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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q80-Q85):

NEW QUESTION # 80

A resident in the city of Richdale has concerns about unnecessary debris from construction at a nearby residence and has filed a complaint with the city. The city uses Public Sector Solutions for LPI (Licensing, Permitting & Inspections) to manage residential construction permits.

What three recommendations should a Technical Consultant provide to the city to handle complaints from residents and tie them back to existing residential construction permits?

- A. Link Cases to Permits
- B. Set up Business Rules Engine (BRE) to determine Complaint validity.
- C. **Configure Action Plans on Cases and Permits**
- D. Link Inspections and Visits to Permit Applications
- E. **Configure Inspections and Visits**

Answer: C,D,E

Explanation:

Linking inspections and visits to permit applications allows the city to track the progress and status of the inspections related to the

complaints. Configuring inspections and visits enables the city to define the inspection types, schedules, checklists, and outcomes. Configuring action plans on cases and permits allows the city to automate the inspection tasks and workflows, assign them to inspectors, and collaborate on them using Chatter. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/configure-inspections-and-visits>

NEW QUESTION # 81

A Public Sector Organization (PSO) is already using Grants Management from Public Sector Solutions and has users interacting with the PSO digitally via their Experience Cloud site. The Technical Consultant has already configured the site to allow users to create support requests themselves; however, the support team in the PSO often creates Cases on behalf of external users. The PSO has received feedback that users of the Site are unable to see Cases that the support team has created.

What can the Technical Consultant configure to make Cases created by the support team visible to the users of the site?

- A. Change the Organization-Wide Default settings for Case to Public Read/Write
- B. Create or modify a share group for the Profile used for the Site that gives access to Cases
- C. Create or modify a permission set that gives access to Cases owned by the support team
- D. Create or modify a sharing set for the Profile used for the Site that gives access to Cases

Answer: D

Explanation:

Sharing sets are used to grant access to records that are associated with a specific user or profile in a community. By creating or modifying a sharing set for the Profile used for the Site, the Technical Consultant can ensure that external users can see Cases that are related to their accounts or contacts, regardless of who created them. Reference: https://developer.salesforce.com/docs/atlas.en-us.psc_api.meta/psc_api/api_psc_overview.htm

NEW QUESTION # 82

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 an Aggregate step to the group and add the SUM function
- B. Add an Aggregate Group to the end of the Expression Set
- C. Add a Lightning Component to query and Aggregate the total value of all permits
- D. Provide Permission Sets to users for the Expression Set and Lightning Component

Answer: A

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 # 83

Which three require set up to configure a License Authorization?

- A. Regulatory Authority
- B. Inspection Type
- C. Business Profile
- D. Regulatory Authorization Type
- E. Business Type

Answer: A,D,E

Explanation:

Business Type, Regulatory Authority, and Regulatory Authorization Type are three items that require set up to configure a License Authorization. License Authorization is a feature of Public Sector Solutions that can help public sector agencies to manage licenses and permits for different types of businesses and activities.

Business Type is a custom metadata type that can define different categories of businesses, such as restaurants or salons. Regulatory Authority is a custom metadata type that can define different entities that issue licenses or permits, such as city or county governments. Regulatory Authorization Type is a custom metadata type that can define different types of licenses or permits, such as food service license or liquor license. Reference:

https://help.salesforce.com/s/articleView?id=psc_admin_setup_license_authorization.htm&type=5&language=en_US

NEW QUESTION # 84

Bobahaven has implemented the Licenses, permits, and inspections modules of Salesforce Public Sector Solutions to enable their permit application and approval processes.

Permits received over 12 month require additional manager sign-off before approval. For regulatory compliance, the application's history and approval must be auditable.

What will technical consultant suggest to Bobahaven is the solution for this requirement?

- A. Implement an approval process that routes an approval request to the user's manager when the application duration is longer than 12 months.
- B. Implement a Flow to identify applications over 12 months and assign ownership of the application to the user's manager for approval.
- C. Implement business Rules Engine to identify application .. 12 months and train staff to use Chatter to request approval from their manager.
- D. Implement an approval escalation rule that escalates applications to the user's manager when the application duration is longer than 12 months.

Answer: A

Explanation:

In Salesforce Public Sector Solutions, managing approvals for permit applications is crucial, especially when regulatory compliance requires additional managerial sign-off for applications exceeding a certain duration.

Implementing an approval process is the recommended solution to meet these requirements effectively:

* Approval Process:

* An approval process in Salesforce allows for the automation of approval workflows based on predefined criteria. This ensures that applications follow a consistent and auditable approval path.

* For applications with a duration longer than 12 months, the approval process can be configured to route the approval request to the user's manager automatically.

* Steps to Implement:

* Navigate to Setup > Process Automation > Approval Processes.

* Create a new approval process for the Permit Application object.

* Define the entry criteria to check if the application duration exceeds 12 months.

* Set the approval steps to include routing the approval request to the user's manager.

* Ensure that the approval process captures all necessary audit trails, including timestamps and approver details, to maintain compliance.

By implementing an approval process, Bobahaven ensures that applications meeting the specific criteria are escalated appropriately, maintaining regulatory compliance and providing an auditable history of approvals.

References:

* Salesforce Help: Approval Processes

* Salesforce Public Sector Solutions Documentation

NEW QUESTION # 85

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