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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q99-Q104):

NEW QUESTION # 99

A customer wants to view multi-level data related to an Account, such as all the inspections performed and the regulatory violations

found. They want to see this on the Account page layout.
What solution should the technical consultant use?

- **A. Use a Lightning Web component**
- B. Use an Aura Lightning component
- C. Use an AppExchange component
- D. Use a Hierarchical View component

Answer: A

Explanation:

To achieve the requirement of displaying multi-level data (such as inspections and regulatory violations) on the Account page layout in Salesforce, a Lightning Web Component (LWC) is the most appropriate solution.

Here's why:

* Customizability:

* LWCs offer fine-grained control over the data and presentation. This allows the technical consultant to design a component that retrieves and displays multi-level related data (parent Account # Inspections # Violations).

* Performance:

* Lightning Web Components are built on modern web standards, making them lightweight and efficient, which is ideal for creating a performant and responsive user experience.

* Integration with Salesforce Data:

* LWCs can use Salesforce's Lightning Data Service (LDS) and Apex Controllers to fetch and display data from related objects like Inspections and Violations.

* Embedded in Page Layouts:

* LWCs can be added directly to the Account page layout using the Lightning App Builder, providing a seamless user experience.

* A. Use an Aura Lightning component:

* While this is a possible solution, Aura components are older technology compared to LWCs.

Salesforce recommends using LWCs for new development due to their superior performance and modern architecture.

* C. Use a Hierarchical View component:

* Salesforce does not provide a standard "Hierarchical View component" for such use cases. If hierarchical data needs to be displayed, an LWC or custom component would still be needed.

* D. Use an AppExchange component:

* While there might be AppExchange solutions available, custom requirements like this are often better served with custom development to ensure precise alignment with the customer's needs.

Why Not the Other Options? Conclusion: Use a Lightning Web Component (LWC) to create a custom solution tailored to the requirement of displaying multi-level data related to an Account.

NEW QUESTION # 100

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

- A. The 'Enable Notes' permission has not been selected for the new inspector.
- **B. Action Plans Permission set has not been assigned to the new inspector.**
- C. The Salesforce use for the new inspector is disabled.
- D. Person Account Models have not been enabled on the org.

Answer: B

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.

References:

- * Salesforce Help: Permission Sets
- * Salesforce Public Sector Solutions Documentation

NEW QUESTION # 101

A Technical Consultant at the Department of Disaster Assistance is designing a solution for the eSignature related use cases. As part of the research, the architect discovered that Public Sector Solutions provide DocuSign integration without custom coding. Which of the three functionalities is readily available with this functionality?

- A. Approval process to invalidate a contract document that is pending signatures if a new contract document supersedes it.
- B. Ability/Request to update the contents of the documents before signing by the reviewer
- C. Automatically invalidate a contract document that is pending signatures if a new contract document supersedes it.
- D. Track the signed contract document and update the contract record status.
- E. Send a contract document for review and signatures.

Answer: C,D,E

Explanation:

Sending a contract document for review and signatures, tracking the signed contract document and updating the contract record status, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it are three functionalities that are readily available with DocuSign integration. DocuSign is an eSignature solution that can be integrated with Public Sector Solutions without custom coding. It can help public sector agencies to send, sign, and manage contracts and agreements electronically. DocuSign integration can provide features such as sending a contract document for review and signatures to multiple recipients, tracking the signed contract document and updating the contract record status in Salesforce, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it using DocuSign PowerForms.

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

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

NEW QUESTION # 102

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 Cases with Entitlements and Milestones, including internal notifications and escalations when the application is about to breach the agreed SLA.
- B. Implement Entitlements and Milestones for Applications, 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 after the "application has breached 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 # 103

a public sector agency implemented Public Sector Solutions for meeting licensing, permitting, and inspection requirements. The inspection team has requested to make a few changes to the existing inspection form. The System Administrator is unable to see the 'Edit' button for the Action Plan template and hence unable to make any changes.

What could be the reason for this?

- A. Edit option needs to be added to Action Plan template page layout
- B. System Administrator doesn't have "Edit" permissions to Action Plan template
- C. Action Plan template changes have to be requested to Salesforce support team
- **D. Once published, an Action Plan template cannot be changed.**

Answer: D

Explanation:

Once published, an Action Plan template cannot be changed is the reason why the System Administrator is unable to see the 'Edit' button for the Action Plan template. An Action Plan template is a predefined set of tasks and subtasks that can be applied to records such as cases or permits. Once an Action Plan template is published, it becomes read-only and cannot be edited or deleted. To make changes to a published Action Plan template, the System Administrator needs to clone it and create a new version of it.

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

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NEW QUESTION # 104

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