Salesforce

Public-Sector-Solutions
Salesforce Public Sector Solutions Accredited Professional

Questions And Answers PDF Format:

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Version = **Product**

Latest Version: 8.0

Question: 1

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 sharing set 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 share group for the Profile used for the Site that gives access to Cases

Answer: B

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.enus.psc_api.meta/psc_api/api_psc_overview.htm

Question: 2

A customer wants to implement a customer community. Authenticated users will be able to log cases, manage their account and contact information, and apply/view their grant applications.
What two security settings should be configured to ensure the community is secure and no extra information is available to the authenticated community users?

A. Set up Sharing Rules to grant authenticated users access to their Cases. Applications, and Accounts
B. Set Org-Wide Defaults for External Users to Hidden for everything
C. Set up Sharing Sets to grant authenticated users access to their Cases, Applications, and Accounts
D. Set Org-Wide Defaults for External Users to Private for everything

Answer: BC

Explanation:
Org-wide defaults for external users determine the baseline level of access that guest users and authenticated community users have to records they do not own. Setting them to Hidden for everything

means that external users cannot see any records by default, unless they are explicitly shared with them.
Sharing sets are used to grant access to records that are associated with a specific user or profile in a community. By setting up sharing sets, the authenticated community users can access their own Cases, Applications, and Accounts, but not those of other users. Reference:
https://help.salesforce.com/s/articleView?id=psc_admin_concept_psc_overview.htm&type=5&language=en_US https://developer.salesforce.com/docs/atlas.enus.
psc_api.meta/psc_api/api_psc_overview.htm

Question: 3

A Public Sector Organization (PSO) is implementing Public Sector Solutions. It has a requirement that they would like to keep a list of assessment indicators that their teams will use during inspections and have those indicators mapped to regulatory codes that team members can reference.
Leveraging the Public Sector Solutions data model, how can the Technical Consultant meet the requirement for the PSO?

A. Create a master-detail relationship between Regulatory Code and Assessment Indicator
B. Use the Regulatory Code Assessment Indicator junction object
C. Use the Assessment Indicator Regulatory Code junction object
D. Create a lookup relationship on both objects to a junction object called Regulatory Code Map

Answer: C

Explanation:
The Assessment Indicator Regulatory Code junction object is part of the Public Sector Solutions data model and it is used to create a many-to-many relationship between Assessment Indicators and Regulatory Codes. This allows the PSO to keep a list of assessment indicators and map them to multiple regulatory codes that team members can reference. Reference:
https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/explore-thecomponents-of-public-sector-solutions

Question: 4

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

Answer: B

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-sectorsolutions-design/automate-inspection-tasks-with-action-plans

Question: 5

A public sector agency has implemented Public Sector Solutions for Licenses & Permits. After the intake of the Permit application, an applicant needs to pay permit fees. This step requires checking permit fees associated with the type of permit in an external system and, at the same time, applying an applicable discount on fees based on the site/ address (this data resides in a custom object).
What feature of Public Sector Solutions can be leveraged to meet this requirement?

A. DataRaptor
B. Integration Procedure
C. FlexCard
D. OmniScript

Answer: D

Explanation:
OmniScript is a feature of OmniStudio, which is part of the Public Sector Solutions package. OmniScript allows the public sector agency to create guided digital forms that can integrate with external systems and custom objects. OmniScript can be used to check permit fees from an external system and apply discounts based on site/address data from a custom object. Reference:
https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guideddigital-forms-with-omniscript

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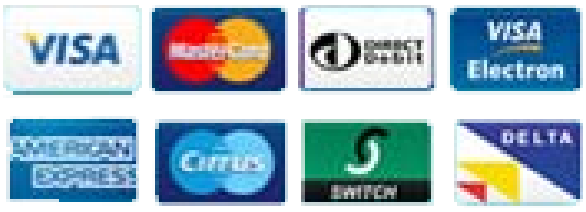
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