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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q51-Q56):

NEW QUESTION # 51

The employee object has to be linked to the person account to use the Public Sector data model with the Employee data model. How should the employee object be linked with other objects?

- A. Contact -> Individual <- Employee
- B. User -> Individual <- Custom employee object

- C. PersonAccount->User->Employee
- **D. PersonAccount -> Individual <- Employee.**

Answer: D

Explanation:

Linking the Employee object with the PersonAccount in the context of the Public Sector data model involves leveraging the Individual object as a junction. The PersonAccount represents the personal details of an individual, while the Individual object in Salesforce acts as a standard mechanism to store privacy and personal data consent information. By associating the Employee custom object with the Individual object, which in turn is linked to the PersonAccount, a comprehensive data model is established. This structure supports the management of employee data in alignment with personal accounts, facilitating a unified view of individuals as both constituents and employees within the public sector framework. This setup respects Salesforce's design principles for data models, ensuring data integrity and privacy compliance.

NEW QUESTION # 52

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?

- A. Use record types on Case, one for the constituents and one for internal staff
- B. Use the Complaint Case and Case objects.
- C. Use a custom object for the Complaint with a lookup relationship to Case.
- **D. Use the Public Complaint and Case objects.**

Answer: D

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.

NEW QUESTION # 53

To allow a user to access the Public Sector Solutions Employee Experience pre-built application. Which three permission sets need to be assigned?

- **A. Employee Productivity Plus Access**
- **B. Employee Experience for Public Sector**
- C. Employee Productivity Plus User Data Access
- **D. Employee Experience Community Access**
- E. Public Sector Solutions User Access

Answer: A,B,D

Explanation:

Employee Experience Community Access, Employee Experience for Public Sector, and Employee Productivity Plus Access are three permission sets that need to be assigned to allow a user to access the Public Sector Solutions Employee Experience pre-built application. Employee Experience Community Access is a permission set that grants access to the Employee Experience community site, which is a digital experience site for employees to access resources and services. Employee Experience for Public Sector is a permission set that grants access to the Employee Experience app, which is a prebuilt app that comes with Public Sector Solutions.

It can help public sector agencies to manage employee programs and benefits, such as leave requests or wellness surveys. Employee Productivity Plus Access is a permission set that grants access to the Employee Productivity Plus app, which is another prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to improve employee productivity and collaboration, such as creating action plans or sharing files. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&language=en_US

NEW QUESTION # 54

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?

- A. The internal users are missing the Emergency Management Response permission set license.
- **B. The internal users are missing the Emergency Response Management permission set**
- C. The internal users' role hierarchy has been set incorrectly
- 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.

NEW QUESTION # 55

A user called in for a status update on their application. In reviewing the application, the caseworker has come to find out that the application was incorrectly prioritized. The case worker's supervisor advised the case worker to check the decision log to see exactly why the application was prioritized the way it was. However, the caseworker cannot see the component even though the Administrator has confirmed it is on the page layout.

What should the Administrator check for next?

- A. Verify that the case worker has OmniStudio User permission.
- B. Verify that the case worker has OmniStudio Admin permission.
- **C. Verify that the case worker has the Decision Explainer Permission set.**
- D. Verify that the case worker has the Rules Engine Runtime permission.

Answer: C

Explanation:

When a caseworker cannot see a component on a page layout even though it has been confirmed to be present by an Administrator, the first step is to ensure the caseworker has the appropriate permissions. In the case of not being able to view the Decision Log, which is typically linked with specific functionalities in Salesforce Public Sector Solutions, the correct permission to check is whether the caseworker has the Decision Explainer Permission set (Option A). This permission set specifically allows users to access detailed logs and explanations of decisions made by automated systems or processes within Salesforce, like those found in a decision log. Verifying and ensuring that the caseworker has this permission will likely resolve the issue of visibility.

Other options like Rules Engine Runtime permission (Option B), OmniStudio Admin permission (Option C), and OmniStudio User permission (Option D) are not directly related to accessing decision logs or explanation components, thus making Option A the most suitable and direct solution.

NEW QUESTION # 56

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