

**Exam Code: Financial Services Cloud**

**Exam Name: Salesforce Financial Services Cloud (FSC) Accredited Professional (AP)**



## Exam A

### QUESTION 1

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

**Correct Answer: C, D, E**

**Section:**

**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 2

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

**Correct Answer: A, C**

**Section:**

**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 3

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

**Correct Answer: A**

**Section:**

**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 4

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.

**Correct Answer: D**

**Section:**

**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 5

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

**Correct Answer: D**

**Section:**

**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 6

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

**Correct Answer: A**

**Section:****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 7**

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

**Correct Answer: A, C**

**Section:****Explanation:**

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 8**

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.

**Correct Answer: C**

**Section:****Explanation:**

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 9**

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.

**Correct Answer: A, B, E**

**Section:**

**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.

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 10

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.

**Correct Answer: C**

**Section:**

**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 11

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.

**Correct Answer: A, B, E**

**Section:**

**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 Article3: Salesforce Help Article4: Salesforce Help Article5

#### QUESTION 12

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

**Correct Answer: C**

**Section:**

**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 13

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.

**Correct Answer: A, B, E**

**Section:**

**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 read-only on the page layout level. You can edit page layouts by going to Setup > Object Manager > Lead > Page Layouts. Verified

Reference: : Salesforce Help Article3: Salesforce Help Article [4] : Salesforce Help Article [5]

#### QUESTION 14

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 FlexCar
- B. Reference the Lightning web component in the Display properties of the custom ARC relationship graph.
- C. Select OmniScript from the node Actions tab U^jhow the node in an OmniScript.
- D. Reference the FlexCard in the Display properties of the custom ARC relationship graph.

**Correct Answer: D**

**Section:**

**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 15

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 captu^\* y^ deal data anc\* 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.

**Correct Answer: C**

**Section:**

**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 Article1: Salesforce Help Article2

#### QUESTION 16

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

**Correct Answer: B, D, E**

**Section:**

**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 17

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

**Correct Answer: B**

**Section:**

**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 18

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



**Correct Answer: B**

**Section:**

**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 19

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.

**Correct Answer: A, C, D**

**Section:**

**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 20

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

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

**Correct Answer: C, D, E**

**Section:**

**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 21

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

**Correct Answer: A, C, D**

**Section:**

**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 22

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.

**Correct Answer: A, B**

**Section:**

**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 23**

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

**Correct Answer: A**

**Section:**

**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 24**

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.

**Correct Answer: B**

**Section:**

**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 25**

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.

**Correct Answer: C, E**

**Section:**

**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 26

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

**Correct Answer: A**

**Section:**

**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 27

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

**Correct Answer: C, D**

**Section:**

**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 28

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

**Correct Answer: D, E**

**Section:**

**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 29

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.



**Correct Answer: A**

**Section:**

**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<sup>4</sup>. 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 Module5

#### QUESTION 30

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<sup>9</sup>

- 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

**Correct Answer: A, B, E**

**Section:****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 Article6

**QUESTION 31**

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.

**Correct Answer: A, B, D**

**Section:****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 Article1: Salesforce Help Article2: Salesforce Help Article3

**QUESTION 32**

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

**Correct Answer: B**

**Section:****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 33**

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

**Correct Answer: A, B, D**

**Section:**

**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 34

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.

**Correct Answer: D**

**Section:**

**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 pre-determined 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 35

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

**Correct Answer: B**

**Section:**

**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 36

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

**Correct Answer: C**

**Section:**

**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 Article1

### QUESTION 37

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.

**Correct Answer: B, C, D**

**Section:**

**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 Article2: Salesforce Help Article3: Salesforce Help Article4

### QUESTION 38

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

**Correct Answer: A**

**Section:**

**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 Article5

#### QUESTION 39

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

**Correct Answer: A, C, D**

**Section:**

**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 Article2: Salesforce Help Article3: Salesforce Help Article4

#### QUESTION 40

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 tie Activities & Objects to Roll Up.
- B. Add Scon as a Related Contact to the Adams Household.
- C. Make the Adams Household Scotts pnmry Group and make Scott the pnmry member
- D. Disable the Primary Group setting fof Scon on the Adams Household

**Correct Answer: A**

**Section:**

**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 Article4

#### QUESTION 41

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

**Correct Answer: A, C, E**

**Section:**

**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 group<sup>1</sup>.

Leverage Groups to capture the majority owner of a commercial customer, which is a business entity that has a stake in another business entity<sup>1</sup>. Groups are a feature that allows users to create and manage household and business relationships<sup>1</sup>.

Use Account hierarchy to capture minority owners of a commercial customer, which are business entities that have less than 50% stake in another business entity<sup>2</sup>. Account hierarchy is a feature that allows users to see how accounts are related to each other in a parent-child relationship<sup>2</sup>.

Link multiple owners to the business entity as a Group, which allows users to see all the stakeholders of a commercial customer in one place<sup>1</sup>

#### QUESTION 42

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

**Correct Answer: B, C, D**

**Section:**

**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 uses<sup>1</sup>.

Assets and Liabilities, which are records that represent the value of what a client owns or owes<sup>1</sup>.

Contacts, which are records that represent individuals who are associated with an account<sup>3</sup>.

#### QUESTION 43

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.

**Correct Answer: C**

**Section:**

**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 inactive<sup>4</sup>. Cloning an Action Plan Template creates a copy of it with a new name and ID, which can then be modified and published<sup>4</sup>. Verified Reference:4

#### QUESTION 44

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

**Correct Answer: E**

**Section:**

**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 45

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.

