Free Questions for Public-Sector-Solutions by dumpssheet

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Question 1

Question Type: **MultipleChoice**

A public sector agency recently implemented public Sector solutions for the ....in the cite. A new inspector has been onboarded to conduct the inspections.... Feature. All other inspectors can access Action Plans without any problems.

Options:

A- The 'Enable Notes' permission has not been selected for the new inspector.

B- Person Account Models have not been enabled on the org.

C- The Salesforce use for the new inspector is disabled.

D- Action Plans Permission set has not been assigned to the new inspector.

Answer:

D

Explanation:

In Salesforce Public Sector Solutions, permissions and access control are crucial for ensuring that users can perform their roles effectively. If a new inspector is unable to access Action Plans while other inspectors can, it is likely due to a missing permission set assignment. Specifically, the Action Plans Permission Set must be assigned to the inspector to grant access to the necessary features. Here's how to check and assign the permission set:

Check User Permissions:

Go to Setup > Users > Users.

Find the new inspector's user record and check their assigned permission sets.

Assign Action Plans Permission Set:

Navigate to Setup > Permission Sets.

Find and select the Action Plans Permission Set.

Click Manage Assignments and add the new inspector to this permission set.

By ensuring that the new inspector has the Action Plans Permission Set, you will grant them the required access to view and manage Action Plans, just like the other inspectors.

Salesforce Help: Permission Sets

Salesforce Public Sector Solutions Documentation

Question 2

Question Type: **MultipleChoice**

A government agency would like to ensure that the calculation for .... Correctly; the System Administrator needs to ensure that the ...

Where in the Expression Sets can the Administrator set the data ...

Options:

A- Entry Criteria for Process builder

B- Under Add Resource in Expression Sets

C- Under the Decision Table

D- Under OmniScripts and while setting options

Answer:

C

Explanation:

In Salesforce Public Sector Solutions, the calculation logic and data processing rules are often managed using Expression Sets and Decision Tables. These tools allow administrators to define complex business rules and logic without needing extensive code. For a government agency looking to ensure correct calculations, the appropriate place to configure these rules is within the Decision Table. Here's how it works:

Decision Tables:

Decision Tables are used to define a set of rules that determine the output based on different input conditions. They provide a structured way to manage complex logic and can be easily updated as business requirements change.

In the context of the calculation, the System Administrator can set up the necessary conditions and corresponding actions within a Decision Table to ensure accurate outcomes. For example, if the agency needs to calculate eligibility or benefits based on various criteria, these rules can be comprehensively defined within the Decision Table.

Setting Data in Expression Sets:

Within the Decision Table, administrators can specify the inputs (data points) and the corresponding expressions to perform the desired calculations. This ensures that the logic is applied consistently across all relevant processes.

By using Decision Tables, administrators have a flexible and scalable method to handle complex decision logic, ensuring that calculations are performed correctly based on predefined rules.

Salesforce Help: Decision Tables

Salesforce Public Sector Solutions Documentation

Question 3

Question Type: MultipleChoice

What are two possible use- cases for a FlexCard?

Options:

A- A widget to perform inline edits and calculations within a table quickly

B- A widget to ask multiple pages of questions in the application form

C- A widget to aggregate complex data models for quick-glance information

D- A homepage widget to quickly launch common processes.

Answer:

C, D

Explanation:

FlexCards in Salesforce Public Sector Solutions are used to create highly customizable and dynamic user interfaces. They serve as building blocks to display and interact with data efficiently. Two key use cases for FlexCards include:

Aggregating Complex Data Models for Quick-Glance Information:

FlexCards can be designed to pull data from multiple sources and present it in a consolidated, easy-to-understand format. This allows users to quickly get an overview of relevant information without navigating through different sections or records.

For example, a FlexCard can display a summary of constituent details, open cases, recent interactions, and any pending tasks, all in one place.

Homepage Widget to Quickly Launch Common Processes:

FlexCards can be added to the homepage or any other relevant page as actionable widgets. These widgets can include buttons or links to initiate frequently used processes such as creating a new case, scheduling an inspection, or submitting a service request.

This enhances user productivity by providing quick access to essential functions directly from the homepage.

Salesforce Help: FlexCards Overview

Salesforce Public Sector Solutions Documentation

Question 4

Question Type: MultipleChoice

What is right order of the grantmaking lifecycle?

Options:

A- Engage, Award, Plan, Review.

B- Plan, Engage, Award, Review.

C- Review, Award, Engage, Plan

Answer:

B

Explanation:

The grantmaking lifecycle in Salesforce Public Sector Solutions follows a specific sequence to ensure a structured and effective process. The correct order is:

Plan: This initial phase involves defining the goals, objectives, and criteria for the grant. It includes the preparation of necessary documentation and the establishment of timelines and budgets.

