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### NEW QUESTION: 1

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

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

**Answer: C** ([LEAVE A REPLY](#))

### NEW QUESTION: 2

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

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

**Answer: B,C,D** ([LEAVE A REPLY](#))

### NEW QUESTION: 3

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

Which option is most suitable?

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

**Answer: D (LEAVE A REPLY)**

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

### NEW QUESTION: 4

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

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

**Answer: (SHOW ANSWER)**

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

goals that belong to a group. Verified References: : Salesforce Financial Services Cloud Implementation Guide, page 81.

#### **NEW QUESTION: 5**

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

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

**Answer: B,D,E (LEAVE A REPLY)**

The following standard fields are available to track a customer's retirement goal progress:

Actual value, which is a currency field that represents the current value of the goal.

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

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

#### **NEW QUESTION: 6**

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

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

**Answer: (SHOW ANSWER)**

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

#### **NEW QUESTION: 7**

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

- A. Flows enable customers to schedule appointments via customer communities, mobile apps. or websites.
- B. Flows provide step-by-step guidance for common service requests, such as change of address, or change of beneficiary, without the need to \* navigate to different screens.

**C.** Flows systematically capture and visualize important customer Life Events to drive more personalized and need-based engagements.

**D.** Flows enable customers to book appointments with the right specialist at the right time and place through self-service scheduling

**E.** Flows enable customers to schedule appointments via customer communities, mobile apps, or websites.

**Answer: B,E (LEAVE A REPLY)**

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

### **NEW QUESTION: 8**

Which three permission sets grant access or extend permissions for record alerts in Financial Services Cloud (FSC)?

**A.** OmniStudio Admin permission set

**B.** FSC Standard permission set

**C.** FSC Foundations permission set

**D.** FSC Basic permission set

**E.** OmniStudio User permission set

**Answer: B,C,E (LEAVE A REPLY)**

Record alerts are a feature of Financial Services Cloud that let users create and display alerts on record pages to highlight important information or actions. Record alerts are based on OmniStudio, a low-code platform for building digital experiences in Salesforce. To access or extend permissions for record alerts in Financial Services Cloud, users need to have one of the following permission sets:

**FSC Standard permission set:** This permission set grants access to the core features of Financial Services Cloud, including record alerts. Users with this permission set can view and create record alerts on supported objects, such as accounts, contacts, financial accounts, and opportunities<sup>1</sup>.

**FSC Foundations permission set:** This permission set grants access to the common features of Financial Services Cloud that are shared across subverticals, such as retail banking, wealth management, and insurance. Users with this permission set can view and create record alerts on supported objects<sup>2</sup>.

OmniStudio User permission set: This permission set grants access to the OmniStudio features, such as OmniScripts, DataRaptors, Integration Procedures, and Record Alerts. Users with this permission set can view and create record alerts on any object that has the Record Alert component enabled<sup>3</sup>.

References:

FSC Standard Permission Set

FSC Foundations Permission Set

OmniStudio User Permission Set

### **NEW QUESTION: 9**

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

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

**Answer: C (LEAVE A REPLY)**

Reference: Record Alerts APIs | Industries Common Resources Developer Guide | Salesforce Developers  
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

### **NEW QUESTION: 10**

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

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

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

**C.** The reportable objects include Banker, Branch Unit, Branch Unit Related Records, and Branch Unit Customer.

**D.** When Branch Unit is the primary object, the administrator can select Branch Unit Customers or Branch Unit Related Records as related objects.

**Answer: B,C (LEAVE A REPLY)**

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

### **NEW QUESTION: 11**

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

**A.** Action Plans create repeatable tasks and automate the task sequences when executed

**B.** When you create an action plan from a template for a specific target record, items that have no assigned user are assigned to the owner of that " target record.

**C.** Action Plans can automatically schedule the next appointment with the Advisor.

**D.** Action Plans enhance collaboration and productivity by automatically assigning task owners and deadlines for specific client processes.

