Management to store confidential deal information such as deal name, amount, status, or participants. You can also use Financial Deal Management to associate opportunities, products, or tasks with a deal.

Question: 118

Which three processes are part of Claims Management?

- A. Auto Adjudication
- B. Reserve Management
- C. Quoting
- D. Underwriting
- E. Payment

Answer: A, B, E

Explanation:

The following processes are part of Claims Management:

Auto Adjudication, which is a process that allows claims to be processed automatically without human intervention, based on predefined rules and criteria. Auto adjudication can improve the efficiency and accuracy of claims processing and reduce operational costs.

Reserve Management, which is a process that involves estimating and setting aside funds for future claims payments. Reserve management can help insurers manage their cash flow and solvency and **comply with regulatory requirements**.

Payment, which is a process that involves disbursing funds to claimants or providers after a claim has been approved. Payment can involve different methods, such as check, electronic funds transfer, or debit card. Payment can affect the customer satisfaction and retention rate of insurers.

Question: 119

Cumulus Bank is migrating its CRM software from a legacy application to Salesforce Financial Services Cloud (FSC). The bank hired Salesforce Professional Services to configure/deploy the new Salesforce FSC org and migrate data.

Which order should a consultant follow when performing the data migrations?

- A. Individuals, then Financial Account Roles, then Financial Accounts, then Financial Account Transactions
- B. Individuals, then Financial Accounts, then Financial Account Roles, then Financial Account Transactions
- C. Financial Accounts, then Financial Account Roles, then Individuals, then Financial Account Transactions
- D. Financial Accounts, then Financial Account Transactions, then Financial Account Roles, then Individuals

Answer: B

Explanation:

The order that the consultant should follow when performing the data migrations is Individuals, then Financial Accounts, then Financial Account Roles, then Financial Account Transactions. This order ensures that the data dependencies and relationships are maintained and that the data integrity and quality are preserved. By migrating Individuals first, the consultant can create the records that represent the customers of the bank. By migrating Financial Accounts next, the consultant can create the records that represent the financial products or services that the customers own or use. By migrating Financial Account Roles next, the consultant can create the records that link the individuals to the financial accounts and define their roles or relationships with those accounts. By migrating Financial Account Transactions last, the consultant can create the records that represent the transactions or activities that occur on the financial accounts.

Question: 120

A major Japanese bank is expanding geographically and opening additional branches in Asia

a. As such, they hired a regional consulting firm to implement Financial Services Cloud (FSC) locally.

What are the two expectations from implementing multi language features in FSC?

- A. Referrals in Singapore and Hong Kong will be shared in English, but in Macau, referrals will be shared in Portuguese.
- B. Bankers in Japan have been accessing FSC in Japanese, but the new bankers in China will be accessing FSC in Chinese.
- C. In Tokyo branches, the names of the Account, Prospect & Contact are in Japanese, but the package Advisor, Personal Banker, D Relationship Manager, and Client Associate profiles are in English.
- D. In Seoul, South Korea, the branch managers will be reviewing their FSC dashboards every morning in Korean, while their colleagues in Shanghai, China, will be doing so in Chinese.

Answer: BD

Explanation:

The following expectations are from implementing multi language features in FSC:

Bankers in Japan have been accessing FSC in Japanese, but the new bankers in China will be accessing FSC in Chinese. This expectation means that FSC supports multiple languages and allows users to choose their preferred language for their user interface and data display.

In Seoul, South Korea, the branch managers will be reviewing their FSC dashboards every morning in Korean, while their colleagues in Shanghai, China, will be doing so in Chinese. This expectation means that FSC supports multiple languages for reports and dashboards and allows users to view them in their preferred language.

Question: 121

In Financial Services Cloud, what is the criteria for commas and symbols to be displayed correctly on the Financial Account Summary component?

- A. User currency must match org default currency.
- B. Account currency must match org default currency.
- C. User's locale must match user's currency.
- D. User's locale and language must match user's currency.

Answer: C

Explanation:

The criteria for commas and symbols to be displayed correctly on the Financial Account Summary component is that user's locale must match user's currency. The locale is a setting that determines how dates, times, numbers, and currencies are formatted and displayed for a user. The currency is a setting that determines how monetary amounts are formatted and displayed for a user. By matching the user's locale with their currency, FSC can ensure that commas and symbols are displayed correctly on the Financial Account Summary component according to the user's preferences and expectations

Question: 122

A consultant advising Cumulus Bank wants to ensure that the bank is compliant with Identity Verification Regulations when customers contact the bank.

Which two features should a consultant leverage to design this business process?

- A. Omni Studio
- B. Process Builder
- C. Discovery Framework
- D. Screen Flows

Answer: B, D

Explanation:

Process Builder and Screen Flows are two features that can be used to design a business process for identity verification. Process Builder is a tool that allows you to automate business processes by creating workflows that trigger actions based on certain criteria. Screen Flows are a type of flow that guide users through a series of screens to collect and update data. You can use Process Builder to launch a Screen Flow when a customer contacts the bank, and use the Screen Flow to capture and verify the customer's identity information. Reference: [Process Automation], [Screen Flows]

Question: 123

A Salesforce administrator updating a record page to add a Chatter component to the Action Plan Lightning record page is unable to find the Chatter components for selection.

What is the reason for this?

- A. Feed tracking has to be enabled for the Action Plan object.
- B. Chatter has to be enabled for Action Plans via Chatter settings in setup.
- C. Salesforce is yet to roll out Chatter for the Action Plan object.
- D. Admin users have to be assigned the Action Plans permission set.

Answer: A

Explanation:

Feed tracking has to be enabled for the Action Plan object in order to add a Chatter component to the Action Plan Lightning record page. Feed tracking allows you to see updates on records in Chatter feeds. You can enable feed tracking for custom objects, such as Action Plan, from the setup menu.

Once feed tracking is enabled, you can add Chatter components, such as Feed or Publisher, to the record page using the Lightning App Builder. Reference: [Feed Tracking], [Chatter Components]

Question: 124

An asset management firm that is moving to Salesforce from its old CRM wants to be able to bring over its client data on drivers' licenses and passports. 55m 058

Which Financial Services Cloud object should a consultant recommend?

- A. Document Checklist Item
- B. Received Document
- C. Identification Document
- D. Identity Document

Answer: C

Explanation:

Identification Document is the Financial Services Cloud object that should be recommended for storing client data on drivers' licenses and passports. Identification Document is a standard object that represents a document that verifies a person's identity, such as a driver's license, passport, or national ID card. You can create identification document records for individual clients and link them to their person accounts. You can also store information such as document type, number, issue date, expiration date, and country of issuance. Reference: [Identification Document Object], [Manage Identification Documents]

Question: 125

A consultant is configuring a demo for a customer but cannot create new residential loan application records. What is prohibiting the consultant from creating a new residential loan application?

- A. The Residential Loan Application flow was not enabled in the setup.
- B. The administrator did not enable "Allow Mortgage Access" in Setup.
- C. The user does not have "Mortgage User" checked in their user record.
- D. The administrator did not assign the Mortgage permission set to the user.

Answer: D

Explanation:

The administrator did not assign the Mortgage permission set to the user. The Mortgage permission set is required to access the Residential Loan Application object and its related objects, such as Loan Application Form, Loan Assessment, and Loan Product. Without this permission set, the user cannot create, edit, or view residential loan application records. The administrator can assign the Mortgage permission set to the user from the user detail page in Setup. Reference: [Mortgage Permission Set], [Residential Loan Application Object]

Question: 126

An investment banker is looking to take detailed meeting notes and share them easily with his colleagues while specifying confidentiality and meeting attendees. Which Financial Services Cloud feature should a consultant recommend in this scenario?

- A. Notes
- B. Events
- C. Engagement Interaction
- D. Interaction Summary

Answer: D

Explanation:

Interaction Summary is the Financial Services Cloud feature that should be recommended in this scenario. Interaction Summary is a standard object that represents a summary of an interaction with a client or a group of clients. It allows the user to capture meeting notes, specify confidentiality level, link related records, and associate interaction participants. Interaction Summary can be created from the Interaction Summary component on a record page or from the New Interaction Summary action on a list view or related list. Reference: [Interaction Summary Object], [Create an Interaction Summary]

Question: 127

What are two language-related limitations of Financial Services Cloud?

