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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q50-Q55):

NEW QUESTION # 50

A public sector agency is looking to digitize its operations for Emergency Response. As the technical consultant on the project, the expectations are to roll out a public facing portal that allows citizens to submit a simple emergency request with some basic information.

Which two are the correct approaches a consultant should take to meet these objectives?

- A. Build a digital experience site using pre-configured emergency response management (ERM) specific template
- B. Build a digital experience site using the Help Center template based on the agency's requirement
- C. Create a custom Case Record Type and leverage a prebuilt Contact Support Form
- D. Leverage prebuilt Emergency Service Request flow.

Answer: A,D

Explanation:

Building a digital experience site using pre-configured emergency response management (ERM) specific template and leveraging prebuilt Emergency Service Request flow are two correct approaches to meet the objectives of providing a way for citizens to submit a simple emergency request with some basic information. The ERM specific template is a prebuilt template that comes with Community Response for Public Sector, which is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to create and manage emergency response programs and services, and enable citizens to access resources and submit requests. The Emergency Service Request flow is a prebuilt flow that comes with the ERM specific template. It can allow citizens to submit a simple emergency request with some basic information, such as their name, contact details, location, and service type.

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

NEW QUESTION # 51

A government agency has implemented an eSignature solution and has chosen DocuSign as the vendor. As part of the nonfunctional requirements, the system needs to poll the status of signed envelopes.

What is the best way to achieve this requirement?

- A. Use the ContractStatusScheduler Apex class to schedule and poll DocuSign for statuses of envelopes submitted as part of the eSignature process.
- B. Use the ContractDocumentStatusScheduler Apex class to schedule and poll DocuSign for statuses of envelopes submitted as part of the eSignature process.
- C. Use the ContractEnvelopeStatusScheduler Apex class to schedule and poll DocuSign for statuses of envelopes submitted as part of the eSignature process.
- **D. Use the REST API provided by DocuSign to poll the status of a particular envelope.**

Answer: D

Explanation:

For a government agency implementing an eSignature solution with DocuSign, the optimal approach to polling the status of signed envelopes involves using DocuSign's REST API. This API provides endpoints for querying the status of envelope transactions, enabling real-time updates on the eSignature process. This method allows for the integration of Salesforce with DocuSign's services, ensuring that the status of each envelope is accurately reflected within the Salesforce system. Utilizing the REST API for this purpose leverages the direct communication between Salesforce and DocuSign, providing a robust and efficient solution for tracking eSignature statuses in compliance with the agency's nonfunctional requirements.

NEW QUESTION # 52

An inspector at a large public sector agency is planning to make a visit to inspect restaurants in the city for compliance purposes.

Which three built-in Lightning Components can they use to conduct efficient visits?

- **A. Inspection Tab Container**
- **B. Inspection Action**
- C. Inspection Dynamic Dashboards
- D. Inspection Calendar
- **E. Inspection Details**

Answer: A,B,E

Explanation:

Inspection Tab Container, Inspection Details, and Inspection Action are three built-in Lightning Components that can be used to conduct efficient visits. Inspection Tab Container is a component that can display a tabbed interface for viewing and editing inspection records. Inspection Details is a component that can display the details of an inspection record, such as the inspection type, status, date, and time. Inspection Action is a component that can display the actions that can be performed on an inspection record, such as completing, canceling, or rescheduling the inspection. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_inspection_components.htm&type=5&language=en_US

NEW QUESTION # 53

A Consultant supports the City of Snaxboro in setting up a new Licensing & Permitting system. The City is already using Public

Sector Solutions for Emergency Response Management capabilities and is planning to use the Licensing & Permitting capabilities available in the same Salesforce instance.

Which of the following configurations directly impacts the City's Salesforce licensing cost?

- A. Configuring an Application Object Usage Record to track the number of applications processed for License & Permit Management and Emergency Response Management.
- B. Configuring Business Regulatory Authorization Type Dependencies for external users to view on the Experience site when searching for a specific Permit to apply for.
- **C. Configuring more than ten different OmniScript Application forms and making them available on an Experience Site for external users to apply.**
- D. Configuring multiple record types for the Individual Application and the Business License Application for both License & Permit Management and Emergency Response Management.

Answer: C

Explanation:

Configuring more than ten different OmniScript Application forms and making them available on an Experience Site for external users to apply is a configuration that directly impacts the City's Salesforce licensing cost. OmniScript Application forms are guided digital forms that can be used to capture data from external users, such as license or permit applicants. Experience Site is a digital experience site that can be used to communicate with external users and provide access to Salesforce data and functionality. Configuring more than ten different OmniScript Application forms and making them available on an Experience Site requires Customer Community Plus licenses, which are based on user counts and have higher costs than Customer Community licenses, which are based on logins or page views. Reference: https://help.salesforce.com/s/articleView?id=sf.networks_license_types.htm&type=5

NEW QUESTION # 54

A Public Sector Organization (PSO) would like to deploy a digital experience that enables constituents to sign up for volunteer projects.

Which Permission Set License should be assigned to a volunteer to allow them to sign up?

- A. Emergency Response for Public Sector
- B. Community Response for Public Sector
- **C. Volunteer Management for Community**
- D. Public Sector for Community

Answer: C

Explanation:

Volunteer Management for Community is a Permission Set License that can be assigned to a volunteer to allow them to sign up for volunteer projects. Volunteer Management for Community is a feature of Community Response for Public Sector, which is a prebuilt app that comes with Public Sector Solutions. It allows public sector agencies to create and manage volunteer projects and opportunities, and enable volunteers to sign up and track their hours. Reference:

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

NEW QUESTION # 55

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