**E.** Action Plans can speed up the collection of a list of documents needed for the loan application

**Answer: A,B,D (LEAVE A REPLY)**

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.

### **NEW QUESTION: 12**

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

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

**Answer:** ([SHOW ANSWER](#))

Reference: Financial Services Cloud Permission Set Licenses - Salesforce 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.

### **NEW QUESTION: 13**

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

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

**Answer: C (LEAVE A REPLY)**

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

#### **NEW QUESTION: 14**

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

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

**Answer: C (LEAVE A REPLY)**

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

#### **NEW QUESTION: 15**

Cumulus Bank has branches in multiple countries that are required to report in local currency, while the corporate headquarters office wishes to see reports in a single currency (the corporate currency).

Which solution should a consultant recommend to meet these requirements?

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

**Answer: C (LEAVE A REPLY)**

Reference: Discover Multiple Currency Settings Unit | Salesforce Trailhead 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.

### **NEW QUESTION: 16**

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

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

**Answer: (SHOW ANSWER)**

The best way for the Admin to access a Financial Services Cloud pre-configured org, including data and the right licenses, to learn about the product is to request a 30-day Financial Services Cloud trial org. You can sign up for the 30-day trial using this form [4](#). You get preconfigured and preloaded sample data so you can start playing around in your new org right away. Once you're done testing it out, you can transition your trial org to a production org with the help of your account executive or solution engineer. Verified

References: :

Trailhead Module 5

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#### **NEW QUESTION: 17**

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

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

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 18**

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

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

**Answer: C (LEAVE A REPLY)**

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.

#### **NEW QUESTION: 19**

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

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

**Answer: C (LEAVE A REPLY)**

Reference: Create and View Custom ARC Graphs | Salesforce Help

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.

**NEW QUESTION: 20**

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

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

**Answer: C (LEAVE A REPLY)**

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

**NEW QUESTION: 21**

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

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

**Answer: A (LEAVE A REPLY)**

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

### NEW QUESTION: 22

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

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

**Answer: D (LEAVE A REPLY)**

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.

### NEW QUESTION: 23

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

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

**Answer: B (LEAVE A REPLY)**

To add custom icons to the Life Events and Business Milestones, you need to upload them as static resources in Setup > Custom Code > Static Resources. You also need to update the Icon Name field on the Life Event and Business Milestone objects to match the name of the static resource. Verified References: : Salesforce Financial Services Cloud Implementation Guide, page 58.

### NEW QUESTION: 24

What are the three building blocks of Flow Orchestration?

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

**Answer: A,C,E (LEAVE A REPLY)**

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 References:** : Salesforce Help Article [7] : Salesforce Help Article [8] : Salesforce Help Article [9]

### **NEW QUESTION: 25**

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

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

**Answer: A (LEAVE A REPLY)**

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

### **NEW QUESTION: 26**

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

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

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

**Answer: (SHOW ANSWER)**

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>.

References:

Financial Services Cloud Data Model

Data Migration Best Practices

Accounts and Contacts

Financial Accounts

Account Groups and Households

### **NEW QUESTION: 27**

Rachel Addams belongs to two households:

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

Rachel is considered the beneficiary of this household.

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

What should be the relationships between the parties when the Financial Services Cloud consultant sets up Rachel's person account?

1. Primary Group Household - Addams Household

Primary Member - Rachel Addams

Spouse - Nigel Adams

Trustee - Addams Charitable Trust

Household - Symonds Household

Primary Member - Neil Symonds

Beneficiary - Rachel Addams

Related Accounts - Addams Charitable Trust

Related Contacts - Ivan M. Kohl

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

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

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

**Answer: A (LEAVE A REPLY)**

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

Primary Group Household - Addams Household

Primary Member - Rachel Addams

Spouse - Nigel Adams

Trustee - Addams Charitable Trust

Household - Symonds Household

Primary Member -Neil Symonds

Beneficiary - Rachel Addams

Related Accounts - Addams Charitable Trust

Related Contacts - Ivan M. Kohl

Reference: Work with Records Unit | Salesforce Trailhead

Explanation: 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 primarymember 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.

