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## Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q20-Q25):

### NEW QUESTION # 20

Bobahaven has implemented the Licenses, permits, and inspections modules of Salesforce Public Sector Solutions to enable their permit application and approval processes.

Permits received over 12 month require additional manage sign-off before approval. For regulatory compliance, the application's history and approval must be auditable.

What will technical consultant suggest to Bobahaven is the solution for this requirement?

- A. Implement an approval process that routes an approval request to the user's manager when the application duration is longer than 12 months.
- B. Implement an approval escalation rule that escalates applications to the user's manager when the application duration is longer than 12 months.
- C. Implement business Rules Engine to identify application .. 12 months and train staff to use Chatter to request approval from their manager.

- D. Implement a Flow to identify applications over 12 months and assign ownership of the application to the user's manager for approval.

**Answer: A**

Explanation:

In Salesforce Public Sector Solutions, managing approvals for permit applications is crucial, especially when regulatory compliance requires additional managerial sign-off for applications exceeding a certain duration.

Implementing an approval process is the recommended solution to meet these requirements effectively:

\* Approval Process:

\* An approval process in Salesforce allows for the automation of approval workflows based on predefined criteria. This ensures that applications follow a consistent and auditable approval path.

\* For applications with a duration longer than 12 months, the approval process can be configured to route the approval request to the user's manager automatically.

\* Steps to Implement:

\* Navigate to Setup > Process Automation > Approval Processes.

\* Create a new approval process for the Permit Application object.

\* Define the entry criteria to check if the application duration exceeds 12 months.

\* Set the approval steps to include routing the approval request to the user's manager.

\* Ensure that the approval process captures all necessary audit trails, including timestamps and approver details, to maintain compliance.

By implementing an approval process, Bobahaven ensures that applications meeting the specific criteria are escalated appropriately, maintaining regulatory compliance and providing an auditable history of approvals.

References:

\* Salesforce Help: Approval Processes

\* Salesforce Public Sector Solutions Documentation

## NEW QUESTION # 21

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

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

id=psc\_admin\_setup\_employee\_experience.

htm&type=5&language=en\_US

## NEW QUESTION # 22

A customer wants to define a specific set of three documents that are required for a business application. They want to provide a checklist that is easy for the applicant to know what needs to be uploaded and manage the uploads easily, but they also want to be consistent with requiring these documents for every business application.

What are the three steps required to do this?

- A. Create three Document Checklist Items specifying the required document types tied to the Business License Application
- B. Create a flow automation to auto-associate the published action plan template to new Business License Applications as

they are created

- C. Create three Tasks specifying the required document types for the Action Plan Template & Publish It
- **D. Create an Action Plan Template with Target Object as Business License Application**
- **E. Create three Document Checklist Items specifying the required document types for the Action Plan Template & Publish it**

**Answer: B,D,E**

Explanation:

To define a specific set of documents required for a business application, the steps involve creating Document Checklist Items within an Action Plan Template, targeting the Business License Application, and automating the association of this template with new applications. By specifying the required documents in the checklist items and publishing the Action Plan Template, a clear and consistent requirement is established. Automating the association of this template with new applications through flow automation ensures that every business application adheres to the same documentation standards, streamlining the process and enhancing compliance.

### NEW QUESTION # 23

A Consultant has been asked to create a widget that aggregates and calculates information from multiple unrelated objects. Working with OmniStudio, which tool can accomplish this declaratively?

- A. MuleSoft Integration
- B. SOQL Queries
- C. Apex Classes
- **D. Integration Procedures**

**Answer: D**

Explanation:

When tasked with creating a widget in OmniStudio that aggregates and calculates information from multiple unrelated objects, the most appropriate tool to accomplish this declaratively is Integration Procedures (Option A). Integration Procedures in OmniStudio are designed to handle complex data operations that involve multiple objects, potentially including data aggregation, transformation, and logic application, without requiring custom code.

\* Option B, MuleSoft Integration, is primarily used for connecting Salesforce with external systems, not for aggregating data within Salesforce.

\* Option C, SOQL Queries, can retrieve data but do not themselves handle complex multi-object calculations and logic in a declarative manner.

\* Option D, Apex Classes, are a coding solution, not declarative, and would be used when more complex custom behavior that cannot be achieved declaratively is required.

Integration Procedures allow a declarative approach, fitting the need to work with multiple objects effectively and efficiently within the Salesforce platform.

### NEW QUESTION # 24

A public sector agency has implemented Public Sector Solutions for managing their Grants program. The agency authorities have received a complaint from an applicant whose eligibility was declined for the program.

How should the agency authorities check how the eligibility was determined for this application record?

- A. Do testing with relevant data sets and check how each test behaves
- **B. Use Decision Explorer to understand how the decision was made**
- C. Use Public Sector Solutions - Selection Explorer to understand how the selection was made
- D. Use Salesforce debug logs using Developer Console to understand how the eligibility is being determined

**Answer: B**

Explanation:

When an applicant's eligibility for a grant program is declined, and the decision needs to be reviewed or explained within Salesforce Public Sector Solutions, the appropriate tool to use is the Decision Explorer (Option B). This functionality is part of Salesforce's intelligent decision-making tools that provide insights into how decisions were derived based on the configured criteria and data inputs. The Decision Explorer allows administrators or authorized users to review the decision-making process in detail, identifying exactly why an application was declined based on eligibility or other criteria.

Other options like using Salesforce debug logs (Option A) or testing with relevant data sets (Option C) are less direct and can be

more time-consuming without providing the specific, user-friendly explanations that the Decision Explorer offers. The Selection Explorer (Option D) is not specifically a standard Salesforce tool under this name, making Option B the most accurate and relevant choice.

### NEW QUESTION # 25

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