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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q46-Q51):

NEW QUESTION # 46
A public sector agency is leveraging the Business Rules Engine for its Licensing & Permitting implementation. The agency needs to allow multiple permits for a single application, and the permit fee is calculated based on the type of permits selected.
Which two steps would a technical consultant use to address this use case?

- A. Add a Lightning Component to query and Aggregate the total value of all permits
- B. Provide Permission Sets to users for the Expression Set and Lightning Component

- C. Add an Aggregate step to the group and add the SUM function
- D. Add an Aggregate Group to the end of the Expression Set

Answer: C

Explanation:
In the context of a Public Sector agency leveraging the Business Rules Engine for Licensing & Permitting, where multiple permits are allowed for a single application with permit fees calculated based on the selected types, the appropriate steps involve data aggregation. An Aggregate step with a SUM function is used to sum up the total value of all selected permits, addressing the need for dynamic fee calculation. Adding an Aggregate Group to the end of the Expression Set organizes these calculations effectively, ensuring that the total permit fee is accurately computed based on the application's permit selections. This approach aligns with Salesforce's Business Rules Engine capabilities, which allow for complex data manipulation and aggregation to support varied business scenarios, such as permit fee calculations in a Licensing & Permitting implementation.

NEW QUESTION # 47
Bobahaven has been using Salesforce Service Cloud for some time and has recently implemented Public Sector Solutions to improve its application and grants management processes. The executive team wants to understand the trends and metrics around Bobahaven's constituent satisfaction with the new system. It is particularly interested in understanding the average time Bobahaven's employees take to resolve constituent service queries now versus their historical performance. Up until now, however, Bobahaven has not been tracking case duration.
In this scenario, which is the correct reporting and analytics solution to provide ongoing trend reporting of case duration while also minimizing customization?

- A. Standard Salesforce Report using the standard Case report type, with a custom formula to calculate case duration.
- B. Public Sector Case Analytics App, leveraging CRM Analytics' case duration formula
- C. Public Sector Case Analytics App, with a newly created custom field to track case duration for new cases.
- D. Standard Salesforce Report using the standard Case report type, with a newly created custom field to track case duration for new cases.

Answer: B

Explanation:
For Bobahaven to understand trends and metrics around constituent satisfaction, especially regarding case resolution times, the Public Sector Case Analytics App within Salesforce CRM Analytics (formerly Einstein Analytics) provides a robust solution. This app includes pre-built analytics templates and formulas, such as a case duration formula, which can measure the time taken to resolve cases without the need for extensive customizations. This solution offers advanced analytics capabilities that can handle complex data calculations and visualizations, enabling Bobahaven's executive team to gain deep insights into performance metrics, including historical and current case resolution times.

NEW QUESTION # 48
A customer has specific steps/tasks that need to be performed every time a new Business License Application comes in. The following actions must be completed:
*The applicant must upload an image of their driver's license
*The license reviewer must perform a background check within five business/working days
*The license reviewer must enter the background check results into an external system manually within two business days of completing the background check
*The license reviewer must provide a recommendation to the approver to approve/reject the application & submit it for review
*The license reviewer may add additional steps/tasks for a particular application as needed Which statement is true regarding Action Plan Templates relative to the business requirements above?

- A. A document checklist item for an action plan template cannot be created
- B. An action plan template can be created (or the business license application object, and a document checklist item for the Image upload can be created
- C. The reviewer users cannot create their own tasks within a predefined action plan template
- D. Action plans cannot have tasks with due dates dependent upon prior tasks within the action plan

Answer: B

Explanation:

An action plan template can be created for the business license application object, and a document checklist item for the Image upload can be created is a true statement regarding Action Plan Templates relative to the business requirements above. An action plan template is a predefined set of tasks and subtasks that can be applied to records such as cases or permits. An action plan template can be created for any custom or standard object that supports activities, such as the business license application object. A document checklist item is a type of task that can require users to upload documents or images as part of an action plan template. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_action_plan_templates. htm&type=5&language=en_US

NEW QUESTION # 49

A public sector organization (PSO) is implementing Public Sector Solutions. As part of this implementation, the PSO is deploying a new site to provide constituents with information about the service they provide.

Constituents will be able to register and log into this new site to access some features as well. The PSO needs to ensure that constituents are unable to see each other by default for all sites that they configure.

What can the Technical Consultant configure to meet this requirement for the PSO?

- A. Remove access to the user object from the Permission Set assigned to the external users
- B. Disable the user sharing in the site administration settings page
- C. Uncheck the 'Site User Visibility' checkbox in the sharing settings page
- D. Set the Organization Wide Default for the User Object to "Public Read Only"

Answer: C

Explanation:

In Salesforce Public Sector Solutions, to ensure that constituents (external users) cannot see each other by default on the new site, the sharing settings must be appropriately configured. Specifically, the 'Site User Visibility' setting is designed to control whether users can see each other within the site. Here's how to configure it:
* Navigate to Sharing Settings:
* Go to Setup > Security > Sharing Settings.
* Uncheck Site User Visibility:
* Locate the 'Site User Visibility' checkbox within the sharing settings.
* Uncheck this box. This setting ensures that site users (constituents) cannot see each other's profiles and details by default.
By unchecking the 'Site User Visibility' checkbox, the PSO ensures that user records are private and not visible to other users on the site. This is a critical setting for maintaining privacy and security for constituents interacting with the PSO's site.
References:
* Salesforce Help: Sharing Settings
* Salesforce Public Sector Solutions Documentation

NEW QUESTION # 50

A government agency does not have a universal requirement for storing a grantee's data after a grant has been fully disbursed and closed. Some grantees may ask to have their data maintained if involved in legal proceedings.

How can a government agency best comply with the grantee's request for historical data storage while at the same time adhering to the request not to use/process the historical data?

- A. Export the grantee's data to retain it. Then, delete their data from Salesforce.
- B. Export the grantee's data to retain it.
- C. Assign the data to a specific public group and make those records inactive
- D. Keep the data in Salesforce and make it invisible to the users and system to restrict the processing of the data.

Answer: B

Explanation:

To comply with the grantee's request for historical data storage while adhering to the restriction on data processing, the best approach is to keep the data within Salesforce but make it inaccessible to users and the system for processing. This can be achieved by implementing strict access controls and visibility settings, possibly leveraging Salesforce's data access and security models such as record-level access, field-level security, and sharing rules. This method ensures that the data remains within the Salesforce ecosystem for reference, should it be needed for legal proceedings, but is not actively processed or visible in day-to-day operations. This approach aligns with Salesforce's robust data security and privacy features, allowing organizations to maintain compliance with data protection regulations while retaining necessary data.

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