### **NEW QUESTION: 28**

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

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

E. Existing business capabilities and processes can be redesigned to deliver a higher business impact

**Answer: A,B,E (LEAVE A REPLY)**

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 ServicesCloud 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

References: : Salesforce Help Article 6

### **NEW QUESTION: 29**

The Salesforce Administrator for Lake Tahoe Bank is receiving a report that a members FinancialAccount 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 (LEAVE A REPLY)**

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

Ensure RollUpByLookup Configuration is Active, which is a custom setting that enables or disables the Rollup By Lookup (RBL) feature. RBL is a feature that allows users to aggregate data from financial accounts and display it at the client and group levels<sup>1</sup>.

Ensure the reported Household is the Primary Group for the member, which is a field on the Account object that indicates whether an account is the primary group for a contact or an individual. The primary group determines which financial summary fields are displayed on the contact or individual page<sup>2</sup>. Verified References: 12

### **NEW QUESTION: 30**

Lake Tahoe Bank is implementing Financial Services Cloud. The bank's new business processes require that Financial Advisors can add individuals to more than one Group or

Household using Multiple Relationship Groups. Where do Admins enable Multiple Relationship Groups?

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

**Answer: B (LEAVE A REPLY)**

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

From Setup, enter Custom Settings in the Quick Find box, then select Custom Settings.

Click Manage next to Group Member Record Type Mapper.

Click Edit next to Default Organization Level Value.

In Multiple Relationship Groups Enabled, select True.

Click Save.

### **NEW QUESTION: 31**

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 primaryGroup.
- C. With Group Membership settings you can define who is the primary and who is the secondary member within the Group.
- D. Group Membership is modeled using the Account-Group Relationship object.

**Answer: (SHOW ANSWER)**

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 References: : Salesforce Financial Services Cloud User Guide, page 38.

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### **NEW QUESTION: 32**

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

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

**Answer: A (LEAVE A REPLY)**

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

### **NEW QUESTION: 33**

Cumulus Insurance has a franchise business model with a large number of franchisees who operate independently but report to regional managers who are Cumulus employees. The company would like the franchise owners and their employees to have access to the Cumulus Salesforce Financial Services Cloud (FSC) instance. The company plans to use the Role Hierarchy and sharing rules to implement this. What should the architect at Cumulus Insurance be aware of for this solution?

- A.** Franchise users will need to switch their browsers to a platform that supports Lightning Web Components.
- B.** Salesforce FSC only allows 1,024 public groups.
- C.** The administrator can define up to 300 total sharing rules for each object.
- D.** Franchise users can have multiple roles in the hierarchy.

**Answer: C (LEAVE A REPLY)**

The architect at Cumulus Insurance should be aware of the limitation that the administrator can define up to 300 total sharing rules for each object when using the Role Hierarchy and sharing rules to implement the franchise business model. Sharing rules are a way of granting additional access to records based on criteria, such as record owner, role, or field values. The Role Hierarchy is a way of organizing users into a hierarchy that reflects the reporting structure of the company. The Role Hierarchy and sharing rules can be used together to control the access and visibility of records for different users in Financial Services Cloud. However, there is a limit of 300 sharing rules per object, which means that the administrator may need to use other methods, such as public groups or manual sharing, to grant access to records beyond this limit.

References:

[Sharing Rules]

[Role Hierarchy]

[Sharing Rule Limits]

#### **NEW QUESTION: 34**

Lake Tahoe Bank is migrating customer records from the Individual Model to Person Accounts. Which threesteps 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 PersonRecordType to the Person Account RecordType and use Data Loader to update Client Records
- E.** Log a case with Salesforce to perform the conversion from the Individual Model to Person Accounts.

**Answer: A,B,D (LEAVE A REPLY)**

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 PersonRecordType to the Person Account RecordType and use Data Loader to update Client Records. You need to update the Client records with the correct PersonRecordType value that matches the Person Account RecordType value.

