Free Questions for Public-Sector-Solutions

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Question 1

Question Type: MultipleChoice

A Public Sector Organization (PSO) would like to enhance its publicly available website, built in Experience Cloud, to allow constituents to report their concerns about someone's health or safety. The PSO is already using Public Sector Solutions. The requirement from the PSO is that the constituent should be able to report their concerns both as authenticated users and anonymously. Additionally, internal staff should be able to separately track their investigations and any follow-up in a separate Case.

Leveraging Public Sector Solutions functionality, what configuration should the Technical Consultant use to meet the requirements?

Options:

A- Use the Complaint Case and Case objects.

B- Use record types on Case, one for the constituents and one for internal staff

C- Use the Public Complaint and Case objects.

D- Use a custom object for the Complaint with a lookup relationship to Case.

Answer:

C

Explanation:

For a Public Sector Organization enhancing its website to allow both authenticated and anonymous reporting of health or safety concerns, the appropriate configuration using Salesforce Public Sector Solutions would involve:

Using the Public Complaint and Case objects (Option C). Salesforce Public Sector Solutions includes specialized objects like Public Complaint, which is designed to handle situations where the public can report issues. These can be configured to allow anonymous entries while maintaining the capability to create and track related Cases for internal follow-up. This setup enables the organization to efficiently manage and segregate public inputs from internal case management processes.

Options A, B, and D do not fully address the requirements:

Option A and B involve using only the Case object or different record types on the Case object. While these configurations could segment reports internally, they do not cater specifically to the need for public input, particularly anonymous reporting.

Option D suggests creating a custom object for the Complaint with a lookup relationship to Case, which would require additional customization and might not leverage existing functionality as efficiently as using Public Complaint.

Question 2

Question Type: MultipleChoice

The City of Snaxboro has implemented CRM Analytics for Public Sector but keeps getting an error message when creating the Analytics (or the Licensing. Permits, and inspections app. They have verified that their users have the appropriate permission sets assigned.

What is the most probable cause for the error message?

Options:

A- There are no Visit records.
B- There are no active Action Plan Templates.
C- Person Accounts have not been enabled.
D- There are no Violation records.

Answer:

A

Explanation:

There are no Visit records is the most probable cause for the error message when creating the Analytics for the Licensing, Permits, and Inspections app. CRM Analytics for Public Sector is a prebuilt app that comes with Public Sector Solutions and it can provide reports and dashboards for licensing, permitting, and inspections data. However, if there are no Visit records in the org, the Analytics app cannot generate any data and will show an error message. To fix this issue, the City of Snaxboro needs to create some Visit records or import some sample data. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_crm_analytics.htm&type=5&language=en_US

Question 3

Question Type: MultipleChoice

A government agency recently implemented Inspections Management, but the internal users want an easier way to generate Visits. Currently, the users must navigate to the Related List tab on an Application, scroll to the Visits* related list and click 'New.' The users also have lo manually fill all of the fields when creating the Visit record. What is the recommended approach for creating a better user experience when creating a Visit?

Options:

A- Change the Business License Application and Individual Application pages to have a single related list of Visits on the right panel.
B- Create a Screen Flow with the required fields to create a Visit record and add the button to launch the flow on the page layout.
C- Advise the government agency that the current method is the best option available without custom code, which they should avoid wherever possible.
D- Create a new Action on the Business License Application and Individual Application objects to create a Visit record with Predefined Field Values.

Answer:

B

Explanation:

Creating a Screen Flow or creating a new Action are two possible approaches for creating a better user experience when creating a Visit. A Screen Flow is a type of flow that can create an interactive user interface to display information or collect data from users. A Screen Flow can have the required fields to create a Visit record and it can be launched by a button on the page layout. An Action is a type of button that can perform tasks such as creating or updating records. An Action can have Predefined Field Values that can automatically populate fields when creating a Visit record. Reference:
https://help.salesforce.com/s/articleView?id=psc_admin_setup_visits.htm&type=5&language=en_US

Question 4

Question Type: MultipleChoice

A customer wants to implement a customer community. Authenticated users will be able to log cases, manage their account and contact information, and apply/view their grant applications.

