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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q58-Q63):

NEW QUESTION # 58

A government agency recently implemented Inspections Management, but the internal users want an easier way to generate Visits. Currently, the users must navigate to the Related List tab on an Application, scroll to the Visits* related list and click 'New.' The users also have to manually fill all of the fields when creating the Visit record. What is the recommended approach for creating a better user experience when creating a Visit?

- A. Create a Screen Flow with the required fields to create a Visit record and add the button to launch the flow on the page

layout.

- B. Advise the government agency that the current method is the best option available without custom code, which they should avoid wherever possible.
- C. Change the Business License Application and Individual Application pages to have a single related list of Visits on the right panel.
- D. Create a new Action on the Business License Application and Individual Application objects to create a Visit record with Predefined Field Values.

Answer: A

Explanation:

Creating a Screen Flow or creating a new Action are two possible approaches for creating a better user experience when creating a Visit. A Screen Flow is a type of flow that can create an interactive user interface to display information or collect data from users. A Screen Flow can have the required fields to create a Visit record and it can be launched by a button on the page layout. An Action is a type of button that can perform tasks such as creating or updating records. An Action can have Predefined Field Values that can automatically populate fields when creating a Visit record. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_visits.htm&type=5&language=en_US

NEW QUESTION # 59

A government agency is planning a Public Sector Solutions implementation. What are three main constraints that government agencies often have in project implementation?

- A. Scope, Resources and Cost
- **B. Scope, Schedule and Cost**
- C. Scope, Tools and Cost
- D. Workshops, Schedule and Cost

Answer: B

Explanation:

Scope, schedule and cost are the three main constraints that government agencies often have in project implementation. Scope defines the goals, deliverables, and requirements of the project. Schedule defines the timeline, milestones, and dependencies of the project. Cost defines the budget, resources, and risks of the project. These three constraints are also known as the project management triangle or the triple constraint.

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

NEW QUESTION # 60

The Department of Disaster Assistance would like to use eSignature capabilities to send the agreements /contracts to its customers.

Which eSignature providers are readily available without much coding/configuration using Public Sector Solutions toolkit? (Choose Two)

- A. eSignLive
- B. Conga
- **C. DocuSign**
- **D. Adobe Sign**

Answer: C,D

Explanation:

Adobe Sign or DocuSign are two eSignature providers that are readily available without much coding /configuration using Public Sector Solutions toolkit. Adobe Sign and DocuSign are eSignature solutions that can be integrated with Public Sector Solutions without custom coding. They can help public sector agencies to send, sign, and manage contracts and agreements electronically. Adobe Sign and 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 Adobe Sign Web Forms or DocuSign PowerForms. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_adobe_sign.htm&type=5&language=en_US <https://help.salesforce.com/s/articleView>

NEW QUESTION # 61

A Public Sector Organization (PSO) would like to enhance its publicly available website, built in Experience Cloud, to allow constituents to report their concerns about someone's health or safety. The PSO is already using Public Sector Solutions. The requirement from the PSO is that the constituent should be able to report their concerns both as authenticated users and anonymously. Additionally, internal staff should be able to separately track their investigations and any follow-up in a separate Case. Leveraging Public Sector Solutions functionality, what configuration should the Technical Consultant use to meet the requirements?

- A. Use the Public Complaint and Case objects.
- B. Use a custom object for the Complaint with a lookup relationship to Case.
- C. Use record types on Case, one for the constituents and one for internal staff
- D. Use the Complaint Case and Case objects.

Answer: A

Explanation:

For a Public Sector Organization enhancing its website to allow both authenticated and anonymous reporting of health or safety concerns, the appropriate configuration using Salesforce Public Sector Solutions would involve:

* Using the Public Complaint and Case objects (Option C). Salesforce Public Sector Solutions includes specialized objects like Public Complaint, which is designed to handle situations where the public can report issues. These can be configured to allow anonymous entries while maintaining the capability to create and track related Cases for internal follow-up. This setup enables the organization to efficiently manage and segregate public inputs from internal case management processes.

Options A, B, and D do not fully address the requirements:

* Option A and B involve using only the Case object or different record types on the Case object. While these configurations could segment reports internally, they do not cater specifically to the need for public input, particularly anonymous reporting.

* Option D suggests creating a custom object for the Complaint with a lookup relationship to Case, which would require additional customization and might not leverage existing functionality as efficiently as using Public Complaint.

NEW QUESTION # 62

After a grantseeker has submitted an application for review. Foodvania needs to review the Funding Request and allocate the funds appropriately. For audit purposes, all expenditures must be tracked according to how the money was disbursed (Mortgage arrearage. Utility assistance, etc.).

Which two would the consultant build to handle this request utilizing Public Sector Solutions(PSS)?

- A. Recommend using PSS with the Nonprofit Success Pack.
- B. Recommend using PSS with the Grants Management product.
- C. Recommend using PSS with FinancialForce Accounting.
- D. Recommend using PSS with the Outbound Funds Module.

Answer: B,D

Explanation:

The Outbound Funds Module and the Grants Management product are two solutions that can be used with Public Sector Solutions (PSS) to handle the request of deploying a digital experience that enables constituents to sign up for volunteer projects. The Outbound Funds Module is an open source app that can help public sector agencies to track their funding programs, funding requests, disbursements, and expenditures. The Grants Management product is a prebuilt app that comes with PSS and it can help public sector agencies to manage the entire grant lifecycle, from application to award to reporting. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/manage-grants-with-public-sector-solutions>

NEW QUESTION # 63

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