- A. Predefined reciprocal roles are available only in English.
- B. Custom component labels are supported only in English.
- C. Referral record type labels are supported only in English.
- D. Flows are available only in English.

Answer: A, C

Explanation:

Predefined reciprocal roles are available only in English and Referral record type labels are supported only in English are two language-related limitations of Financial Services Cloud. Predefined reciprocal roles are the roles that define the relationship between two individual clients or between an individual client and a group. For example, Spouse, Child, Parent, etc. These roles are not translated into other languages and cannot be edited or deleted. Referral record type labels are the labels that indicate the type of referral, such as Client Referral or Prospect Referral. These labels are also not translated into other languages and cannot be edited or deleted. Reference: [Predefined Reciprocal Roles], [Referral Record Type Labels]

Question: 128

A wealthy client owns a boutique shoe store called Smith's Shoes. Their financial advisor would like to add this relationship to the Financial Services Cloud (FSC) to track the complete picture of relationships related to the wealthy client's household.

Which three options should the Financial Services Cloud consultant use when mapping this

relationship in FSC?

- A. Account Account Relationship object
- B. Account Contact Relationship object
- C. Account object - Household record type
- D. Contact object
- E. Account object - Business record type

Answer: A, C, E

Explanation:

Question: 129

Rachel Addams belongs to two households:

1. The Addams household where Rachel lives with her spouse, Nigel Addams. Rachel is the client and, as such, is listed as the primary member of that household. This household is also Rachel's primary group.
2. The Symonds household. This household belongs to Rachel's parents, but Rachel manages their finances. Rachel is considered the beneficiary of this household.

In addition, Rachel's household has a related account, the Addams Charitable Trust, and a related contact, Ivan M. Kohl, attorney at law.

What should be the relationships between the parties when the Financial Services Cloud consultant sets up

Rachel's person account?

1. Primary Group Household - Addams Household

Primary Member - Rachel Addams

Spouse - Nigel Adams

Trustee - Addams Charitable Trust

Household - Symonds Household

Primary Member - Neil Symonds

Beneficiary - Rachel Addams

Related Accounts - Addams Charitable Trust

Related Contacts - Ivan M. Kohl

A financial services company needs to transform the individual data model to person accounts in Financial Services Cloud (FSC), and its consulting partner is helping decide the sequence of the user stories in the design phase.

What should the implementation team do as the top priority during planning?

- A. Perform a data backup.
- B. Enable a person account in a sandbox.
- C. Configure Person Account record types.
- D. Enable person accounts in FS

Answer: A

Explanation:

The relationships between the parties when the Financial Services Cloud consultant sets up Rachel's person account should be as follows:

Primary Group Household - Addams Household

Primary Member - Rachel Addams

Spouse - Nigel Adams

Trustee - Addams Charitable Trust

Household - Symonds Household

Primary Member - Neil Symonds

Beneficiary - Rachel Addams

Related Accounts - Addams Charitable Trust

Related Contacts - Ivan M. Kohl

Reference: [Work with Records Unit | Salesforce Trailhead](#)

A person account can belong to multiple households, but only one household can be the primary group. The primary group is the household that represents the person account's primary financial relationship. The primary member of a household is the person account who is the main contact for that household. A person account can also have other relationships with households, such as beneficiary, trustee, or power of attorney. A household can have related accounts and contacts that are not part of the household, but are associated with it for some reason.

Question: 130

An investment bank client wants all its users to track client engagements with Interaction Summaries. In addition, those call logs need to be shared with specialists in other lines of business so they can assist in specific types of deals.

Which three Financial Services Cloud standard objects should be used to help accommodate these business

requirements?

- A. Interaction Summary Participant
- B. Financial Deal Participant
- C. Participant Role
- D. Interaction Participant
- E. Opportunity Participant

Answer: ABC

Explanation:

Reference: [Track Client Interactions - Salesforce](#)

Interaction Summaries are records that capture the details of a client interaction, such as a meeting, a call, or an email. Interaction Summaries can be linked to Financial Deals, which are records that represent a business opportunity or transaction with a client. Interaction Summaries and Financial Deals can have participants, which are records that represent the people or groups involved in the interaction or deal. Participants can have different roles, such as advisor, client, specialist, or decision maker. Participant Role is a custom object that defines the possible roles for participants.

Question: 131

Cumulus Bank wants to use Interactions to capture conversations that investment bankers have with their clients. Due to the sensitive nature of the interactions, the bank needs to carefully limit access to the detailed notes for certain groups. Basic information about attendees and meeting dates is not sensitive.

Which three options should a consultant recommend?

- A. Enable Compliant Data Sharing for Interactions.
- B. Enable Compliant Data Sharing for Interaction Summaries.
- C. Disable Role-Hierarchy-Based Sharing for Engagement Interactions.
- D. Use Interaction Summary Participants to provide the right access to individuals or groups.
- E. Disable Role-Hierarchy-Based Sharing for Interaction Summaries.

Answer: B, D, E

Explanation:

Enable Compliant Data Sharing for Interaction Summaries, Use Interaction Summary Participants to provide the right access to individuals or groups, and Disable Role-Hierarchy-Based Sharing for Interaction Summaries.

Reference: [Interaction Summaries | Salesforce Architects](#)

Compliant Data Sharing is a feature that allows granular control over access to sensitive data in Financial Services Cloud. By enabling Compliant Data Sharing for Interaction Summaries, the bank can restrict access to the detailed notes field on the Interaction Summary object. By using Interaction Summary Participants, the bank can grant access to specific individuals or groups who need to see the notes for certain interactions. By disabling Role-Hierarchy-Based Sharing for Interaction Summaries, the bank can prevent users from inheriting access to Interaction Summaries from their managers or peers in the role hierarchy.

Question: 132

An advisor is setting up a Household in Financial Services Cloud for their new clients, Oliver and Macie Dogging ton. The advisor created a Person Account record for both Oliver and Macie, and a Household record for the Dogging ton household. While creating the Household group, the advisor attempted to input the below information but received an error.

Member Name: Oliver Dogging ton

Role in Group: Client

Primary Member: Enabled

Primary Group: Enabled

Activities and Objects to Roll Up: All

Member Name: Macie Dogging ton

Role in Group: Spouse

Primary Member: Enabled

Primary Group: Enabled

Activities and Objects to Roll Up: All

Based on the information provided, what caused the error that the advisor received?

- A. Primary Member - two individuals cannot be designated as the Primary Member of the same Household.
- B. Spouse is not a valid Role within a Group.
- C. Primary Group - two individuals cannot designate the same Household as their Primary Group.
- D. Activities and Objects to Roll Up - two individuals cannot designate their activities to roll up to the same Household.

Answer: A

Explanation:

Reference: [\[Customize Roles for Person Accounts and Individuals | Salesforce Help\]](#)

A primary member is the person account who is the main contact for a household or a group. Only one person account can be the primary member of a household or a group. The primary member is also used to calculate rollups for the household or group, such as total assets, liabilities, net worth, and so on. The advisor should designate either Oliver or Macie as the primary member of the Dogging ton household, but not both.

Question: 133

How should developers configure customized nodes for display in the Actionable Relationship Center (ARC)?

- A. Reference the Lightning web component in the Display properties of the custom ARC relationship graph.
- B. Select Use Flex Card from the node Display tab to show the node in a Flex Card
- C. Reference the flex Card in the Display properties of the custom ARC relationship graph.
- D. Select Omni Script from the node Actions tab to show the node in an Omni Script.

Answer: C

Explanation:

Reference: [Create and View Custom ARC Graphs | Salesforce Help](#)

A flex card is a Lightning web component that displays information about a node in the Actionable Relationship Center (ARC). A flex card can be customized to show different fields, actions, and related lists for different node types. Developers can reference the flex card in the Display properties of the custom ARC relationship graph to

configure how each node is displayed in ARC.

Question: 134

A bank needs help with many of its processes taking too long to complete. Many of its challenges are due to issues with handoffs between teams. The challenges also include users transferring control to the wrong person or team or forgetting to transfer it at all.

Which two Financial Services Cloud capabilities should help address these challenges?

