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Salesforce Health Cloud Accredited Professional Sample Questions (Q42-Q47):

NEW QUESTION # 42

While running user acceptance testing (UAT) for a customer, an end user is unable to view certain data on the Enhanced Timeline for Contact Center.

What should be the first step in troubleshooting this issue?

- A. Check the Health Cloud Data permission set assignment.
- **B. Ensure the user has the right object permissions.**
- C. Ensure the component has been activated.
- D. Check the Enhanced Patient permission set assignment.

Answer: B

Explanation:

When an end user is unable to view certain data on the Enhanced Timeline for Contact Center during User Acceptance Testing (UAT), the primary step in troubleshooting should be to verify that the user possesses the appropriate object permissions.

Understanding Object Permissions:

Purpose: Object permissions determine a user's ability to create, read, edit, or delete records of a particular object within Salesforce.

Types of Permissions:

Read: Allows users to view records.

Create: Permits users to add new records.

Edit: Enables users to modify existing records.

Delete: Grants users the ability to remove records.

Troubleshooting Steps:

Verify User's Profile and Permission Sets:

Profiles: Check the user's assigned profile to ensure it includes the necessary object permissions for the data intended to be displayed on the Enhanced Timeline.

Permission Sets: Review any permission sets assigned to the user that might grant additional object permissions.

Ensure Field-Level Security:

Confirm that field-level security settings permit the user to access the specific fields associated with the timeline data.

Check Sharing Settings:

Assess the organization's sharing rules and settings to ensure the user has the requisite access to the records in question.

Reference:

Salesforce Security Guide: For detailed information on configuring object permissions and ensuring proper access controls, consult the Salesforce Security Guide: Salesforce Security Guide Conclusion:

Ensuring that users have the correct object permissions is crucial for accessing data on the Enhanced Timeline. By verifying and configuring these permissions appropriately, administrators can resolve visibility issues and enhance user experience during UAT.

NEW QUESTION # 43

While running user acceptance testing (UAT) for a customer, an end user is unable to view certain data on the Enhanced Timeline for Contact Center.

What should be the first step in troubleshooting this issue?

- **A. Ensure the user has the right object permissions.**
- B. Ensure the component has been activated
- C. Check the Enhanced Patient permission set assignment
- D. Check the Health Cloud Data permission set assignment

Answer: A

Explanation:

A is correct because ensuring the user has the right object permissions is the first step in troubleshooting this issue. The Enhanced Timeline for Contact Center displays records from various objects, such as Case, Engagement Interaction, Engagement Topic, and Task. The user needs to have at least read access to these objects and their fields to view them on the timeline. The administrator can check and modify the user's object permissions from their profile or permission set.

NEW QUESTION # 44

Bloomington Caregivers is looking to migrate from Service Cloud to Health Cloud to take advantage of the prebuilt healthcare features and functionality. Which three prerequisites should Bloomington Caregivers' administrators complete to successfully install the Health Cloud managed package in its org?

Choose 3 answers

- **A. Enable contacts to relate to multiple accounts.**
- B. Enable data protection details available in records.
- **C. Log a support case to have person accounts enabled.**
- D. Enable person accounts from Setup.
- **E. Enable Chatter settings from Setup.**

Answer: A,C,E

Explanation:

Migrating from Service Cloud to Health Cloud requires several prerequisites to ensure successful installation and functionality of the Health Cloud managed package:

* Log a Support Case to Enable Person Accounts (Option B):

* Health Cloud relies on Person Accounts to manage patients as individuals.

* Administrators must contact Salesforce Support to enable Person Accounts in the org since this cannot be activated through Setup.

* Enable Contacts to Relate to Multiple Accounts (Option C):

* This functionality allows a contact (e.g., a patient) to be associated with multiple accounts, such as primary care providers, specialists, or insurance entities.

* Navigate to Setup > Account Settings, and enable Contacts to Multiple Accounts.

* Enable Chatter Settings (Option E):

* Chatter is used in Health Cloud for collaboration and real-time updates.

* Administrators must ensure Chatter is activated to support case discussions, timeline sharing, and other collaborative features.

* Option A: While enabling data protection is important, it is not a prerequisite for installing Health Cloud.

* Option D: Enabling Person Accounts is correct, but it is done via a support case (Option B).

References:

Health Cloud Installation Guide

Enabling Person Accounts

Contacts to Multiple Accounts

NEW QUESTION # 45

Makana Pharmaceutical is planning to run a Patient support program on Health Cloud. A System Administrator has been tasked to ensure the platform encryption has been configured. The patient's name is stored on firstname and lastname fields on the person account record. Firstname and Lastname field have been identified as holding PHI(Personal Health Information) data. They are also important search criteria commonly used by Users to find a patient record. The Compliance team has indicated that all PHI Data must be encrypted at rest. What is the best practice for platform encryption configuration for this solution?

- **A. Use a Deterministic Encryption Policy on Account FirstName & LastName fields.**
- B. Encrypt all data
- C. Use a Probabilistic Encryption Policy on Account FirstName & LastName fields.
- D. Encrypt all PHI/PII data
- E. Use Class Encryption to encrypt field identified as PHI

Answer: A

Explanation:

Deterministic encryption is a type of encryption policy that allows you to encrypt fields that are used as search criteria, such as FirstName and LastName fields on the Account object. Deterministic encryption ensures that identical plaintext values always result in identical ciphertext values, which enables searching and filtering on encrypted fields. This is suitable for PHI data that needs to be encrypted at rest but also searchable by users.

NEW QUESTION # 46

Bloomington Caregivers uses Health Cloud and has an integration setup with an external payer system.

Which three business level APIs should a consultant recommend to help the payer organization electronically receive requests for care services?

Choose 3 answers

- A. Admission, Discharge, and Transfer (ADT)
- B. Referral Request
- C. Prior Authorization
- D. Benefit Verification
- E. Care Services

Answer: B,C,D

NEW QUESTION # 47

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