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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q14-Q19):

NEW QUESTION # 14

The Department of Disaster Assistance is implementing Grams Management using Public Sector Solutions.

One of the pain points in the current process is that every grant application reviewer follows a different business process to review the applications received. A solution has been engaged to standardize this process using the Public Sector Solution toolkit. What should be the best solution to achieve this task?

- A. Use a screen flow on Accounts to define due diligence steps, related tasks, and documents to collect.
- **B. Use Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect.**
- C. Develop a standard set of processes/guides to coach the reviewers and ask them to follow them without fail.
- D. Create a guided omniscrypt guided process to define due diligence steps, related tasks, and documents to collect.

Answer: B

Explanation:

Using Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect is the best solution to standardize the business process for reviewing grant applications. Action Plans are a feature of Public Sector Solutions that can help public sector agencies to create and manage tasks and subtasks for different types of records, such as accounts or cases. Action Plans can be used to define due diligence steps, such as verifying eligibility or checking references, related tasks, such as sending emails or making calls, and documents to collect, such as financial statements or tax returns. Action Plans can also be applied to grant applications using the Account object, which is a standard object that can store information about grant applicants or recipients. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_action_plans.htm&type=5&language=en_US

NEW QUESTION # 15

A government agency plans to implement Public Sector Solutions to manage their grant programs. The agency has decided to use its existing public-facing portal that resides outside the Salesforce platform. The agency needs to allow constituents to submit their grant applications from their existing portal and integrate submitted application data into the appropriate Public Sector Solutions objects in Salesforce.

What OmniStudio feature can be leveraged to meet this requirement?

- A. Integration Procedure
- B. OmniOut
- **C. DataRaptor**
- D. FlexCards

Answer: C

Explanation:

For integrating data from an external portal into Salesforce's Public Sector Solutions objects, the most effective OmniStudio feature is DataRaptor (Option C). DataRaptors are a tool within OmniStudio designed to streamline and simplify data integration, transformation, and loading processes between external systems and Salesforce. They provide a no-code solution that allows complex data manipulation and integration without the need for extensive programming, making them ideal for scenarios where external data from an agency's public-facing portal needs to be accurately and efficiently mapped to Salesforce objects.

OmniOut (Option A) is not a recognized OmniStudio tool; FlexCards (Option B) are used for data visualization and user interaction rather than data integration; Integration Procedure (Option D) could theoretically be used for integrating data but is more complex and less specific to data integration tasks compared to DataRaptors.

NEW QUESTION # 16

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

Answer: C

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 D). 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.

* Option A is incorrect as once Person Accounts are enabled in a Salesforce org, they cannot be disabled.

* Option B is incorrect because Person Accounts do not specifically bring together fields from Opportunity and Contact; they are a fusion of Account and Contact.

* Option C is incorrect as record types are indeed supported for Person Accounts, allowing for further customization and segmentation within the Person Account model.

NEW QUESTION # 17

A public sector agency recently implemented public Sector Solutions for the inspection and license renewal of food outlets in the city. The want to set up dynamic assessments where assessment questions are categorized for use in different scenarios depending on whether the outlet is take-away, dining, or a combination of both.

The categorization only applies to specific questions in the assessment.

Two which objects should they add new categories?

- A. Assessment Question
- B. Assessment Task Definition
- C. Assessment indicator Definition
- D. Action Plan

Answer: A,C

Explanation:

For a public sector agency implementing dynamic assessments within Salesforce Public Sector Solutions, the appropriate categorization should be applied to the following objects:

* Assessment Question:

* The Assessment Question object is used to define individual questions that will be asked during an assessment. By adding categories to these questions, the agency can dynamically include or exclude questions based on the specific scenario (e.g., take-away, dining, or both).

* This allows for flexibility and ensures that only relevant questions are presented based on the type of food outlet being inspected.

* Assessment Indicator Definition:

* The Assessment Indicator Definition object is used to define criteria and indicators that aggregate assessment questions. Adding categories to these definitions helps in organizing and applying specific sets of questions and indicators based on the context of the assessment.

* This ensures that the assessments are dynamic and can adapt to different scenarios without requiring separate templates for each type of outlet.

By categorizing both Assessment Questions and Assessment Indicator Definitions, the agency can create a robust and flexible assessment process that adapts to various inspection contexts efficiently.

References:

- * Salesforce Help: Assessment Questions
- * Salesforce Help: Assessment Indicator Definition
- * Salesforce Public Sector Solutions Documentation

NEW QUESTION # 18

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

Answer: A

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 # 19

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