- A. Action Plans
- B. Financial Accounts
- C. Omni Scripts
- D. Roll-up Summaries

Answer: A, C

Explanation:

Reference: [Action Plans in Financial Services Cloud for Admins | Salesforce Trailhead](#) and [OmniScript

Overview | Vlocity Developer Docs]

Action Plans are a feature of Financial Services Cloud that allow users to create and execute repeatable tasks based on predefined templates. Action Plans can help streamline and standardize business processes, such as onboarding new clients, conducting annual reviews, or resolving service requests. Action Plans can also assign tasks to different users or teams, set deadlines and priorities, and track progress and status.

Omni Scripts are a feature of Vlocity that allow users to create and run guided interactions based on predefined scripts. Omni Scripts can help automate and simplify complex workflows, such as opening new accounts, applying for loans, or updating personal information. Omni Scripts can also integrate with other systems, capture user inputs, perform calculations, and display dynamic content.

Question: 135

A financial services company is migrating a legacy customer relationship management system to Financial Services Cloud (FSC). The company is requesting that its consulting partner introduce specific customer interaction features mapped to its business processes.

What should the consultant consider when introducing the FSC features?

- A. If there is a business process for tracking the customer life events and milestones, and timely reminding of opportunities, the Action Plan component is recommended to use.
- B. If there is a business process for limiting role-based data visibility, the Interaction Summaries component is recommended to use.
- C. If there is a business process for taking detailed notes for client meetings and adding action items, the Action Plan component is recommended to use.
- D. If there is a business process for showing common interests and needs across the company's clients, the Interaction Summaries component is recommended to use.

Answer: C

Explanation:

Reference: [Action Plans in Financial Services Cloud for Admins | Salesforce Trailhead](#)

Action Plans are a feature of Financial Services Cloud that allow users to create and execute repeatable tasks based on predefined templates. Action Plans can help streamline and standardize business processes, such as onboarding new clients, conducting annual reviews, or resolving service requests. Action Plans can also capture detailed notes for client meetings and add action items to follow up.

Question: 136

A bank recently sold its wealth management division and wants to improve its customers' digital experience. The bank engaged Salesforce Professional Services to upgrade its existing Salesforce CRM to Financial Services Cloud and deliver its Bank of the Future vision.

Which three expected outcomes can serve as return on investment (ROI) justifications to the bank's chief financial officer (CFO) and investment committee?

A. Unify and improve team collaboration by sharing and managing customer leads and referrals across multiple lines of business at the bank to drive customers' financial needs and deepen client

relationships.

B. Deliver connected and personalized digital experiences to the bank's customers thanks to a 360-degree view of its customer data consolidating multiple customer databases and sources from diverse channels at the bank.

C. Simplify the client onboarding process with proper tools to streamline customer discovery and internal reviews through renewal.

D. Manage policy holder's interactions with customer service agents intelligently through the underwriting process.

E. Modernize client-advisor experiences from engagement to relationship management to effectively drive long-term, trusted relationships.

Answer: A, B, E

Explanation:

Unify and improve team collaboration by sharing and managing customer leads and referrals across multiple lines of business at the bank to drive customers' financial needs and deepen client relationships; Deliver connected and personalized digital experiences to the bank's customers thanks to a 360-degree view of its customer data consolidating multiple customer databases and sources from diverse channels at the bank; Modernize client-advisor experiences from engagement to relationship management to effectively drive long-term, trusted relationships.

Reference: [Financial Services Cloud | Salesforce](#)

Financial Services Cloud is a platform that enables banks to deliver seamless and personalized customer experiences across multiple channels and devices. Financial Services Cloud can help banks achieve the following outcomes:

Unify and improve team collaboration by sharing and managing customer leads and referrals across multiple lines of business at the bank to drive customers' financial needs and deepen client relationships. Financial Services Cloud provides tools such as Lead Conversion, Referral Management, Relationship Groups, and Compliant Data Sharing to facilitate cross-team collaboration and coordination.

Deliver connected and personalized digital experiences to the bank's customers thanks to a 360-degree view of its customer data consolidating multiple customer databases and sources from diverse channels at the bank. Financial Services Cloud provides a unified data model that integrates customer data from various sources, such as core banking systems, online banking portals, mobile apps, social media, and third-party providers. Financial Services Cloud also provides features such as Customer Profile, Actionable Relationship Center, Interaction

Summaries, and Einstein Analytics to provide a comprehensive and holistic view of the customer's financial situation, needs, preferences, and interactions.

Modernize client-advisor experiences from engagement to relationship management to effectively drive long-term, trusted relationships. Financial Services Cloud provides features such as Client Onboarding, Action Plans, Goals-Based Planning, Financial Accounts, Financial Deals, Next Best Action, and Einstein Bots to enable advisors to deliver proactive and personalized advice, recommendations, and solutions to their clients.

Question: 137

During a project's design phase, a consultant must provide a Financial Services Cloud solution that can support Compliant Data Sharing (CDS). What are three things the consultant should consider regarding CDS?

- A. Participant Roles provide another way to grant data access without overwriting sharing behavior from existing sharing features.
- B. A financial services company wants to track different categories of financial accounts in its org. Relationship managers must be able to see all of these financial accounts in one place on the customer's Account record page grouped by categories. Which three steps should an administrator take to configure the Financial Account object and the Account Lightning record page to meet the design?
- C. Compliance managers and Salesforce administrators can enable CDS for Account and Opportunity objects.
- D. Role Hierarchy—based sharing is disabled by default in CDS.
- E. In a standard Salesforce org, Role Hierarchy for Account and Opportunity objects is enabled by default and can't be turned off.

Answer: A, C, D

Explanation:

Reference: [Compliant Data Sharing in Financial Services Cloud | Salesforce Trailhead](#)

Compliant Data Sharing (CDS) is a feature of Financial Services Cloud that allows granular control over access to sensitive data in Account and Opportunity objects. CDS can help financial services companies comply with regulations and policies that restrict data visibility based on user roles. Some considerations regarding CDS are: Participant Roles provide another way to grant data access without overwriting sharing behavior from existing sharing features. Participant Roles are custom objects that define the possible roles for users who need access to Account or Opportunity records. For example, a Participant Role can be Advisor, Client, Specialist, or Decision Maker. Each Participant Role has an associated access level that determines what data fields the user can view or edit. For example, an Advisor can have full access to all fields, while a Client can have read-only access to some fields.

Compliance managers and Salesforce administrators can enable CDS for Account and Opportunity objects. CDS is not enabled by default in Financial Services Cloud. To enable CDS, compliance managers or administrators need to create an integration definition record for each object that they want to enable CDS for. An integration definition record specifies the object name, the field name that contains sensitive data (such as Notes), the field name that contains the record owner (such as OwnerId), and the field name that contains the record type (such as RecordTypeId).

Role Hierarchy—based sharing is disabled by default in CDS. Role Hierarchy is a feature of Salesforce that allows users to inherit access to records from their managers or peers in the role hierarchy. For example, if a user has access to an Account record, their manager also has access to that record by default. However, in CDS, role hierarchy—based sharing is disabled by default for Account and Opportunity objects. This means that users do not inherit access to records from their role hierarchy unless they are explicitly granted access through Participant Roles or other sharing features.

Question: 138

Which three record type options should an advisor configure for a Lead object configuration?

- A. Referral
- B. Opportunity
- C. General
- D. Adjustments
- E. Retirement Planning

Answer: ACE

Explanation:

Reference: [Financial Services Cloud - Account and Contact Record Types | Salesforce Help](#)

Record types are a way to categorize records in Salesforce based on different business processes or requirements. Record types can have different page layouts, picklist values, and business logic. For the Lead object, a financial services company can create different record types to capture different types of leads based on their source, interest, or qualification. Some examples of record types for the Lead object are:

Referral: This record type can be used to capture leads that are referred by existing clients or partners. Referral leads can have fields such as Referrer Name, Referrer Account, and Referral Type to track the source and nature of the referral.

General: This record type can be used to capture leads that are generated from general marketing campaigns or events. General leads can have fields such as Campaign Name, Campaign Source, and Lead Score to track the effectiveness and potential of the marketing efforts.

Retirement Planning: This record type can be used to capture leads that are interested in retirement planning services or products. Retirement planning leads can have fields such as Retirement Age, Retirement Goal, and Current Savings to assess the needs and suitability of the leads.