**Correct Answer: A, B**

**Section:**

**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<sup>4</sup>.

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 46

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 'Referrar'.
- C. Use Global Action To create Referrals.
- D. Use

**Correct Answer: C**

**Section:**

**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 47**

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

**Correct Answer: A, C, E**

**Section:**

**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 48**

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 converted 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



**Correct Answer: D**

**Section:**

**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 Article2: Salesforce Help Article4

**QUESTION 49**

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

**Correct Answer: B**

**Section:**

**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 50

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

**Correct Answer: B, D**

**Section:**

**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 51

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.

**Correct Answer: C**

**Section:**

**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 52

What are the three building blocks of Flow Orchestration?

- A. Steps
- B. Blocks

- C. Stages
- D. Processes
- E. Work Items

**Correct Answer: A, C, E**

**Section:**

**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 53

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.

**Correct Answer: B**

**Section:**

**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 54

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.

**Correct Answer: C**

**Section:**

**Explanation:**

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 55

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.

**Correct Answer: A**

**Section:**

**Explanation:**

A Financial Services Cloud consultant can suggest utilizing Insurance Flow Templates to resolve the issue of improving the call center's productivity and reducing the time spent on capturing data for beneficiary details and premium payment details. Insurance Flow Templates are prebuilt flow templates that guide users through the steps of creating or updating insurance policies and beneficiaries in Financial Services Cloud. The templates can be customized to suit the specific needs and requirements of the insurance company. By using Insurance Flow Templates, the call center agents can streamline their data entry process and provide better service to their customers.

#### QUESTION 56

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.

**Correct Answer: C**

**Section:**

**Explanation:**

According to the Salesforce documentation<sup>1</sup>, 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 57

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.

**Correct Answer: A**

**Section:**

**Explanation:**

A screen flow is a type of flow that guides users through a series of screens to complete a task or collect information<sup>2</sup>. Screen flows can also interact with external systems using Apex actions or invocable actions<sup>3</sup>. 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 58

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

**Correct Answer: A, D**

**Section:**

**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 59

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

**Correct Answer: A, B, C**

**Section:**

**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 60

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.

**Correct Answer: B, C, D**

**Section:**

**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 61

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.

**Correct Answer: D**

**Section:**

**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 62

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.



**Correct Answer: B, C**

**Section:**

**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 63

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.

**Correct Answer: B, C, D**

**Section:**

**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 64

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

**Correct Answer: A**

**Section:**

**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 65

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)

**Correct Answer: D**

**Section:**

**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 66

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.

**Correct Answer: B, C, E**

**Section:**

**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 Article1: Salesforce Help Article2: Salesforce Help Article3

#### QUESTION 67

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 recommended 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.

**Correct Answer: A**

**Section:**

**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 68

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.

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 Flex Cards and different Card States
- D. Parent FlexCard with single Child and multiple Card States

**Correct Answer: B**

**Section:**

**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 69

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.

**Correct Answer: C**

**Section:**

**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 70

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

**Correct Answer: D**

**Section:**

**Explanation:**

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 71

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.

**Correct Answer: B, D**

**Section:**

**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 72

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.

**Correct Answer: A, C, D**

**Section:**

**Explanation:**

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 73

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

**Correct Answer: A, B, C**

**Section:**

**Explanation:**

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 74

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

**Correct Answer: C**

**Section:**

**Explanation:**

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 75

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

**Correct Answer: D**

**Section:**

**Explanation:**

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 76

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.

**Correct Answer: C, D, E**

**Section:**

**Explanation:**

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 77

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

**Correct Answer: B, C**

**Section:**

**Explanation:**

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 78

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.

**Correct Answer: A, C, D**

**Section:**

**Explanation:**

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 79

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

**Correct Answer: A, C, E**

**Section:**

**Explanation:**

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 80

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.

**Correct Answer: C**

**Section:**

**Explanation:**

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 81

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

**Correct Answer: B, D**

**Section:**

**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 82

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.

**Correct Answer: A**

**Section:**

**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 83**

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

**Correct Answer: C**

**Section:**

**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 84**

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.

**Correct Answer: D**

**Section:**

**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 85**

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

**Correct Answer: D**

**Section:**

**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 86**

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.

**Correct Answer: A, C**

**Section:**

**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 87**

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

**Correct Answer: A, C, E**

**Section:**

#### **QUESTION 88**

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

**Correct Answer: A**

**Section:**

**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



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 89

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

**Correct Answer: A, B, C**

**Section:**

**Explanation:**

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 90

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.

**Correct Answer: B, D, E**

**Section:**

**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. 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 91

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.

**Correct Answer: A**

**Section:**

**Explanation:**

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 92

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.

**Correct Answer: C**

**Section:**

**Explanation:**

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 93

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

**Correct Answer: B, C, D**

**Section:**

**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<sup>1</sup>.

Insurance flow: This flow allows insurance customers to initiate the first notification of loss (FNOL) for an insurance policy<sup>2</sup>.

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<sup>3</sup>.

Financial Services Cloud Flows

Lightning Flow for Financial Services

Retail Banking Flows

Insurance Flow

Mortgage Flow

#### QUESTION 94

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

**Correct Answer: A**

**Section:**

**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<sup>4</sup>.

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<sup>5</sup>.

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<sup>6</sup>.

Financial Services Cloud Data Model

Data Migration Best Practices

Accounts and Contacts

Financial Accounts

Account Groups and Households