What two security settings should be configured to ensure the community is secure and no extra information is available to the authenticated community users?

Options:

A- Set up Sharing Rules to grant authenticated users access to their Cases. Applications, and Accounts

B- Set Org-Wide Defaults for External Users to Hidden for everything

C- Set up Sharing Sets to grant authenticated users access to their Cases, Applications, and Accounts

D- Set Org-Wide Defaults for External Users to Private for everything

Answer:

B, C

Explanation:

Org-wide defaults for external users determine the baseline level of access that guest users and authenticated community users have to records they do not own. Setting them to Hidden for everything means that external users cannot see any records by default, unless they are explicitly shared with them. Sharing sets are used to grant access to records that are associated with a specific user or profile in a community. By setting up sharing sets, the authenticated community users can access their own Cases, Applications, and Accounts, but not those of other users. Reference:
https://help.salesforce.com/s/articleView?id=psc_admin_concept_psc_overview.htm&type=5&language=en_US
https://developer.salesforce.com/docs/atlas.en-us.psc_api.meta/psc_api/api_psc_overview.htm

Question 5

Question Type: MultipleChoice

A government agency runs various research and grant programs for scholars. They have decided to use the Individual Application object in Grants Management for Public Sector Solutions. Which Salesforce features must be enabled to support this use case?

Options:

A- Salesforce Flow
B- Product Schedule
C- Person Accounts
D- Custom Object for Applications

Answer:

C

Explanation:

Person Accounts are a Salesforce feature that must be enabled to support the use case of using the Individual Application object in Grants Management for Public Sector Solutions. Person Accounts are a type of account that can store information about individual people, such as scholars, who are not associated with a business account. The Individual Application object is a child object of the Account object and it can be used to track grant applications from individual applicants. Reference:
https://help.salesforce.com/s/articleView?id=psc_admin_setup_individual_applications.htm&type=5&language=en_US

Question 6

Question Type: MultipleChoice

A government agency just implemented Salesforce Emergency Response Management (ERM). However, the internal users are unable to see any Emergency Response related functionalities.

What is the root cause for the access issue? Choose?

Options:

A- The internal users' role hierarchy has been set incorrectly
B- The internal users are missing the Emergency Response Management permission set
C- The internal users are missing the Emergency Management Response permission set license.
D- The Organization Wide Defaults for ERM objects were set to Public

Answer:

B

Explanation:

When internal users are unable to access functionalities related to Salesforce Emergency Response Management (ERM), the most common and likely issue is related to permissions. Option B, stating that internal users are missing the Emergency Response Management permission set, is the correct answer. This permission set is essential for users to access and operate the ERM functionalities within Salesforce. It enables users to view, edit, and manage emergency response-related data and workflows, which are critical during crisis management scenarios.

The role hierarchy issue (Option A) and the licensing problem (Option C) could also potentially cause access problems, but these are generally less common compared to missing permission sets. Option D, regarding the Organization Wide Defaults being set to Public, would not restrict access; if anything, it would make ERM data more accessible, which is opposite to the problem described.

These explanations align with best practices and typical configuration requirements in Salesforce Public Sector Solutions, focusing on ensuring that the necessary permissions and access controls are correctly implemented.

Question 7

Question Type: MultipleChoice

A government agency using Public Sector Solutions often has to perform onsite visits for compliance inspections. Various internal teams across the government agency need to have visibility into and collaborate on inspections.

Which Public Sector Solutions feature should be used to automate inspection tasks works and drive internal collaboration?

Options:

A- OmniStudio
B- Action Plans
C- Data Raptors
D- Business Rules Engine

Answer:

B

Explanation:

Action Plans are part of the Public Sector Solutions package and they are used to automate inspection tasks and workflows. Action Plans allow the government agency to create templates for common inspections, assign tasks to team members, track progress and status, and collaborate on inspections using Chatter. Reference:
https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/automate-inspection-tasks-with-action-plans