Question: 139

Cumulus Bank has branches in multiple countries that are required to report in local currency, while the corporate headquarters office wishes to see reports in a single currency (the corporate currency). Which solution should a consultant recommend to meet these requirements?

- A. Set the default currency for head office and have the regions download their reports to Excel and convert them manually.
- B. Use a third party from AppExchange add-on to implement currency conversions.
- C. Enable multiple currencies and advanced currency management, and set a corporate currency for the corporate headquarters office.
- D. Allow users to set their preferred currency in their profile and design reports that convert currencies for the user running the report.

Answer: C

Explanation:

Reference: [Discover Multiple Currency Settings Unit | Salesforce Trailhead](#)

Multiple currencies is a feature of Salesforce that allows organizations to work with more than one currency in their records, reports, and forecasts. Multiple currencies can help organizations that operate in different

countries or regions to manage their financial data in local currencies, while also providing a consistent view of the data in a single corporate currency. Advanced currency management is a feature of Salesforce that allows organizations to track historical exchange rates and apply them to records based on their close date. Advanced currency management can help organizations that deal with fluctuating exchange rates to accurately report on their revenue and performance over time.

To enable and apply multiple currencies, the administrator needs to do the following steps:

From Setup, in the Quick Find, search for Company Information, then select Company Information.

Click Edit.

Check Activate Multiple Currencies.

Click Save.

From Setup, in the Quick Find, search for Manage Currencies, then select Manage Currencies.

Click Enable Advanced Currency Management.

Click Save.

Set the corporate currency for the corporate headquarters office by editing the currency field on the **account** record.

Question: 140

A financial services company needs to alert advisors about changes in client records that require action. What should the administrator consider when configuring Record Alerts?

- A. When the administrator adds a new Record Alert Category, the severity value in the alert category is the default value on the record alerts advisors create and cannot be changed.
- B. When the admin creates a value for the Severity field, the warning icon is associated with the field automatically, and advisors cannot change the icon.
- C. With permissions for Record Alerts, users can create record alerts on all custom objects and standard objects such as Financial Account.
- D. Record alert categories are not required when creating a record alert, but they help keep alerts organized.

Answer: C

Explanation:

Reference: [Record Alerts APIs | Industries Common Resources Developer Guide | Salesforce Developers](#)

Record Alerts are a feature of Financial Services Cloud that allow users to create and display alerts on records that require action or attention. Record Alerts can help users prioritize their work, communicate important information, and collaborate with other users. Record Alerts can be created on any custom object or standard object that supports custom fields, such as Financial Account, Contact, or Opportunity.

To create record alerts, users need to have the following permissions:

Read and Edit access to the record that they want to create an alert for

Create access to the Record Alert object

Read access to the Record Alert Category object

Question: 141

A Financial Services Cloud (FSC) administrator is assigning permission set licenses to users, including personal bankers. Which permission set license is recommended for this set of users?

- A. FSC Foundations permission set license
- B. FSC Basic permission set license

- C. FSC Extension permission set license
- D. FSC Standard permission set license

Answer: D

Explanation:

Reference: [Financial Services Cloud Permission Set Licenses - Salesforce](#)

Permission set licenses are a way to grant additional permissions and access settings to users based on their job function or role. Permission set licenses can extend the functionality of the user's existing license type without changing it. Financial Services Cloud provides four permission set licenses that correspond to different user personas and use cases:

FSC Foundations: This permission set license grants access to basic Financial Services Cloud features, such as Client Segmentation, Relationship Groups, Relationship Map, Financial Accounts, Financial Goals, and Financial Summary. This permission set license is suitable for users who need to view and manage client data and relationships, such as personal bankers or service representatives.

FSC Basic: This permission set license grants access to advanced Financial Services Cloud features, such as Action Plans, Interaction Summaries, Interaction Participants, Financial Deals, Financial Deal Participants, and Record Alerts. This permission set license is suitable for users who need to track and execute client interactions and transactions, such as advisors or specialists.

FSC Extension: This permission set license grants access to additional Financial Services Cloud features that are not included in the other permission set licenses, such as Household Rollups and Compliant Data Sharing. This permission set license is suitable for users who need to perform complex calculations or comply with data regulations, such as analysts or compliance managers.

FSC Standard: This permission set license grants access to all Financial Services Cloud features that are included in the other permission set licenses. This permission set license is suitable for users who need full access and functionality of Financial Services Cloud, such as super users or administrators.

Question: 142

While working for an insurance client implementing Financial Services Cloud, an API integration between Salesforce and a risk control system has been configured. The consultant is asked to ensure the correct profiles and permissions were set up for this connection. Which two steps should the consultant take?

- A. Update the System Administrator profile to include the API Only User.
- B. Create a dedicated Integration User.
- C. Assign the integration user to the System Administrator profile.
- D. Create a new custom profile and ensure API Only is selected.

Answer: B, D

Explanation:

To ensure the correct profiles and permissions for an API integration between Salesforce and a risk control system, the consultant should do the following steps:

Create a dedicated Integration User that will be used to authenticate and authorize the API calls

between Salesforce and the risk control system. The Integration User should have a unique username, password, and security token that are not shared with other users or systems. The Integration User should also have the minimum permissions and access settings required to perform the integration tasks.

Create a new custom profile and ensure API Only is selected. The API Only option restricts the user from logging in to the Salesforce user interface, but allows the user to access the Salesforce API. The custom profile should

also have the appropriate object permissions, field-level security, record types, page layouts, and other settings that are relevant for the integration. The custom profile should be assigned to the Integration User.

Question: 143

During the delivery stage of a Financial Services Cloud (FSC) implementation, a consultant needs to think about how to utilize FSC-related objects. Which three things should the consultant consider when adopting such objects?

- A. In a household, each household member is modeled as a Contact, and the household is modeled as an Account.
- B. In a household, each of the household members is modeled as a Person Account and the household is modeled as an Account.
- C. Role Hierarchy-based sharing can be disabled for the Financial Deal object but can't be disabled for the Opportunity object.
- D. Both the Financial Deal object and the Opportunity object support Compliant Data Sharing.
- E. Interaction Summary is an enhancement of the standard Activity object. FSC implementations should use Interaction Summary as a replacement for the Activity object.

Answer: ACD

Explanation:

Reference: [Set Up Clients, Households, and Relationships](#), [Compliant Data Sharing in Financial Services Cloud | Salesforce Trailhead](#), [Track Client Interactions - Salesforce](#)

Some considerations when adopting FSC-related objects are:

In a household, each household member is modeled as a Contact, and the household is modeled as an Account. A household is a type of relationship group that represents a group of clients who have a direct relationship with one another and shared financials, such as spouses and their dependent children. A household is modeled as an Account record with a custom record type of Household. Each household member is modeled as a Contact record that is related to the household Account. A household can also have related accounts and contacts that are not part of the household, but are associated with it for some reason.

Both the Financial Deal object and the Opportunity object support Compliant Data Sharing. Compliant Data Sharing (CDS) is a feature of FSC that allows granular control over access to sensitive data in Account and Opportunity objects. CDS can help financial services companies comply with regulations and policies that restrict data visibility based on user roles. CDS can also be enabled for the Financial Deal object, which is a custom object that represents a business opportunity or transaction with a client. The Financial Deal object can be used instead of or in addition to the Opportunity object, depending on the business needs.

Interaction Summary is an enhancement of the standard Activity object. FSC implementations should use Interaction Summary as a replacement for the Activity object. Interaction Summary is a custom object that captures the details of a client interaction, such as a meeting, a call, or an email. Interaction Summary can be linked to other FSC objects, such as Financial Accounts, Financial Goals, Financial Deals, or Relationship Groups. Interaction Summary can also have participants, which are records that represent the people or groups involved in the interaction.

Question: 144

Which three related lists are visible within the Actionable Relationship Center associated with the Account object?

- A. Household Financial Accounts
- B. Cases
- C. Client Financial Goals
- D. Financial Holdings
- E. Notes and Attachments

Answer: ABC

Explanation:

Reference: [View Preconfigured ARC Graphs \(Original ARC\) - Salesforce](#)

The Actionable Relationship Center (ARC) is a feature of FSC that allows users to view their customers' relationships in an easy-to-navigate graph. ARC helps users understand relationships between people, groups, accounts, contacts, opportunities, deals, and other records. ARC also allows users to view and manage related lists for each node in the graph. Related lists are collections of records that are related to another record by a lookup or master-detail relationship.

