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

Salesforce Financial-Services-Cloud

Version Demo

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QUESTION NO: 1

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

A. Ensure the Primary Group flag in the Account record is checked.

B. Ensure RollUpByLookup Configuration is Active

C. Ensure a RollUpByLookup batch job is scheduled to run every 15 mins.

D. Ensure that the member is the Primary Member in that Household

E. Ensure the reported Household is the Primary Group for the member

ANSWER: B E

QUESTION NO: 2

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

A. Log a case with Salesforce to perform the conversion from Person Accounts to the individual model.

B. Assign the Person Account record type to the user profiles.

C. Disable the Person Account custom setting.

D. Remove Person Account record types from the Individual Record Type Mapper.

E. Assign the Individual record type to the user profiles.

ANSWER: C D E

QUESTION NO: 3

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

A. Financial Services Cloud Standard

B. Action Plans

C. Lightning Scheduler Resource

D. FSC Insurance

E. Mortgage

ANSWER: A B D

QUESTION NO: 4

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

A. Edit the published Action Plan Template directly.

B. Set the Action Plan Template to "Inactive" and then make changes to the template, as necessary.

C. Clone the existing Action Plan Template and make any necessary changes on the new Action Plan Template.

ANSWER: C

QUESTION NO: 5

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

A. Contact

B. Lead

C. Account

D. Residential Loan Application

E. Opportunity

ANSWER: A B E

QUESTION NO: 6

Lake Tahoe Bank has branch offices in many countries around the world and they are planning to roll out Financial Services Cloud. Which of the 2 considerations does the Salesforce Admin have to keep in mind when it comes to dealing with multiple currencies?

A. For each user, the user currency must correspond to the default currency for the user's locale

B. The Salesforce Admin can enable or disable multiple currencies if needed

C. When filtering by currency values in reports or list views, users must specify a currency ISO code, such as USO or GBP. before the value.

D. When multicurrency is enabled in FSC. advanced currency management is also available

ANSWER: C D

QUESTION NO: 7

A Salesforce Admin is configuring a new Action Plan Template. One task in that template needs to be picked up by the next available Advisor. What assignment logic should the Admin use when configuring this template task?

A. Action Plan Creator

B. Specific User

C. Account Team

D. Role

E. Queues

ANSWER: E

QUESTION NO: 8

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

A. Create an Apex trigger that will prevent the saving of multiple one-time events

B. Select the Unique checkbox on the picklist value for the Event Type field on the Person Life Event object

C. Remove user’s ability to create one-time events

D. Create a validation rule that will stop the user if they attempt to add multiple one-time events.

ANSWER: B

QUESTION NO: 9

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

A. Update Industries Settings to give users access to the Commercial Banking Console Lightning app.

B. Assign permission sets to give users access to the Commercial Banking Console Lightning app.

C. Update the user profiles to give users access to Financial Services Cloud objects

D. Install the Commercial Banking Managed Package

ANSWER: B

QUESTION NO: 10

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

A. The Admin can customize the order of life events to be set in chronological order.

B. The user can change the color of important life events to red.

C. The Admin can change the color of important life events to red.

D. The user can customize the order of life events to be set in chronological order

ANSWER: D