Engage: In this phase, the organization reaches out to potential applicants and stakeholders. This includes marketing the grant opportunity, conducting informational sessions, and providing support to applicants during the application process.

Award: After applications have been received and reviewed, the organization selects the grant recipients. This phase involves the formal awarding of grants, which may include contract signing and disbursement of funds.

Review: The final phase involves monitoring and evaluating the progress and outcomes of the funded projects. It includes collecting reports from grantees, assessing the impact of the grants, and making any necessary adjustments for future grant cycles.

This structured approach ensures that grants are awarded in a fair, transparent, and efficient manner, while also allowing for continuous improvement in the grantmaking process.

Salesforce Help: Grants Management Lifecycle

Salesforce Grants Management Documentation

Question 5

Question Type: **MultipleChoice**

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?

Options:

A- Disable the user sharing in the site administration settings page

B- Uncheck the 'Site User Visibility' checkbox in the sharing settings page

C- Set the Organization Wide Default for the User Object to 'Public Read Only'

D- Remove access to the user object from the Permission Set assigned to the external users

Answer:

B

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.

Salesforce Help: Sharing Settings

Salesforce Public Sector Solutions Documentation

Question 6

Question Type: MultipleChoice

A Public Sector Organization (PSO has installed Grants Management and would like to ensure that users cannot self-register on the Experience Cloud site, as the PSO would like to register users for now manually.

What configuration should the Technical Consultant perform to meet this requirement?

Options:

A- Enable self-registration in the Digital Experiences setup menu

B- Update the appropriate contact page layouts and add the 'Register User' action

C- Update the appropriate contact page layouts and add the 'Enable Customer User' action

D- Enable manual registration in the Digital Experiences setup menu

Answer:

C

Explanation:

In Salesforce Public Sector Solutions, particularly when dealing with the Grants Management and Experience Cloud, controlling user registration is crucial. To ensure that users cannot self-register and instead are manually registered by the Public Sector Organization, the following steps should be taken:

Disable Self-Registration:

Navigate to Setup > Digital Experiences > All Sites.

Select the relevant Experience Cloud site.

Under Administration > Login & Registration, ensure that self-registration is disabled.

Manual User Registration:

Go to Setup > Object Manager > Contact > Page Layouts.

Select the appropriate page layout(s) where you want to add the manual registration action.

Add the 'Enable Customer User' quick action to the page layout. This action allows administrators to manually create user records from contacts.

By updating the contact page layouts to include the 'Enable Customer User' action, administrators can manually control which contacts are enabled as users for the Experience Cloud site. This method is straightforward and aligns with standard Salesforce practices for managing user access in Experience Cloud.

Salesforce Help: Experience Cloud Sites Login and Registration

Salesforce Help: Enable Customer User

Salesforce Grants Management Documentation

Question 7

Question Type: MultipleChoice

When configuring an inspection, the administrator wants a violation record to be automatically generated when an inspector indicates that a standard requirement

failed or an issue was identified.

What is the recommended approach for configuring the inspection to achieve this requirement?

Options:

A- Create a new violation type record and associate it with an appropriate Assessment Indicator Definition. Select the 'Auto-generate' checkbox so it will generate a V record whenever the AID fails.

B- In the 'Results' picklist field of the Inspection Assessment Indicator Object, edit the 'Fail' and 'issue' picklist values and select the 'Violations' checkbox for the values to generate a V record when selected.

C- Build an auto-launched Flow that will get all the assessment questions in an inspection. For each question that has a result marked as 'Issue' or 'Fail', generate a V record.

D- In the AP Template, xxxxx

Answer:

C

Explanation:

In Salesforce Public Sector Solutions, automating the creation of violation records when certain conditions are met during an inspection can be efficiently achieved using Salesforce Flow. Building an auto-launched Flow allows for detailed customization and control over the logic and actions performed based on the inspection results. Here's how to set it up:

Create the Flow:

Navigate to Setup > Process Automation > Flows.

Create a new Auto-launched Flow.

Define the Trigger:

Use a Record-Triggered Flow if you want the flow to be triggered automatically when an inspection record is created or updated.

Get Assessment Questions:

Use a Get Records element to retrieve all assessment questions related to the inspection.

Decision Element:

Add a Decision element to check each question's result. If the result is marked as 'Issue' or 'Fail', proceed to create a violation record.

Create Records:

Use the Create Records element to generate a violation record for each failed or problematic assessment indicator.

Activate the Flow:

Save and activate the Flow.

This method ensures that the logic is flexible and can be modified without changing the underlying data model. It leverages Salesforce's powerful Flow Builder to create sophisticated automation rules.

Salesforce Help: Create an Auto-launched Flow

Salesforce Public Sector Solutions Documentation