

# FINANCIAL-SERVICES-CLOUD<sup>Q&As</sup>

Salesforce Financial Services Cloud (FSC) Accredited Professional  
(AP)

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## QUESTION 1

Which statement is true if a custom fiscal year is enabled? (2 answers)

- A. The custom fiscal year automatically updates product schedules.
- B. The custom fiscal year must be defined manually
- C. The defined custom fiscal year only affects forecasts
- D. The custom fiscal year setting CANNOT be disabled

Correct Answer: BD

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## QUESTION 2

What user interface setting must be enabled for users to edit records in a list view? (2 answers)

- A. Enhanced lists
- B. Enhanced page layout editor
- C. Inline editing
- D. Enhanced profile list views

Correct Answer: AC

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## QUESTION 3

Which of the following is NOT an area that Salesforce Financial Services Cloud serves?

- A. Asset Management
- B. Corporate and Institutional Banking
- C. Legal Services
- D. Lending Services

Correct Answer: C

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## QUESTION 4

Universal Containers needs to synchronize data between sales force and an external financial system.

How can a system administrator accomplish this?

- A. Use an external ID field to match records between systems

- B. Use the excel connector to export records from both systems
- C. Use the data loader to match records between the systems
- D. Use the data loader to upsert Salesforce records into the financial system

Correct Answer: A

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## QUESTION 5

Which of these statements is true for the Person Accounts Model? (2 correct answers)

- A. The Person Account record type can be used when a client is a business or an institution.
- B. 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, record types, and more.
- C. Person Accounts can not be related to cases, tasks, or calls.
- D. The Person Account represents all aspects of the person. Data includes personhood details, such as birth date or tax ID number, and dealings with your organization, such as review frequency or service tier

Correct Answer: BD

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## QUESTION 6

When importing data, what happens if some records do NOT met the data validation criteria?

- A. Import process ignores the data validation criteria
- B. Import process aborts when it encounters the first invalid record
- C. Import process fails only for the records with invalid data.
- D. Import process requires user authorization to import the invalid records

Correct Answer: C

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## QUESTION 7

Universal containers is using a private sharing model. The US sales director needs full access to all records of the US sales representatives.

How can this be accomplished?

- A. Place the US sales director in a queue with the US sales representative's
- B. Define a role hierarchy where the US sales representatives roll up to the US sales director
- C. Give the US sales director read/write/edit/delete object permissions on the profile

D. Define a role hierarchy where the US sales director rolls up to the CEO

Correct Answer: B

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## QUESTION 8

An opportunity record created with a close date of July 30, meets the criteria of time - dependent workflow rule. The time dependent action is scheduled for July 23. What happens if the opportunity is edited before July 23 and no longer meets the criteria?

- A. The time dependent action is automatically removed from the queue
- B. The time dependent action is put on hold
- C. The time dependent action will execute on July 30.
- D. The time dependent action will execute on July 23

Correct Answer: A

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## QUESTION 9

What is the purpose of the service cloud (customer) portal? (2 answers)

- A. To share support reports and dashboards with high profile accounts
- B. To provide Web self-service by exposing knowledge articles
- C. To allow customers to log and check the status cases online
- D. To allow partners to access contact records for case collaboration.

Correct Answer: BC

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## QUESTION 10

What is the purpose of the AppExchange? (2 answers)

- A. Administrators can download and customize pre-built dashboards and reports
- B. Customers can share and install apps published by Salesforce partners
- C. Support users can install the Salesforce Console for Service customers
- D. Partners can download accounts and contacts to collaborate on sales deals

Correct Answer: AB

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## QUESTION 11

Universal Containers has two business groups, products and services. Both groups will be using to track deals, but different fields are required by each group.

How should a system administrator meet this requirement? (2 answers)

- A. Create two record types
- B. Create two permission sets
- C. Create two page layouts
- D. Create two sales processes.

Correct Answer: AC

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## QUESTION 12

What does a page layout allow an administrator to control?

- A. The record types available to each role and profile
- B. The fields users see on detail and edit pages
- C. The business process and related picklist values displayed
- D. The fields users see in reports and list views

Correct Answer: B

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## QUESTION 13

How do you give users access to use Financial Services Cloud?

- A. Assign a Salesforce License and select the right profile
- B. Assign a Salesforce License, Financial Services Cloud Permission Set License, and the applicable Permission Sets
- C. Assign a Salesforce License and the Financial Services Cloud Permission Set License
- D. Every user automatically gets access to the full features of Financial Services Cloud when you install the package

Correct Answer: B

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## QUESTION 14

Which of the following would be considered a Junction Object in Salesforce?

- A. A custom object that contains a lookup field to a standard object
- B. Two standard objects that have lookup relationship with each other

- C. A many-to-many relationship created with two master-detail relationship
- D. A many-to-many relationship created with two lookup relationships

Correct Answer: C

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## QUESTION 15

Where can the multilingual solution search feature be enabled? (2 answers)

- A. Public knowledge base
- B. Solution tab search
- C. Self-service portal
- D. Salesforce content

Correct Answer: AC

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