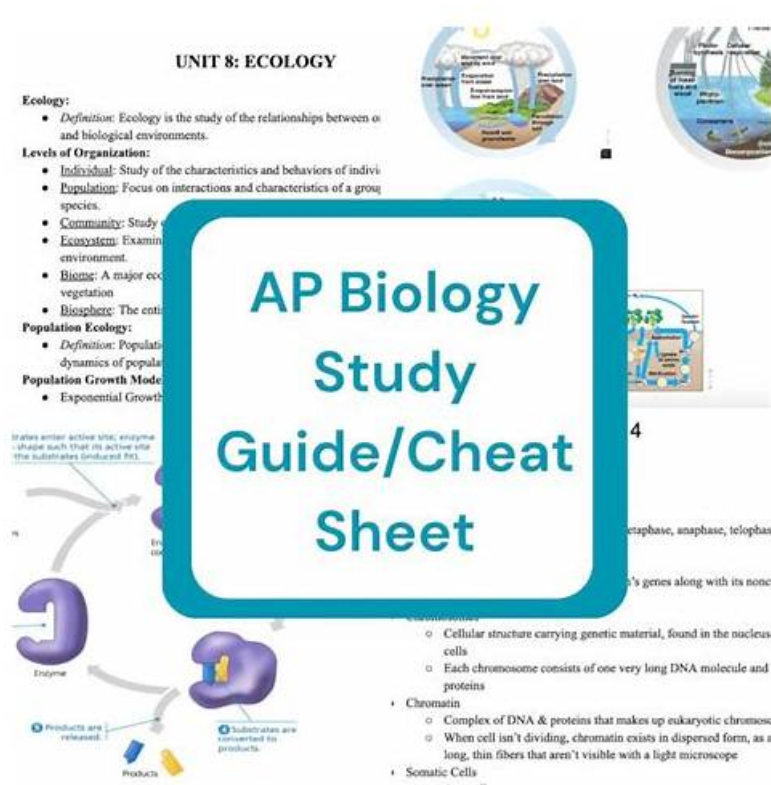


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## Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q24-Q29):

### NEW QUESTION # 24

A government agency is planning for a project Implementation. The project has to comply with regulations for storing protected health information (PHI). What are two different Salesforce security tools that can be used to meet this requirement?

- A. Field Audit Trail
- B. Setup Audit Trail
- C. Platform Encryption

- D. Event Monitoring

**Answer: A,C**

Explanation:

Field Audit Trail and Platform Encryption are two different Salesforce security tools that can be used to meet the requirement of storing protected health information (PHI). Field Audit Trail allows government agencies to track changes to sensitive data fields over time and set retention policies for field history data. Platform Encryption allows government agencies to encrypt sensitive data at rest while preserving critical platform functionality. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/secure-data-with-platform-encryption>

#### NEW QUESTION # 25

A government agency using Public Sector Solutions often has to perform onsite visits for compliance inspections. Various internal teams across the government agency need to have visibility into and collaborate on inspections.

Which Public Sector Solutions feature should be used to automate inspection tasks works and drive internal collaboration?

- A. Business Rules Engine
- B. Data Raptors
- **C. Action Plans**
- D. OmniStudio

**Answer: C**

Explanation:

Action Plans are part of the Public Sector Solutions package and they are used to automate inspection tasks and workflows. Action Plans allow the government agency to create templates for common inspections, assign tasks to team members, track progress and status, and collaborate on inspections using Chatter.

Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/automate-inspection-tasks-with-action-plans>

#### NEW QUESTION # 26

The city of Sandbox has been using Public sector solution for .....some time now. The city wants to quickly

...

Which tool is recommended to help them achieve this requirement?

- A. Salesforce Einstein
- B. Tableau for Public Sector
- **C. Salesforce Reports and Dashboards**
- D. CRM Analytics for Public Sector

**Answer: C**

Explanation:

For the city of Sandbox, which is already using Salesforce Public Sector Solutions and wants to quickly gain insights, Salesforce Reports and Dashboards is the recommended tool. Here's why:

\* Ease of Use:

\* Salesforce Reports and Dashboards are user-friendly and can be quickly set up by administrators and users without needing extensive customization or additional tools.

\* They provide immediate insights by allowing users to create reports and dashboards from existing data within Salesforce.

\* Real-time Data:

\* Reports and Dashboards offer real-time data visualization and analytics, which is crucial for making informed decisions quickly.

\* They can be configured to track various metrics such as case resolution times, constituent satisfaction, and service delivery efficiency.

\* Customization:

\* Users can customize reports and dashboards to meet specific needs, including filtering data, grouping, and creating various chart types.

\* This flexibility allows the city to tailor insights according to their unique requirements and quickly adapt to new information needs.

\* Integration:

\* These tools are natively integrated within Salesforce, ensuring seamless access to data without the need for additional integrations or software.

Steps to create Reports and Dashboards:

\* Create Reports:

\* Go to Reports > New Report and select the relevant report type.

\* Customize the report by adding filters, groupings, and fields as needed.

\* Create Dashboards:

\* Go to Dashboards > New Dashboard and add components based on the reports created.

\* Arrange and configure the dashboard components to provide a comprehensive view of the data.

Using Salesforce Reports and Dashboards allows the city of Sandbox to leverage existing Salesforce capabilities for quick and effective data analysis.

References:

\* Salesforce Help: Reports and Dashboards

\* Salesforce Public Sector Solutions Documentation

### NEW QUESTION # 27

Which three require set up to configure a License Authorization?

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

**Answer: A,B,C**

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

### NEW QUESTION # 28

A governance agency is implementing Public Sector Solutions and is looking for a solution to automatically read the constituent's date of birth from a scanned document and map it to a field in the Application record using the Intelligent Form Reader (IFR).

What three steps should a technical consultant configure to satisfy the agency's use case?

- A. Enable OCR Setting in the Document
- B. Enable Data Raptor to read information from a scanned document
- C. Enable Intelligent Form Reader
- D. Map Form Types to Objects
- E. Set Up Data Extraction

**Answer: A,C,E**

Explanation:

To automatically read the constituent's date of birth from a scanned document and map it to a field in the Application record using the Intelligent Form Reader (IFR) in Salesforce Public Sector Solutions, the following steps should be configured:

\* Enable Intelligent Form Reader:

\* Navigate to Setup and search for Intelligent Form Reader.

\* Enable the Intelligent Form Reader, which allows the system to process and interpret scanned documents.

\* Enable OCR Setting in the Document:

\* Ensure that OCR (Optical Character Recognition) settings are enabled for the documents. This allows the system to recognize and extract text from scanned images.

- \* OCR settings can typically be configured within the document management settings or within the IFR configuration settings.
- \* Set Up Data Extraction:
- \* Configure the data extraction rules to specify which data fields need to be extracted from the scanned documents. This involves setting up the templates and rules for extracting specific information such as the date of birth.
- \* Define the mapping rules to map the extracted data to the corresponding fields in the Application record.

By following these steps, the governance agency can automate the extraction and mapping of constituent data from scanned documents, ensuring accurate and efficient data entry into the system.

References:

- \* Salesforce Help: Intelligent Form Reader
- \* Salesforce Help: OCR Settings
- \* Salesforce Public Sector Solutions Documentation

## NEW QUESTION # 29

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