You can do this by using a CSV file and Data Loader to perform a bulk update operation.

Verified References: : Salesforce Help Article 1 : Salesforce Help Article 2 :

Salesforce Help Article 3

**NEW QUESTION: 35**

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

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

**Answer: B,C,E (LEAVE A REPLY)**

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

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

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

Referrals Assigned to me: This metric shows the number of referrals that are assigned to you and their status, such as New, In Progress, or Closed. You can use this metric to monitor and manage your referral pipeline and prioritize your follow-up actions.

Verified References: : Salesforce Financial Services Cloud User Guide, page 40. : Salesforce Financial Services Cloud User Guide, page 41. : Salesforce Financial Services Cloud User Guide, page 42.

**NEW QUESTION: 36**

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

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

**Answer: (SHOW ANSWER)**

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

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

the Policy Administration component to integrate with external payment systems and track the payment transactions and balances for your policies and claims.

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

**Endorsements:** Endorsements are the changes or modifications that a policyholder requests or an insurance company makes to a policy. You can use the Policy Administration component to manage the endorsement requests, types, and statuses for your policies. You can also use the Policy Administration component to update the policy details, coverages, premiums, or terms based on the endorsements for your policies.

**Verified References:** : Salesforce Help Article [9] : Salesforce Help Article [10] : Salesforce Help Article [11]

### **NEW QUESTION: 37**

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

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

**Answer: A,C,D (LEAVE A REPLY)**

Reference: Compliant Data Sharing in Financial Services Cloud | Salesforce Trailhead

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.

### **NEW QUESTION: 38**

A bank needs help with many of its processes taking too long to complete. Many of its challenges are due to issues with handoffs between teams. The challenges also include users transferring control to the wrong person or team or forgetting to transfer it at all. Which two Financial Services Cloud capabilities should help address these challenges?

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

**Answer: A,C (LEAVE A REPLY)**

Reference: Action Plans in Financial Services Cloud for Admins | Salesforce Trailhead and [OmniScript Overview | Vlocity Developer Docs] 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.

**NEW QUESTION: 39**

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

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

- A. Unlock users.
- B. Modify permission sets.
- C. Set organization-wide sharing defaults on custom objects.
- D. Assign or remove permission sets for users in their delegated groups.
- E. Create and manage membership of specified public groups.

**Answer: A,D,E (LEAVE A REPLY)**

The following functions should be added to the Delegated Administrator group for its franchise users:

Unlock users, which is a function that allows delegated administrators to unlock users who have been locked out due to incorrect login attempts or password expiration.

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

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

**NEW QUESTION: 40**

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

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

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

**Answer: B (LEAVE A REPLY)**

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.

### **NEW QUESTION: 41**

Which 3 options does the Financial Services Cloud application offer to view and update Account-Account.

Account-Contact, and Contact-Contact Relationships?

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

**Answer: A,C,D (LEAVE A REPLY)**

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 References: : Salesforce Financial Services Cloud User Guide, page 34. : Salesforce Financial Services Cloud User Guide, page 36. : Salesforce Financial Services Cloud User Guide, page 38.

### **NEW QUESTION: 42**

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

Which use case is a suitable fit for Flow Builder?

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

C. Collect input from internal users with a form placed on a Lightning page cKlaunched by a button.

D. Perform an operation for more records than schedule-triggered flows allow

**Answer: C (LEAVE A REPLY)**

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.

