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Salesforce Public Sector Solutions Accredited Professional Sample Questions

(Q96-Q101):

NEW QUESTION # 96

Bobahaven has implemented the Licenses, Permits, and Inspections modules of Salesforce Public Sector Solutions to enable their permit application and approval processes. Bobahaven's contact center management team has noticed an increase in complaints to the contact center regarding lengthy application response times.

Bobahaven has asked for guidance on identifying applications that are taking longer than the published Service Level Agreement (SLA) for approval times and proactively resolving these to improve the constituent experience.

What should a technical consultant recommend to Bobahaven to solve this problem?

- A. Implement Entitlements and Milestones for Applications, including internal notifications and escalations after the application has breached the agreed SLA.
- B. Implement Cases with Entitlements and Milestones, including internal notifications and escalations after the "application has breached the agreed SLA.
- C. Implement Cases with Entitlements and Milestones, including internal notifications and escalations when the application is about to breach the agreed SLA.
- **D. Implement Entitlements and Milestones for Applications, including internal notifications and escalations when the application is about to breach the agreed SLA.**

Answer: D

Explanation:

To address the issue of lengthy application response times and improve the constituent experience, it is essential to implement a proactive solution that monitors application processing against the Service Level Agreements (SLAs). Entitlements and Milestones in Salesforce provide the necessary tools to achieve this:

* Entitlements and Milestones:

* Entitlements define the service level and support provided to constituents. Milestones track the key performance indicators and stages within the entitlement process.

* By configuring entitlements and milestones for the permit applications, Bobahaven can monitor the progress of each application against the defined SLAs.

* Proactive Notifications and Escalations:

* Internal notifications and escalations can be set up to trigger when an application is about to breach the agreed SLA. This proactive approach allows the contact center team to intervene before the SLA is violated, thereby improving response times and reducing complaints.

* Steps to Implement:

* Navigate to Setup > Entitlement Management > Entitlements and create entitlements for the permit applications.

* Define Milestones within the entitlements to represent critical stages in the application process.

* Configure milestone actions to include internal notifications and escalation rules that trigger as the application approaches the SLA breach threshold.

* Ensure that the contact center management team receives these notifications to take timely action.

By implementing entitlements and milestones with proactive notifications and escalations, Bobahaven can effectively manage application processing times, ensuring adherence to SLAs and enhancing the overall constituent experience.

References:

* Salesforce Help: Entitlements and Milestones

* Salesforce Public Sector Solutions Documentation

NEW QUESTION # 97

A government agency wants to digitize hundreds of PDF forms for its employees.

Which Employee Experience for Public Sector feature(s) are most important to address this opportunity?

- **A. Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community**
- B. Salesforce Flows, Employee and Public Sector Data Models, and Employee Community
- C. Salesforce Flows, APEX, Custom Objects, and VisualForce
- D. Salesforce Flows, Customer Community, and Individual Account

Answer: A

Explanation:

Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community are the most important features of Employee Experience for Public Sector to address the opportunity of digitizing hundreds of PDF forms for employees.

Employee Experience for Public Sector is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to manage employee programs and benefits, such as leave requests or wellness surveys. Salesforce OmniStudio is a component of Public Sector Solutions that can help public sector agencies to create guided digital forms using OmniScripts. Flows are tools that can help public sector agencies to automate business processes using flows. Employee and Public Sector Data Models are components of Public Sector Solutions that can help public sector agencies to store and organize data using standard and custom objects. Employee Community is a component of Public Sector Solutions that can help public sector agencies to create a digital experience site for employees to access resources and services. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&language=en_US

NEW QUESTION # 98

What are the two key document types that a consultant might be asked to produce for Public Sector Solutions implementation?
Choose 2 answers

- A. User Stories
- B. Budget Plan
- C. Marketing Plan
- D. Functional requirements specification (FRS)

Answer: A,D

Explanation:

* Functional Requirements Specification (FRS):

* The FRS is a key document outlining the detailed functional requirements for the system to be implemented. It describes what the system should do, aligning closely with the agency's needs and use cases for Public Sector Solutions.

* User Stories:

* User stories are an Agile artifact describing the functional goals of the system from the perspective of end users. They are concise, actionable, and focus on user needs (e.g., "As a user, I want to apply for a license online to avoid visiting the office").

* User stories help ensure that the implementation focuses on delivering value to end users.

* A. Budget Plan:

* While important for overall project planning, a Budget Plan is not a document typically produced by consultants specific to Public Sector Solutions implementation. It's usually handled by project management teams.

* C. Marketing Plan:

* A Marketing Plan is unrelated to the technical or functional implementation of Salesforce Public Sector Solutions.

Why Not the Other Options?

NEW QUESTION # 99

A government agency is planning to determine applicable fees for customers based on complex data entered by the customer. Business users would like to test this feature with multiple samples before going live.

How can the agency execute and confirm samples?

- A. By utilizing the flows
- B. By utilizing the expression sets in BRE module
- C. By utilizing the integration procedures
- D. By utilizing the combination of data raptors and integration procedures

Answer: B

Explanation:

Utilizing the expression sets in BRE module is a way to execute and confirm samples for determining applicable fees for customers based on complex data entered by the customer. BRE module is a component of Business Rules Engine (BRE), which is a feature of Public Sector Solutions. It can help public sector agencies to create and manage business rules and logic, such as determining fees or eligibility. Expression sets are modules of BRE that can define expressions that can be reused across multiple rules or matrices.

Expression sets can also be executed and confirmed with sample data using the Test Expression Set feature in BRE.

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

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

NEW QUESTION # 100

Department of Disaster Assistance has started implementing a 'Grants Management' project using public sector solutions tools. As part of the business process, the department staff has to send an agreement to the Grant Seeker on the funding amount and related conditions. The turnaround time from both parties in exchanging the documents with signatures takes longer than expected. What is the best way to solve the problem using the available toolset with minimum/less coding?

- A. Set up the DocuSign integration electronic Signature and use Omniscript GenericDocuSign /ObtainEsignature to send the document to related parties
- B. Install and Configure the DocuSign managed package for Salesforce and send the document envelope from the flow using apex action
- C. Install and Configure the DocuSign managed package for Salesforce and send the document envelope from the flow using standard DocuSign actions
- D. Set up the DocuSign integration electronic Signature and use Omniscript GenericDocuSign /sendEsignature to send the document to related parties

Answer: A

Explanation:

To address the issue of lengthy turnaround times in document exchanges and signings in a grants management scenario with minimal coding, setting up the DocuSign integration for electronic signatures and using OmniScript to handle the signature process (Option C) is the best solution. The specific action within OmniScript to be used would be GenericDocuSign/ObtainEsignature. This action allows for sending documents that require signatures directly within the Salesforce environment using DocuSign, thereby significantly reducing the time and effort involved in manual processes.

Options A and B involve configuring the DocuSign managed package but suggest using standard DocuSign actions or Apex actions, which can be less integrated into user flows and might require more coding. Option D mentions using a "sendEsignature" action, which is less accurate compared to the "ObtainEsignature" action for this context, as it is crucial to capture signatures rather than just send them out.

These answers and explanations are aligned with best practices in leveraging Salesforce Public Sector Solutions and its integrations to enhance functionality and user experience.

NEW QUESTION # 101

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