The related lists that are visible within ARC depend on the node type and configuration. For example, for an Account node with Household record type, some of the related lists that are visible are: Household Financial Accounts: This related list shows all the financial accounts that are related to the household members by either ownership or beneficiary relationships.

Cases: This related list shows all the cases that are related to the household account or its members. Client

Financial Goals: This related list shows all the financial goals that are related to the household account or its members.

Other related lists that can be visible for different node types include:

Contacts

Opportunities

Financial Deals

Interaction Summaries

Action Plans

Notes

Attachments

Question: 145

Omni Script represents processes with fast, personalized, and consistent responses. This type extends the metadata type and inherits its full name field. To use the Omni Script metadata type, what should the administrator enable in the Salesforce org?

- A. Discovery Framework
- B. Lightning Experience for Financial Services Cloud
- C. Custom Domain
- D. Einstein Relationship Insights

Answer: C

Explanation:

Reference: [OmniScript Basics - Salesforce](#)

To use the OmniScript metadata type, the administrator should enable a custom domain in the Salesforce org. A custom domain is a unique URL that replaces the standard Salesforce domain (such as <https://yourcompany.my.salesforce.com>) with a branded domain (such as <https://yourcompany.force.com>). A

custom domain allows users to access OmniScripts and other Vlocity features from a web browser or a mobile app. A custom domain also provides enhanced security and performance for the org.

To enable a custom domain, the administrator needs to do the following steps:

From Setup, in the Quick Find box, enter My Domain, then select My Domain.

Enter a subdomain name and check its availability.

Click Register Domain.

After receiving an email confirmation that the domain is ready, click Deploy to Users.

Question: 146

Agents for an insurance company need to know the current and past weather conditions when creating customer claims. The consultant implements a Flex Card for weather conditions in the console to ensure the agents can access the information. The Flex Card needs to provide fields extracted from a weather API and an account field from Salesforce.

Which method should the consultant use, according to best practices?

- A. APEX classes
- B. Streaming API
- C. Data Raptor Extract
- D. Integration Procedure

Answer: D

Explanation:

Reference: [Integration Procedure | Vlocity Developer Docs](#)

An Integration Procedure is a feature of Vlocity that allows users to create and execute data integration tasks between Salesforce and external systems. An Integration Procedure can perform various operations, such as extract, transform, load, query, or update data from different sources and targets. An Integration Procedure can also invoke other Vlocity features, such as DataRaptors, OmniScripts, or Calculations.

To implement a Flex Card for weather conditions in the console, the consultant should use an Integration Procedure that can do the following steps:

Query the weather API using an HTTP action and pass the account address as a parameter.

Extract the relevant fields from the weather API response, such as temperature, humidity, precipitation, etc.

Query the account field from Salesforce using a DataRaptor Extract action and pass the account ID as a parameter.

Merge the weather API fields and the account field into a single data set using a List Merge action.

Return the data set to the Flex Card using a Return action.

Question: 147

A company wants to convert its Salesforce Financial Services Cloud implementation from using the individual account model to using person accounts.

Which three things should a consultant do to prepare for the conversion?

- A. Update all opportunities linked to individual account records to be owned by the individual account record's owner.
- B. Ensure each account.phone field in the individual account record is blank.
- C. Ensure all individual account records to be converted are only linked to exactly one contact record.

- D. Test out the conversion in a sandbox, including all integrations and customizations.
- E. Ensure each individual account to be converted is not a parent account of any other account records.

Answer: C, D, E

Explanation:

Reference: [Transform the Individual Data Model to Person Accounts in Financial Services Cloud](#)

To prepare for converting from the individual account model to person accounts in Financial Services Cloud, the consultant should do the following tasks:

Ensure all individual account records to be converted are only linked to exactly one contact record. A person account is a combination of an account and a contact record that represents an individual customer. To convert an individual account record to a person account record, the individual account record must have exactly one contact record related to it. If an individual account record has no contact records or more than one contact records related to it, it cannot be converted to a person account record.

Test out the conversion in a sandbox, including all integrations and customizations. A sandbox is a copy of a Salesforce org that can be used for testing and development purposes. Before converting from the individual account model to person accounts in production, the consultant should test out the conversion process in a sandbox to ensure that it works as expected and does not cause any errors or issues with existing integrations and customizations.

Ensure each individual account to be converted is not a parent account of any other account records. A parent account is an account record that has one or more child accounts related to it by a hierarchical relationship. To convert an individual account record to a person account record, the individual account record must not be a parent account of any other account records. If an individual account record is a parent account of any other account records, it cannot be converted to a person account record.

Question: 148

To access all Financial Services Cloud (FSC) functionalities available out of the box, a consultant must install the FSC Managed Package and the Unmanaged Extension Packages.

Which two functionalities are included in the FSC Unmanaged Extension Packages?

- A. Custom objects to track Financial Accounts and Household
- B. The Commercial Banking dashboard
- C. Field sets that configure how fields display in the client and household profiles
- D. Predefined list views of clients and households

Answer: B, C

Explanation:

Reference: [Financial Services Cloud Packages](#)

Financial Services Cloud functionality is available from two packages: the managed package and the unmanaged extension packages. The managed package contains most of the Financial Services Cloud functionality, such as custom fields and objects, list views and profiles of clients and households, and administrative configurations. The unmanaged extension packages provide additional functionality that is not included in the managed package, such as:

The Commercial Banking dashboard: This is a dashboard that provides insights into commercial banking activities and performance, such as loan portfolio health, deposit growth, referral pipeline, and customer satisfaction. The Commercial Banking dashboard is included in the unmanaged commercial banking extension package.

Field sets that configure how fields display in the client and household profiles: These are field sets that determine

which fields are displayed in different sections of the client and household profiles, such as Client Overview, Household Overview, Client Details, Household Details, etc. The field sets are included in the unmanaged extension package.

Question: 149

A wealth advisor is trying to relate a client to their attorney using the Add Contact option on the relationship tree but can't find any reciprocal roles displayed in the related role lookup. What are two reasons for this?

- A. The user should be using the Member Relationship button under the Actionable Relationship Center.
- B. Reciprocal roles have not been created in the org.
- C. Sharing rules have not been set up for reciprocal roles.
- D. The user should be using the Edit Group button to access reciprocal roles.

Answer: BD

Explanation:

Reference: [Configure Reciprocal Roles - Salesforce](#)

Some possible reasons why the user can't find any reciprocal roles displayed in the related role lookup are: Reciprocal roles have not been created in the org. Reciprocal roles are custom objects that define the possible roles for users who need access to Account or Contact records. For example, a reciprocal role can be Advisor, Client, Specialist, or Decision Maker. Each reciprocal role has an associated access level that determines what data fields the user can view or edit. To create reciprocal roles, the administrator needs to do the following steps:

From Setup, open Object Manager.

In the Quick Find box, enter Reciprocal Role, and then select Reciprocal Role.

Click Fields & Relationships, and then select Role Name.

Click New to create a new picklist value for the Role Name field.

Enter a label and a value for the new role, such as Attorney or Client.

Click Save.

The user should be using the Edit Group button to access reciprocal roles. The Add Contact option on the relationship tree only allows the user to add existing contacts as members of a relationship group, such as a household or a business group. The user cannot specify reciprocal roles for the members using this option. To specify reciprocal roles for the members of a relationship group, the user needs to do the following steps:

Click Edit Group on the relationship group record page.

In the Edit Group window, click Member Relationships.

For each member of the group, select a role from the Role picklist and a related role from the Related Role lookup.

Click Save.

Question: 150

An insurance company needs to ensure the record rollups aggregate information from related records for several objects in the Financial Services Cloud at a client or group level.

What should the administrator configure to meet the requirement?

- A. To show all Primary Group member cases on a related list at the group level, the administrator should add Cases as a picklist value to the Rollup c field on Account Contact Relationship.
- B. Client-level records are aggregated by setting up client-level rollups to all primary group members.

- C. When the administrator enables record rollups at the group level, all corresponding records are stamped with the Primary Group in the Rollup_c lookup field
- D. To show all Primary Group member opportunities on a related list at the group level, the administrator should add Opportunities as a picklist value to the Household c field on Account Contact Relationship.