### NEW QUESTION: 43

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

A. Financial Services Cloud Standard

B. Client Segmentation

C. Financial Service Cloud Basic

D. Financial Service Cloud Extension

**Answer: (SHOW ANSWER)**

To grant restricted access to users like Bank Tellers who need only limited access to Financial Services Cloud features, the Admin can use Financial Service Cloud Basic permission set license. This license enables user access to a license with contractual restrictions for Financial Services Cloud and provides access to core objects such as accounts, contacts, leads, opportunities, cases, activities, reports, dashboards, and custom objects. This license also provides access to some Financial Services Cloud features such as Action Plans, Actionable Relationship Center (ARC), Branch Management, Complaint Management, Data Consumption Framework (DCF), Discovery Framework (DF), Document Generation (DG), Groups (Householding), Intelligent Document Automation (IDA), Intelligent Need-Based Referrals and Scoring (INRS), Referral Management (RM), Relationship Builder (RB), Relationship Groups (RG), Relationship Map (RM), Timeline (TL).

### NEW QUESTION: 44

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

A. Contact

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

**Answer: (SHOW ANSWER)**

The following records support Document Checklist Items out of the box in Financial Services Cloud:

**Account:** An Account is a record that represents a person or an organization that has a business relationship with your company. You can use Document Checklist Items to request and track documents from your account holders, such as identity proofs, tax forms, or contracts.

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

**Opportunity:** An Opportunity is a record that represents a potential sale or deal for your products or services.

You can use Document Checklist Items to request and track documents from your opportunity owners, such as proposals, quotes, or agreements. Verified References: :  
Salesforce Help Article 2 : Salesforce Help Article 3 : Salesforce Help Article 4

#### **NEW QUESTION: 45**

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 (LEAVE A REPLY)**

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 References: 4

#### **NEW QUESTION: 46**

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 currencymanagement is also available

**Answer: C,D (LEAVE A REPLY)**

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.

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#### **NEW QUESTION: 47**

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

Which three options should a consultant recommend?

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

**Answer: B,D,E (LEAVE A REPLY)**

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

Reference: Interaction Summaries | Salesforce Architects

Explanation: 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.

### **NEW QUESTION: 48**

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

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

**Answer: A (LEAVE A REPLY)**

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

### **NEW QUESTION: 49**

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

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

**Answer: B,C,D (LEAVE A REPLY)**

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>.

**NEW QUESTION: 50**

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

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

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

**Answer: A,B,E (LEAVE A REPLY)**

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

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

**NEW QUESTION: 51**

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

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

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

**Answer: C (LEAVE A REPLY)**

To document the current state business process for implementing Salesforce Financial Services Cloud, the consultant should create an end-to-end visual map of the process using personas, systems, inputs, and outcomes. A visual map is a tool that can help illustrate the flow of a business process from start to finish, showing the steps, decisions, and dependencies involved in each stage. A visual map can also include personas, systems, inputs, and outcomes to provide more context and detail for each step of the process. Personas are fictional characters that represent the different roles or users that participate in or interact with the process. Systems are the tools or applications that are used to

perform or support the process. Inputs are the data or information that are required or provided for each step of the process. Outcomes are the results or outputs that are achieved or delivered by each step of the process. Verified References: : Salesforce Help Article 3 : Salesforce Help Article [4]

### **NEW QUESTION: 52**

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

**Answer: B (LEAVE A REPLY)**

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 References: : Salesforce Help Article [6] : Salesforce Help Article [7] : Salesforce Help Article [8]

### **NEW QUESTION: 53**

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

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

**Answer: A,B,D (LEAVE A REPLY)**

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

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

**Assigning a Referral:** This capability allows you to assign a referral to another user, queue, or line of business.

You can use this capability to route a referral to the appropriate person or team who can best meet the customer's need or interest.

**Accepting a Referral:** This capability allows you to accept a referral that is assigned to you or your queue.

You can use this capability to acknowledge that you have received a referral and are ready to work on it.

**Verified References:** : Salesforce Help Article 1 : Salesforce Help Article 3 : Salesforce Help Article 5

#### **NEW QUESTION: 54**

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

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

**Answer: B,C,D (LEAVE A REPLY)**

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 References: : Salesforce Help Article 2 : Salesforce Help Article 3 : Salesforce Help Article 4

### **NEW QUESTION: 55**

Cumulus Cloud Bank, a major financial services provider, has engaged Salesforce Professional Services to transform its operations with Financial Services Cloud (FSC). The Addams family are wealth management clients with the following relationships:

\* The wife and her husband are part of the Addams Household.

