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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q56-Q61):

NEW QUESTION # 56

A government agency is implementing Public Sector Solutions and their intake officer is looking to create a document checklist and

review business license applications only. The agency is looking to create a document type for business license applications using the Intelligent Document Automation (IDA) and restrict the record access to the intake officer only. What are the three steps a technical consultant should configure to satisfy the agency's use case?

- **A. Create a Document Type**
- B. Create a document type under Notes and Attachment
- C. Assign permissions and permission sets for application forms
- **D. Turn on Document Checklist**
- **E. Enable Intelligent Document Automation**

Answer: A,D,E

Explanation:

To create a document checklist for business license applications with restricted access to an intake officer, the following steps are crucial: Firstly, enabling Intelligent Document Automation (IDA) in Salesforce allows for the automation and management of document processes. Secondly, turning on the Document Checklist feature enables the creation of checklists associated with specific processes, such as business license applications.

Lastly, creating a Document Type specific to business license applications allows for the categorization and management of documents within this process. These steps ensure that only the necessary documents are reviewed by the designated intake officer, enhancing the efficiency and security of the document review process.

NEW QUESTION # 57

A government agency uses Public Sector Solutions to manage permits and grant approvals. The approvals team leader wants to improve team efficiency by ensuring everyone in the approvals team can see a summary of their open applications pending approval, including how long the application has been pending approval and the moment they log in to Salesforce for the day.

In this scenario, which is the correct reporting and analytics solution to provide Approval insights to team members on login?

- A. Create a custom Approvals report using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver role.
- B. Provide CRM Analytics licenses to all team members, create a custom Approvals report using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver role.
- C. Provide CRM Analytics licenses to all team members, create a custom Approvals dashboard using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver profile.
- **D. Create a custom Approvals dashboard using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver profile.**

Answer: D

Explanation:

Creating a custom Approvals dashboard using standard Salesforce Reports and Dashboards and adding this to a custom Home Page assigned to the Approver profile is the correct reporting and analytics solution to provide Approval insights to team members on login. Salesforce Reports and Dashboards are tools that can be used to create and display data visualizations, such as charts, tables, or metrics. A custom Approvals dashboard can show a summary of open applications pending approval, including how long the application has been pending approval. A custom Home Page is a page that can be customized to show different components, such as dashboards, tasks, or news. A custom Home Page can be assigned to a specific profile, such as the Approver profile, and it can be displayed when users log in to Salesforce. Reference: https://help.salesforce.com/s/articleView?id=sf:reports_dashboards_overview.htm&type=5

NEW QUESTION # 58

A Technical Consultant is implementing an experience site for a government agency where they will be accepting grant applications during a specific window of time. The Technical Consultant expects a high volume of interest in this grant offering.

What three steps or tools should be leveraged to ensure the solution can support this surge?

- **A. Implement CDN and waiting rooms**
- B. Set up IP restrictions to control who can access the website and when
- C. Perform UAT testing to find defects in the code
- **D. Analyze and test the application for the expected load with a load testing tool**
- **E. Identify expensive processes to offload to asynchronous processes.**

Answer: A,D,E

Explanation:

To ensure that a government agency's experience site can handle a high volume of grant applications during a specific window, the following steps or tools should be leveraged:

- * Identify expensive processes to offload to asynchronous processes (Option C). This approach helps manage resource-intensive tasks without impacting the user experience on the front end, particularly important during high-traffic periods.
 - * Implement CDN and waiting rooms (Option D). Content Delivery Networks (CDNs) can significantly improve load times for users by caching content at edge locations closer to users. Waiting rooms can be used to manage access to the site during peak times, preventing overload.
 - * Analyze and test the application for the expected load with a load testing tool (Option E). Prior to going live, it is crucial to simulate expected traffic using load testing tools to ensure that the site can handle the surge in users without performance degradation.
- Option A, while important, primarily focuses on code quality rather than scalability and performance under load. Option B, setting up IP restrictions, does not directly contribute to handling a surge in site traffic but rather controls access based on user location or network, which may not be relevant to the scenario described.

NEW QUESTION # 59

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

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

Answer: B,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 # 60

An agency plans to roll out Public Sector Solutions for implementing Licensing and Inspections. As part of the rollout strategy, one of the features they need to enable is Person Accounts.

Which statement is true regarding Person Accounts?

- **A. The Person Account model uses the standard Account object to hold the details about a person.**
- B. After Person Accounts is enabled in an org, it can be disabled again.
- C. Record Types are not supported for Person Accounts.
- D. Person Accounts bring together fields from Opportunity and Contact.

Answer: A

Explanation:

The statement about Person Accounts that is accurate within the Salesforce ecosystem is that the Person Account model uses the standard Account object to hold the details about a person (Option A). Person Accounts are a specific Salesforce feature that combines the properties of Accounts and Contacts into a single record. This allows organizations to manage individual consumer data more effectively, especially useful in scenarios like licensing and inspections where individuals act as customers.

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