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QUESTION 1

A provider wants to set up a Contact Center leveraging Health Cloud to enable its patients to set up appointments, get answers to their billing questions, and update their plan information.

Which group of people should a consultant work with to identify pain points and define project requirements?

- A. (Persona) General physician (Stakeholder) Salesforce administrator (Stakeholder) Marketing Cloud administrator
- B. (Persona) Contact Center agent (Stakeholder) Salesforce administrator (Stakeholder) Integration architect
- C. (Persona) Care coordinator (Stakeholder) Salesforce administrator (Stakeholder) Tableau developer
- D. (Persona) Contact Center agent (Stakeholder) Tableau developer (Stakeholder) MuleSoft developer

Correct Answer: B

Explanation: To identify pain points and define project requirements for setting up a Contact Center leveraging Health Cloud, a consultant should work with the following group of people:

(Persona) Contact Center agent: This is the end user who interacts with patients through phone calls, emails, chats, or other channels. The Contact Center agent needs to have access to patient information, appointment scheduling,

billing inquiries, plan updates, and other tasks in Health Cloud. The consultant should work with the Contact Center agent to understand their needs, challenges, and expectations from the system.

(Stakeholder) Salesforce administrator: This is the person who configures and maintains the Health Cloud system for the Contact Center. The Salesforce administrator needs to set up user profiles, permissions, page layouts, workflows,

reports, dashboards, and other features in Health Cloud. The consultant should work with the Salesforce administrator to understand the technical requirements, limitations, and best practices for setting up the system. (Stakeholder)

Integration architect: This is the person who designs and implements the integration between Health Cloud and other external systems, such as EHRs, billing systems, or third-party applications. The integration architect needs to ensure that

data is exchanged securely and accurately between Health Cloud and other systems. The consultant should work with the integration architect to understand the integration requirements, challenges, and solutions for the system. General

physician, Marketing Cloud administrator, Care coordinator, Tableau developer or MuleSoft developer are not relevant people for this use case.

QUESTION 2

Bloomington Caregivers is looking to streamline the user experience for its call center agents. On the patient's record, the company wants the ability to:

Inform agents about changes in information
View basic details about a patient's insurance
Have a complete view of all engagement interactions in one place

Which three components from Contact Center for Health Cloud should a consultant use to achieve this? (Choose Three)



- A. Member Plan FlexCard
- B. Identity Verification
- C. Record Alerts
- D. Action Launcher
- E. Timeline

Correct Answer: CDE

Record Alerts can be used to inform agents about changes in information, such as a change in address or phone number. Record Alerts display a banner on the record page with a custom message and an optional link to another record or URL. Action Launcher can be used to view basic details about a patient's insurance, such as the plan name, coverage type, and eligibility status. Action Launcher displays a FlexCard component that shows key information from a related record or external data source. Timeline can be used to have a complete view of all engagement interactions in one place, such as calls, emails, tasks, and events. Timeline displays a chronological list of past and upcoming activities related to the record. References: : Record Alerts : Action Launcher : Timeline

QUESTION 3

Bloomington Caregivers wants to ensure it maintains the privacy of its users' data by enabling data protection details for leads, contacts, and person accounts during the initial Health Cloud install and configuration.

Which entity should the administrator enable within Data Protection and Privacy for Health Cloud to work in this scenario?

- A. Fields
- B. Records
- C. Tasks
- D. Objects

Correct Answer: A

A is correct because enabling data protection details for fields is the entity that the administrator should enable within Data Protection and Privacy for Health Cloud to work in this scenario. Data protection details for fields allow users to specify the data protection level and data classification for each field on leads, contacts, and person accounts. This helps to identify and protect sensitive data, such as protected health information (PHI), and comply with privacy regulations, such as General Data Protection Regulation (GDPR).

QUESTION 4

A MedTech company is implementing Health Cloud to better plan and track surgical case visits, manage device inventory and run cycle counts. Which data model should a consultant recommend the company use?

- A. Intelligent Sales
- B. Inventory Management



C. Life Sciences

D. Provider Engagement

Correct Answer: C

Explanation: To better plan and track surgical case visits, manage device inventory and run cycle counts, a consultant should recommend theMedTech company use the Life Sciences data model in Health Cloud. This data model provides objects and fields to store and manage information related to surgical cases, devices, inventories, cycle counts, and more⁵. Intelligent Sales, Inventory Management, or Provider Engagement are not data models that exist in Health Cloud.

QUESTION 5

Which add-on license enhances Health Cloud to allow you to highlight times when a patient is most likely to attend an appointment ?

A. Einstein Vision

B. Einstein Analytics Predictions

C. Einstein Bots

D. Einstein Activity Capture

Correct Answer: B

Explanation: Einstein Analytics Predictions is an add-on license that enhances Health Cloud to allow you to highlight times when a patient is most likely to attend an appointment. It uses machine learning to analyze historical data and generate predictions based on various factors². Einstein Vision, Einstein Bots, and Einstein Activity Capture are not related to this use case.

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