Answer: C

Explanation:

[According to the Salesforce documentation1](#), record rollups at the group level allow you to aggregate information from related records for several objects in Financial Services Cloud. When you enable record rollups at the group level, all corresponding records are stamped with the Primary Group in the Rollup c lookup field. This field is added to the Account, Contact, Account Contact Relationship, and Financial Account objects. You can then use this field to create reports and dashboards that show aggregated data for each group.

Question: 151

A consultant is looking to create a guided screen to be used by customer service agents answering the phone to authenticate the caller and positively identify them. The agent will ask the caller to provide their full name and the last four digits of their social security number, which is not stored in Salesforce. The agent will enter the provided information into a form, and upon clicking submit, a web service call is made to an external authentication service to authenticate the caller.

What should the consultant do to fulfill the needed requirements?

- A. Create a screen flow.
- B. Create a Lightning web component.
- C. Create a Canvas application for the Authentication module.
- D. Create an OmniScript flow.

Answer: A

Explanation:

[A screen flow is a type of flow that guides users through a series of screens to complete a task or collect information2](#). [Screen flows can also interact with external systems using Apex actions or invocable actions3](#). In this case, the consultant can create a screen flow that collects the caller's name and social security number from the agent, and then invokes an Apex action or an invocable action that makes a web service call to an external authentication service.

Question: 152

It has been determined that integration with an external system is required, as the data needed by a wealth management client resides in another system. This data will be sent from the external system via an API, and Salesforce needs to be configured in preparation for the data.

Which two items should be configured?

- A. Objects and fields to store the data
- B. A flow to get the data into Salesforce
- C. A Lightning web component to restrict data from users
- D. An integration User and Integration Profile to enable the connection

Answer: A, D

Explanation:

To integrate with an external system, Salesforce needs to have objects and fields that can store the data that will be sent from the external system via an API. These objects and fields should match the data structure and format of the external system as much as possible. Additionally, Salesforce needs to have an integration user and an integration profile that can enable the connection between Salesforce and the external system. The integration user is a dedicated user account that has access to the API and can perform data operations on behalf of other users. The integration profile is a custom profile that defines the permissions and settings for the integration user.

Question: 153

Financial Services Cloud (FSC) contains a number of custom objects to model a client's financial information, and each object can be configured to appear as tabs in your org. For example, if a

consultant wanted to create a financial goal for a customer, they could use the Financial Goal object in FSC. What are three objects in FSC?

- A. Billing
- B. Financial Holding
- C. Financial Goal
- D. Inheritance
- E. Revenue

Answer: B, C, E

Explanation:

Financial Services Cloud contains a number of custom objects to model a client's financial information, and each object can be configured to appear as tabs in your org. Some of the custom objects are:

Financial Goal: An object that represents a client's financial objective, such as saving for retirement, buying a house, or paying off debt. A financial goal has fields to store information, such as name, amount, target date, priority, and status.

Financial Holding: An object that represents a holding in an investment account, such as a security, a mutual fund, or a bond. A financial holding has fields to store information, such as symbol, shares, price, gain/loss, and market value.

Revenue: An object that represents revenue generated from a client's financial accounts, such as an increase in stock value, a dividend payment, or an interest income. A revenue has fields to store information, such as type, amount, date, and source.

Reference:

[Financial Services Cloud Associated Objects](#)

[Learn About the Financial Services Cloud Data Model](#)

Question: 154

What is a key step in identifying different business processes and outlining encompassing system flows based on the existing environment when setting up Salesforce Financial Services Cloud (FSC)?

- A. Creating a new Salesforce instance from scratch for the customer
- B. Importing the customer's existing data into Salesforce FSC without any modifications
- C. Implementing a generic, one-size-fits-all solution for all customers
- D. Conducting a gap analysis between the customer's current processes and Salesforce FSC capabilities

Answer: D

Explanation:

A gap analysis is a key step in identifying different business processes and outlining encompassing system flows based on the existing environment when setting up Salesforce Financial Services Cloud (FSC). A gap analysis is a method of comparing the current state of a system or process with the desired future state and identifying the gaps or differences between them. By conducting a gap analysis, a consultant can understand the customer's pain points, requirements, and expectations and design a solution that leverages the best practices and features of Salesforce FSC.

Reference:

Gap Analysis

[Salesforce Financial Services Cloud Implementation Guide](#)

Question: 155

An administrator is logged into Data Loader with their own credentials to insert new Business Account records into their Salesforce environment. They forget to specify the Account Owner field in the import file.

Assuming there are no other issues, what should happen when the administrator uploads the import file?

- A. The import will succeed, and the Account Owner field will be left blank.
- B. The import will succeed, and the administrator will be prompted to select a user.
- C. The import will fail, since all records in Salesforce must have an owner.
- D. The import will succeed, and the administrator will be named as the default Account Owner.

Answer: D

Explanation:

When using Data Loader to insert new records into Salesforce, if the Account Owner field is not specified in the import file, the default owner will be the user who is logged into Data Loader. In this case, since the administrator is logged into Data Loader with their own credentials, they will be assigned as the owner of all the new Business Account records. This behavior is consistent with the standard Salesforce rule that every record must have an owner.

Reference:

[About Data Loader](#)

[Mass update Account ownership with Data Loader](#)

Question: 156

Which three types of preassembled flows can be utilized from the Financial Services Cloud (FSC) packages and the Lightning Flow for FSC package?

- A. Institutional Banking flow
- B. Mortgage flow

- C. Insurance flow
- D. Retail Banking flows
- E. Commercial Banking flow

Answer: B, C, D

Explanation:

The Financial Services Cloud (FSC) packages and the Lightning Flow for FSC package provide preassembled flows that can be utilized to automate common financial services processes. The types

of preassembled flows are:

[Retail Banking flows: These flows enable retail banking customers to perform various self-service tasks, such as activating or closing a card, ordering checks, updating communication preferences, disputing transactions, and more](#)¹.

[Insurance flow: This flow allows insurance customers to initiate the first notification of loss \(FNOL\) for an insurance policy](#)².

[Mortgage flow: This flow helps mortgage customers to capture their financial information, such as assets, liabilities, income, and expenses, as part of the financial discovery process](#)³.

Reference:

[Financial Services Cloud Flows](#)

[Lightning Flow for Financial Services](#)

[Retail Banking Flows](#)

[Insurance Flow](#)

[Mortgage Flow](#)

Question: 157

The system administrator team at a retail consumer bank just received data migration instructions and guidance on Data Loader from their Salesforce architect to upgrade the existing Service Cloud org to a Financial Services Cloud (FSC) org.

In what order should the Salesforce objects be uploaded during an FSC data migration?

- A.
 1. Accounts and contacts
 2. Financial accounts
 3. Account groups and households
- B.
 1. Financial accounts
 2. Accounts and contacts
 3. Account groups
- C.
 1. Accounts and contacts
 2. Households
 3. Financial accounts
- D.
 1. Households

2. Financial accounts
3. Person accounts

Answer: A

Explanation:

The order of uploading Salesforce objects during an FSC data migration is important to ensure data integrity and avoid errors. The recommended order is:

Accounts and contacts: These are the core objects that store the basic information about the customers and their relationships. [They should be uploaded first to establish the foundation for the FSC data model](#)⁴.

Financial accounts: These are the custom objects that store the financial information about the customers, such as balances, interest rates, fees, and transactions. [They should be uploaded after the accounts and contacts, and linked to them using lookup fields](#)⁵.

Account groups and households: These are the custom objects that group the accounts and contacts based on common attributes or relationships, such as family members or business partners. [They should be uploaded after the financial accounts, and linked to them using junction objects](#)⁶.

Reference:

[Financial Services Cloud Data Model](#)

[Data Migration Best Practices](#)

[Accounts and Contacts](#)

[Financial Accounts](#)

[Account Groups and Households](#)

Question: 158

A Financial Services Cloud (FSC) administrator wants to create a new FSC permission set that includes the Access Interest Tags for Financial Services Cloud permission.

Which two permission sets should be cloned to create this new permission set and give access to interest tags?

