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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q35-Q40):

NEW QUESTION # 35
A public sector agency recently implemented Public Sector Solutions for license and permit use cases. The agency is now planning to get certified for ISO 27001 compliance. One of the essential requirements for achieving this certification is demonstrating that

enhanced security, data protection, and auditing capabilities are in place for their implementation.
What Salesforce add-on product should a technical consultant recommend for the agency's compliance use cases?

- A. Classic Encryption
- B. Setup Audit Trail
- C. Salesforce Shield
- D. Field History Tracking

Answer: C

Explanation:
Salesforce Shield is a Salesforce add-on product that can be used for the agency's compliance use cases.
Salesforce Shield provides enhanced security, data protection, and auditing capabilities for the agency's implementation. It includes three features: Platform Encryption, Event Monitoring, and Field Audit Trail.
Platform Encryption allows the agency to encrypt sensitive data at rest while preserving critical platform functionality. Event Monitoring allows the agency to track and audit user activity and performance across the platform. Field Audit Trail allows the agency to track changes to sensitive data fields over time and set retention policies for field history data. Reference: https://trailhead.salesforce.com/content/learn/modules
/public-sector-solutions-design/secure-data-with-platform-encryption

NEW QUESTION # 36
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?

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

Answer: C

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

NEW QUESTION # 37
A government agency is evaluating the use of Public Sector Solutions. Their legacy solution has been in place for over 20 years; many of their current processes and files are still manual and paper-based. The agency would like to digitize and automate more of its processes and files going forward.
Which Public Sector Solution should a Technical Consultant recommend for this use case?

- A. Smart Forms
- B. Workflows
- C. Business Rule Engine
- D. Intelligent Document Automation

Answer: D

Explanation:
For a government agency looking to digitize and automate manual and paper-based processes, Intelligent Document Automation (IDA) is a highly recommended solution within the Salesforce Public Sector Solutions suite. IDA allows organizations to convert paper documents into digital format, automate the extraction of data from these documents, and streamline document processing workflows. This capability is crucial for an agency with a legacy system looking to modernize its operations. IDA can significantly

reduce manual data entry, improve data accuracy, and accelerate processing times for various applications and documents. This recommendation aligns with Salesforce's emphasis on digital transformation and process automation, leveraging advanced technologies like AI and machine learning to optimize public sector operations.

NEW QUESTION # 38
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 # 39
Bobahaven has implemented the Licenses, Permits, and Inspections modules of Salesforce Public Sector Solutions to enable their permit application and approval processes. Bobahaven's contact center management team has noticed an increase in complaints to the contact center regarding lengthy application response times.
Bobahaven has asked for guidance on identifying applications that are taking longer than the published Service Level Agreement (SLA) for approval times and proactively resolving these to improve the constituent experience.
What should a technical consultant recommend to Bobahaven to solve this problem?

- A. Implement Entitlements and Milestones for Applications, including internal notifications and escalations when the application is about to breach the agreed SLA.
- B. Implement Cases with Entitlements and Milestones, including internal notifications and escalations after the "application has breached the agreed SLA.
- C. Implement Entitlements and Milestones for Applications, including internal notifications and escalations after the application has breached the agreed SLA.
- D. Implement Cases with Entitlements and Milestones, including internal notifications and escalations when the application is about to breach the agreed SLA.

Answer: A

Explanation:
To address the issue of lengthy application response times and improve the constituent experience, it is essential to implement a proactive solution that monitors application processing against the Service Level Agreements (SLAs). Entitlements and Milestones in Salesforce provide the necessary tools to achieve this:
* Entitlements and Milestones:
* Entitlements define the service level and support provided to constituents. Milestones track the key performance indicators and stages within the entitlement process.

* By configuring entitlements and milestones for the permit applications, Bobahaven can monitor the progress of each application against the defined SLAs.
* Proactive Notifications and Escalations:
* Internal notifications and escalations can be set up to trigger when an application is about to breach the agreed SLA. This proactive approach allows the contact center team to intervene before the SLA is violated, thereby improving response times and reducing complaints.
* Steps to Implement:
* Navigate to Setup > Entitlement Management > Entitlements and create entitlements for the permit applications.
* Define Milestones within the entitlements to represent critical stages in the application process.
* Configure milestone actions to include internal notifications and escalation rules that trigger as the application approaches the SLA breach threshold.
* Ensure that the contact center management team receives these notifications to take timely action.
By implementing entitlements and milestones with proactive notifications and escalations, Bobahaven can effectively manage application processing times, ensuring adherence to SLAs and enhancing the overall constituent experience.
References:
* Salesforce Help: Entitlements and Milestones
* Salesforce Public Sector Solutions Documentation

NEW QUESTION # 40
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