The wife is the primary member, and together the couple run the Addams Charitable Trust.

\* The wife is also part of the Symonds Household with her father as the primary member.

Which tool should the Salesforce FSC consultant recommend so a wealth manager could make sense of this complex data to provide impeccable service to the Addams family and discover new business opportunities?

- A. Data Filtering and Sorting in Tableau Desktop
- B. Financial Services Cloud Einstein
- C. Data Visualization with Marketing Cloud Intelligence
- D. Actionable Relationship Center (ARC), an advanced visualization engine

**Answer: D (LEAVE A REPLY)**

Actionable Relationship Center (ARC) is a tool that a Salesforce FSC consultant can recommend to a wealth manager who needs to make sense of complex client relationships and discover new business opportunities. ARC is an advanced visualization engine that provides a holistic view of customers and their relationships with actionable insights, all in one place<sup>5</sup>. ARC helps users understand relationships among people and businesses by presenting them in interactive components, such as graphs, cards, lists, and filters<sup>6</sup>. ARC also allows users to perform actions on the customer data, such as creating tasks, sending emails, or updating records<sup>7</sup>.

References:

Actionable Relationship Center (ARC)

Get Started with Actionable Relationship Center

Work with Actionable Relationship Center

### **NEW QUESTION: 56**

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

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

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

**Answer: C (LEAVE A REPLY)**

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

#### **NEW QUESTION: 57**

Cumulus Bank's mortgage department is currently using spreadsheets to gather client data for mortgage applications. The bank is interested in improving the efficiency of this process. Which two features should a consultant suggest to Cumulus Bank to implement?

- A. The standard mortgage flow templates to build a mortgage flow in Financial Services Cloud
- B. Flow Builder to automate these business processes
- C. A Mortgage Application' custom object to hold the collected client data
- D. Data Import Wizard to upload the data collected in spreadsheets

**Answer: A,B (LEAVE A REPLY)**

Salesforce provides features and tools to help financial institutions improve the efficiency of their mortgage processes and provide better experiences for their customers. Some of the features and tools that a consultant can suggest to Cumulus Bank to implement are:

The standard mortgage flow templates to build a mortgage flow in Financial Services Cloud: These are prebuilt flow templates that guide users through the steps of creating a mortgage application, capturing borrower information, and submitting the application for approval<sup>7</sup>.

The templates can be customized to suit the bank's specific needs and requirements<sup>8</sup>.

Flow Builder to automate these business processes: Flow Builder is a point-and-click tool that lets users create flows to automate business processes in Salesforce<sup>9</sup>. Flow Builder

can be used to create custom mortgage flows that integrate with other Salesforce features, such as data models, objects, fields, validation rules, and actions<sup>10</sup>.

References:

Flow Builder for Mortgage

Customize Mortgage Flows

Flow Builder

Create a Mortgage Flow

### **NEW QUESTION: 58**

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

**A.** Hank will be able to see the Action Plan tasks on the related list of the Account page layout.

**B.** Hank will be able to see the Action Plan Tasks assigned to him on the standard Salesforce task list.

**C.** Once the Action Plan is assigned, Hank can see the related Tasks on the Timeline.

**D.** Hank will be able to see the Action Plan Tasks assigned to him on his calendar.

**Answer: A,B (LEAVE A REPLY)**

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.

### **NEW QUESTION: 59**

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

**A.** Predefined reciprocal roles are available only in English.

**B.** Custom component labels are supported only in English.

**C.** Referral record type labels are supported only in English.

**D.** Flows are available only in English.

**Answer: (SHOW ANSWER)**

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.

References:

[Predefined Reciprocal Roles], [Referral Record Type Labels]

### NEW QUESTION: 60

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

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

**Answer:** ([SHOW ANSWER](#))

Reference: Action Plans in Financial Services Cloud for Admins | Salesforce Trailhead

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.

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