- A. FSC Foundations permission set
- B. FSC Extension permission set
- C. FSC Standard permission set
- D. FSC Basic permission set

Answer: A, B

Explanation:

The Access Interest Tags for Financial Services Cloud permission is included in two permission sets that are provided by FSC:

[FSC Foundations permission set: This permission set grants access to the core features of FSC, such as financial accounts, account groups, households, goals, referrals, and interest tags](#)⁷.

[FSC Extension permission set: This permission set grants access to additional features of FSC that extend beyond the core functionality, such as action plans, relationship groups, relationship maps, client tasks, client notes, and interest tags](#)⁸.

To create a new FSC permission set that includes the Access Interest Tags for Financial Services Cloud permission, either of these permission sets can be cloned and modified as needed.

Reference:

[FSC Foundations Permission Set](#)

[FSC Extension Permission Set](#)

Question: 159

During the design phase of a project, a consultant needs to provide a Financial Services Cloud (FSC) solution for a business requirement that forces a customer to answer a number of assessment questions to complete the onboarding process.

What are three things to consider regarding Discovery Framework?

- A. Discovery Framework creates highly capable forms with integrations and advanced logic.
- B. Discovery Framework forms cannot be deployed to Communities,
- C. Discovery Framework is built based on Salesforce Flow.
- D. Discovery Framework can create both standard and hierarchical questions.
- E. FSC Discovery Framework allows archiving questions.

Answer: A, D, E

Explanation:

Discovery Framework is a scalable assessment framework that financial institutions use to gather and evaluate customer information through digital and human channels. Some of the things to consider regarding Discovery Framework are:

Discovery Framework creates highly capable forms with integrations and advanced logic. [The forms can be customized with various types of questions, validations, calculations, branching, and integrations with external systems1.](#)

Discovery Framework can create both standard and hierarchical questions. Standard questions are single-level questions that can be grouped into sections. [Hierarchical questions are multi-level questions that can have subquestions based on the answer to the parent question2.](#)

FSC Discovery Framework allows archiving questions. Archiving a question removes it from the active question pool and prevents it from being added to new forms. [Archived questions can be restored if needed3.](#)

Reference:

[Discovery Framework](#)

[Create Questions for Discovery Framework](#)

[Archive Questions for Discovery Framework](#)

Question: 160

A system administrator at a financial services company wants to build a report to show Interest Tags.

Which two things should the administrator consider when configuring the report?

- A. When the user defines the custom report type, Tag Categories should be selected as the Primary Object.
- B. When the user defines the custom report type, Topics should be selected as the Primary Object.
- C. The user must build a report using the Topics object to view Interest Tags in the report.
- D. To show Interest Tags applied to specific objects, the user can add a filter in the report and select the object name.

Answer: BD

Explanation:

Interest Tags are a feature of Financial Services Cloud that let users add custom tags to client records to capture client needs, interests, and prospecting opportunities. Some of the things to consider when configuring a report

to show Interest Tags are:

When the user defines the custom report type, Topics should be selected as the Primary Object. [Topics is the standard Salesforce object that stores the Interest Tags data](#)⁴. The user can then add other objects as secondary objects, such as Accounts, Contacts, or Opportunities.

To show Interest Tags applied to specific objects, the user can add a filter in the report and select the object name. [For example, to show only Interest Tags related to Accounts, the user can add a filter for Entity Type equals Account](#)⁵.

Reference:

[Interest Tags](#)

[Build an Interest Tags Report](#)

Question: 161

The Compliant Data Sharing (CDS) feature lets administrators and compliance managers configure advanced data-sharing rules so that they can improve compliance with regulations and company policies.

Which three things should be considered when implementing CDS in Financial Services Cloud (FSC)?

- A. To disable CDS for an object, any Participant Roles associated with that object must be deleted first.
- B. CDS in FSC allows record owners to grant access to their records to other FSC users.
- C. CDS can only be applied to FSC objects and Account and Opportunity objects.
- D. To get the benefits of CDS, administrators must set organization-wide sharing settings for supported objects to the Private access model.
- E. Users above the record owner in the Role Hierarchy and non-record owners with Edit access granted through CDS have the same ability/access as record owners,

Answer: BCD

Explanation:

Compliant Data Sharing (CDS) is a feature of Financial Services Cloud that lets administrators and compliance managers configure advanced data-sharing rules so that they can improve compliance with regulations and company policies. Some of the things to consider when implementing CDS in Financial Services Cloud (FSC) are:

CDS in FSC allows record owners to grant access to their records to other FSC users. [Record owners can use the Manage Participants component on record pages to share their records with other users who have relevant roles or permissions](#)⁶.

CDS can only be applied to FSC objects and Account and Opportunity objects. [CDS supports sharing for Account, Opportunity, Financial Account, Financial Holding, Financial Goal, Referral, Relationship Group, Action Plan Template, Action Plan, Action Item Template, Action Item, Interaction Summary, Interaction Summary Participant Role Assignment, Interaction Summary Participant Role Definition](#)⁷. To get the benefits of CDS, administrators must set organization-wide sharing settings for supported objects to the Private access model. [This ensures that only record owners and users above them in the role hierarchy have access to the records by default](#)⁸.

Reference:

[Compliant Data Sharing](#)

[Work with Compliant Data Sharing](#)

Question: 162

Cumulus Cloud Bank is asking the consultant to explain some tools available to integrate Salesforce into several of its back-end/core systems.

Which three capabilities should a consultant recommend?

- A. Industry Integration Solutions with the MuleSoft Anypoint Platform
- B. Data Processing Engine
- C. OmniStudio Integration Procedures
- D. Data Consumption Framework
- E. OmniStudio DataRaptors

Answer: A, C, E

Explanation:

Salesforce offers various tools and capabilities to integrate Financial Services Cloud with external systems, such as core banking, insurance, or mortgage platforms. Some of the tools and capabilities that a consultant can recommend are:

[Industry Integration Solutions with the MuleSoft Anypoint Platform: These are prebuilt integration solutions that leverage the MuleSoft Anypoint Platform to connect Financial Services Cloud with common industry systems, such as Fiserv, FIS, Jack Henry, and Guidewire1. These solutions enable bidirectional data synchronization, orchestration, and transformation between Salesforce and the external systems2.](#)

[OmniStudio Integration Procedures: These are reusable components that define the logic and sequence of steps for integrating data from external sources into Financial Services Cloud3. Integration procedures can be triggered by events, such as a button click or a record update, and can invoke other components, such as DataRaptors or OmniScripts4.](#)

[OmniStudio DataRaptors: These are data transformation components that can extract, load, and manipulate data from various sources, such as Salesforce objects, REST or SOAP web services, or CSV files5. DataRaptors can be used to map data between different formats, perform calculations or validations, or create or update records in Financial Services Cloud6.](#)

Reference:

[Industry Integration Solutions](#)

[MuleSoft Anypoint Platform](#)

[OmniStudio Integration Procedures](#)

[Create an Integration Procedure](#)

[OmniStudio DataRaptors](#)

[Create a DataRaptor](#)

Question: 163

Cumulus Bank's mortgage department is currently using spreadsheets to gather client data for mortgage applications. The bank is interested in improving the efficiency of this process.

Which two features should a consultant suggest to Cumulus Bank to implement?

- A. The standard mortgage flow templates to build a mortgage flow in Financial Services Cloud
- B. Flow Builder to automate these business processes
- C. A Mortgage Application' custom object to hold the collected client data
- D. Data Import Wizard to upload the data collected in spreadsheets

Answer: AB

Explanation:

Salesforce provides features and tools to help financial institutions improve the efficiency of their mortgage processes and provide better experiences for their customers. Some of the features and tools that a consultant can suggest to Cumulus Bank to implement are:

[The standard mortgage flow templates to build a mortgage flow in Financial Services Cloud: These are prebuilt flow templates that guide users through the steps of creating a mortgage application, capturing borrower information, and submitting the application for approval⁷. The templates can be customized to suit the bank's specific needs and requirements⁸.](#)

[Flow Builder to automate these business processes: Flow Builder is a point-and-click tool that lets users create flows to automate business processes in Salesforce⁹. Flow Builder can be used to create custom mortgage flows that integrate with other Salesforce features, such as data models, objects, fields, validation rules, and actions¹⁰.](#)

Reference:

[Flow Builder for Mortgage](#)

[Customize Mortgage Flows](#)

[Flow Builder](#)

[Create a Mortgage Flow](#)

Question: 164

A financial institution is concerned about contacting clients or sharing their data when they have requested not to be contacted.

