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Question 1

Question Type: MultipleChoice

A Sales Associate is unable to enter a Resource Request. They have a Resource Contact record with the essential values populated, and the associated User record has been properly set up as well.

Which of the following steps should you take to grant the required additional permission?

Options:

A- Assign the Resource Request Entry Permission Set.

B- Create a Permission Control record and select the Resource Request Entry checkbox.

C- Ensure the Resource Request Entry checkbox is selected on the User.

Answer:

A

Question 2

Question Type: MultipleChoice

In your company, you have 2 types of users:

Type 1: Employees that need to enter Timecards, Expenses, and need access to the Resource Planner

Type 2: Project Managers that need to enter Timecards, Expenses, and need access to the Resource Planner and the Project Planner

All employees are tied to the basic "Standard PSA User" profile that gives them access only to the "Accounts" and "Contacts" objects.

Kevin is a Type 1 employee. However, when he logs into his Salesforce org, he can see the tab for the Project Planner, along with Resource Planner, Timecards, and Expenses.

Which of the following troubleshooting steps would you take to stop the Project Planner tab from appearing in Kevin's App Menu?

Options:

A- Ensure Kevin is not assigned to the Project Manager Permission Set

B- Ensure Kevin does not have a Permission Control record for the 'Project Planner View' permission

C- Ensure that the Project Planner is not Visible on Kevin's user profile

Answer:

B

Question 3

Question Type: MultipleChoice

You are in the process of migrating historical Skills and Certification information from your company's legacy system into FinancialForce PS

Options:

A- Since the historical data volume is relatively low, you have decided to migrate the data manually and not use the Data Loader tool. Using the Manager Skills and Certification lightning component, you first select the internal resource's name for whom you want to capture the 'Skills and Certification' ratings. However, you notice you do not have the option to 'Add' new skills and Certification for that resource on the screen. You are one of the Salesforce/PSA System Administrators for your company and have the System Administrator profile.
Of the following, which one could explain why you are unable to migrate skills data for that resource?

A- You do not have the required Skills and Certification Entry Permission Set assigned to the resource

B- You do not have the 'Allow Skills and Certification Entry' set to TRUE in the Custom Settings > Permission Control Settings

C- You do not have the 'Skills and Certification Entry' Permission Control set to TRUE

Answer:

B

Question 4

Question Type: MultipleChoice

Which of the following are currently available PSA workspaces?

Options:

A- Project Management Workspace, Resource Management Workspace. Services Delivery Workspace

B- Project Management Workspace, Task Planning Workspace. Services Delivery Workspace

C- Project Management Workspace Milestone Forecast Workspace Resource Management Workspace

Answer:

C

Question 5

Question Type: MultipleChoice

Your organization has decided to use Workspaces but you notice the "PSA workspaces" package has not been installed. What should you do?

Options:

A- Go to FF Community, download the package, and install it

B- Call your FF Account Executive

C- Create a Support ticket

Answer:

B

Question 6

Question Type: **MultipleChoice**

In your company, you are responsible for reviewing/maintaining Workspaces. You need to adjust the Default FinancialForce Navigation in the Service Delivery Workspace. You know you need to use the "Navigation Configuration Builder" screen, but you do not see this option available in the "App Launcher".

Which of the following is a possible reason?

Options:

A- You need to have 'System Administrator' Permission Control record assigned

B- You do not have the 'FF Configuration Builder' Permission Set assigned

C- You need to have the 'Configuration Builder Menu' setting set to 'TRUE' on the SalesForce User setup screen

Answer:

B

Question 7

Question Type: MultipleChoice

What tools can you use to customize your workspaces?

Options:

A- Navigation Configuration Builder, Lighting App Builder, PSA Administration Tool

B- Navigation Configuration Builder Highlights Configuration Builder Lighting App Builder

C- Navigation Configuration Builder, Lighting App Builder, Heroku App Builder

Answer:

B

Question 8

Question Type: MultipleChoice

Managers want to be able to edit expenses once they are marked as approved, "Include in Financials" is selected, but before the Billing Events are created. Which of the following options do you choose under the Permission Control record?

Options:

A- Expense Ops Edit

B- Expense Entry

C- Expense Edit

Answer:

C

Question 9

Question Type: MultipleChoice

You recently activated a Project Management Workspace and are notified that some users are seeing the following error on the navigation component:

Error: "You do not have access to the Apex class named 'wksp_navigation'."

Which permission do you need to add for the user?

Options:

A- Add the 'PSA Workspace Navigation Apex Class' Permission Set to the User

B- Create a Permission Control for the user for 'Workspaces' for their Region, Practice, or Group

C- Add the Apex Class 'wksp navigation' to the User's Permission Set or Profile

Answer:

B

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