Which action should the consultant take in Financial Services Cloud to address the institution's concern?

- A. Integrate the Consent object with their Consent Platform to track it in Salesforce.
- B. Hide the client's contact information and add an approval process for allowing a user to access it to contact the client.
- C. Implement Consent Management for Financial Services Cloud.
- D. Enable and implement the Late Regulation checkbox on the client record to track their request.

Answer: C

Explanation:

Consent Management for Financial Services Cloud is a feature that helps financial institutions honor and respect their customers' wishes when they request only specific forms of contact from their company or opt-out of certain types of data-sharing. [This feature helps institutions comply with the data protection and privacy regulations that apply to their company¹¹](#). A consultant can suggest the following actions to implement Consent Management for Financial Services Cloud:

[Set up tracking and storage of certain data privacy preferences: This involves creating data privacy records for customers who have opted out of certain types of communication or data-sharing, and selecting the appropriate options in the record to indicate their preferences¹².](#)

Use the Consent API: This is an API that lets users query, create, update, or delete consent records for customers who have given or withdrawn their consent for certain types of communication or data-sharing.

Protect your Salesforce organization: This involves setting up organization-wide sharing settings, encryption, field-level security, and other measures to ensure that only authorized users can access or modify customer data according to their consent preferences.

Reference:

[Consent Management for Financial Services Cloud](#)

[Set Up Tracking and Storage of Certain Data Privacy Preferences](#)

[Use the Consent API]

[Protect Your Salesforce Organization]

Question: 165

A financial services company must add details to the default business hours record. For companywide holidays, the company wants the option to skip non-work days in Action Plan when setting task completion dates. What should the administrator configure to meet the requirement?

- A. Omit the day's start and end time fields when the administrator wants to indicate a non- working day.
- B. Select Recurring Holidays as Action Plans and consider recurring holidays when determining the non-work days to skip.
- C. Configure the day without business hours, it is considered a non-work day, even if the day is a recurring holiday.
- D. Add non-work days to the date offset when calculating the task completion date is automatic; no setup is required.

Answer: C

Explanation:

To skip non-work days in Action Plan when setting task completion dates, the administrator should configure the day without business hours, as it is considered a non-work day, even if the day is a recurring holiday. This means that the administrator should leave the start and end time fields blank for any day that is not a working day, such as Saturday or Sunday. [Action Plans will then automatically omit those days when calculating the task completion dates based on the business hours¹. Recurring holidays are not considered by Action Plans when determining the non-work days to skip².](#)

Reference:

[Set Business Hours](#)

[Set Up Company-wide Holidays](#)

Question: 166

Which Salesforce Financial Services Cloud feature enables financial advisors to track and manage client accounts?

- A. Financial accounts management
- B. Performance reporting
- C. Client onboarding
- D. Opportunity management

Answer: A

Explanation:

Financial accounts management is a Salesforce Financial Services Cloud feature that enables financial advisors to track and manage client accounts. A financial account is any account managed by a financial institution, such as a bank, an insurance company, or an investment firm. [Financial Services Cloud supports many kinds of financial accounts, such as checking accounts, savings accounts, mortgages, credit cards, investment accounts, insurance policies, and more³. Financial advisors can use Financial Services Cloud to view, create, update, and delete financial accounts for their clients, as well as link them to other objects, such as households, goals, referrals, or opportunities⁴.](#)

Reference:

[Financial Accounts](#)

Question: 167

Cumulus Cloud Bank, a major financial services provider, has engaged Salesforce Professional Services to transform its operations with Financial Services Cloud (FSC). The Addams family are wealth management clients with the following relationships:

- The wife and her husband are part of the Addams Household.

The wife is the primary member, and together the couple run the Addams Charitable Trust.

- The wife is also part of the Symonds Household with her father as the primary member. Which tool should the Salesforce FSC consultant recommend so a wealth manager could make sense of this complex data to provide impeccable service to the Addams family and discover new business opportunities?

- A. Data Filtering and Sorting in Tableau Desktop
- B. Financial Services Cloud Einstein
- C. Data Visualization with Marketing Cloud Intelligence
- D. Actionable Relationship Center (ARC), an advanced visualization engine

Answer: D

Explanation:

Actionable Relationship Center (ARC) is a tool that a Salesforce FSC consultant can recommend to a wealth manager who needs to make sense of complex client relationships and discover new business opportunities. [ARC is an advanced visualization engine that provides a holistic view of customers and their relationships with actionable insights, all in one place⁵. ARC helps users understand relationships among people and businesses by presenting them in interactive components, such as graphs, cards, lists, and filters⁶. ARC also allows users to perform actions on the customer data, such as creating tasks, sending emails, or updating records⁷.](#)

Reference:

[Actionable Relationship Center \(ARC\)](#)

[Get Started with Actionable Relationship Center](#)

[Work with Actionable Relationship Center](#)

Question: 168

Which three permission sets grant access or extend permissions for record alerts in Financial Services Cloud (FSC)?

- A. OmniStudio Admin permission set
- B. FSC Standard permission set
- C. FSC Foundations permission set
- D. FSC Basic permission set
- E. OmniStudio User permission set

Answer: B, C, E

Explanation:

Record alerts are a feature of Financial Services Cloud that let users create and display alerts on record pages to highlight important information or actions. Record alerts are based on OmniStudio, a low-code platform for building digital experiences in Salesforce. To access or extend permissions for record alerts in Financial Services

Cloud, users need to have one of the following permission sets: FSC Standard permission set: This permission set grants access to the core features of Financial Services Cloud, including record alerts. [Users with this permission set can view and create record alerts on supported objects, such as accounts, contacts, financial accounts, and opportunities1.](#)

FSC Foundations permission set: This permission set grants access to the common features of Financial Services Cloud that are shared across subverticals, such as retail banking, wealth management, and insurance. [Users with this permission set can view and create record alerts on supported objects2.](#)

OmniStudio User permission set: This permission set grants access to the OmniStudio features, such as OmniScripts, DataRaptors, Integration Procedures, and Record Alerts. [Users with this permission set can view and create record alerts on any object that has the Record Alert component enabled3.](#) Reference:

[FSC Standard Permission Set](#)

[FSC Foundations Permission Set](#)

[OmniStudio User Permission Set](#)

Question: 169

Cumulus Insurance has a franchise business model with a large number of franchisees who operate independently but report to regional managers who are Cumulus employees. The company would like the franchise owners and their employees to have access to the Cumulus Salesforce Financial Services Cloud (FSC) instance. The company plans to use the Role Hierarchy and sharing rules to implement this. What should the architect at Cumulus Insurance be aware of for this solution?

- A. Franchise users will need to switch their browsers to a platform that supports Lightning Web Components.
- B. Salesforce FSC only allows 1,024 public groups.
- C. The administrator can define up to 300 total sharing rules for each object.
- D. Franchise users can have multiple roles in the hierarchy.

Answer: C

Explanation:

The architect at Cumulus Insurance should be aware of the limitation that the administrator can define up to 300 total sharing rules for each object when using the Role Hierarchy and sharing rules to implement the franchise business model. Sharing rules are a way of granting additional access to records based on criteria, such as record owner, role, or field values. The Role Hierarchy is a way of organizing users into a hierarchy that reflects the reporting structure of the company. The Role Hierarchy and sharing rules can be used together to control the access and visibility of records for different users in Financial Services Cloud. However, there is a limit of 300 sharing rules per object, which means that the administrator may need to use other methods, such as public groups or manual sharing, to grant access to records beyond this limit.

Reference:

[Sharing Rules]

[Role Hierarchy]

[Sharing Rule Limits]

Question: 170

An insurance company aims to improve a call center's productivity. A detailed analysis discovered that agents spend a lot of time capturing data while adding and updating beneficiary details. Capturing premium payment details (payment date and frequency) is another time-consuming task. Which action should a Financial Services Cloud consultant take to resolve the issue?

- A. Utilize Insurance Flow Templates.
- B. Create an Action Plan Template for capturing beneficiary data and payment information.
- C. Provide a better user interface by building Lightning web components for beneficiary data and payment information.
- D. Install an Insurance Data AppExchange package.

Answer: A

Explanation: