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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q70-Q75):

NEW QUESTION # 70

A customer has specific steps/tasks that need to be performed every time a new Business License Application comes in. The following actions must be completed:

- *The applicant must upload an image of their driver's license
- *The license reviewer must perform a background check within five business/working days
- *The license reviewer must enter the background check results into an external system manually within two business days of completing the background check
- *The license reviewer must provide a recommendation to the approver to approve/reject the application & submit it for review
- *The license reviewer may add additional steps/tasks for a particular application as needed Which statement is true regarding Action Plan Templates relative to the business requirements above?

- A. The reviewer users cannot create their own tasks within a predefined action plan template
- **B. An action plan template can be created (or the business license application object, and a document checklist item for the Image upload can be created)**
- C. A document checklist item for an action plan template cannot be created
- D. Action plans cannot have tasks with due dates dependent upon prior tasks within the action plan

Answer: B

Explanation:

An action plan template can be created for the business license application object, and a document checklist item for the Image upload can be created is a true statement regarding Action Plan Templates relative to the business requirements above. An action plan template is a predefined set of tasks and subtasks that can be applied to records such as cases or permits. An action plan template can be created for any custom or standard object that supports activities, such as the business license application object. A document checklist item is a type of task that can require users to upload documents or images as part of an action plan template.

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

NEW QUESTION # 71

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

Answer: C

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 Explainer (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 Explainer 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 Explainer offers. The Selection Explainer (Option D) is not specifically a standard Salesforce tool under this name, making Option B the most accurate and relevant choice.

NEW QUESTION # 72

A public sector agency has implemented Public Sector Solutions for Licenses & Permits. After the intake of the Permit application, an applicant needs to pay permit fees. This step requires checking permit fees associated with the type of permit in an external system and, at the same time, applying an applicable discount on fees based on the site/ address (this data resides in a custom object).

What feature of Public Sector Solutions can be leveraged to meet this requirement?

- A. FlexCard

- B. OmniScript
- C. DataRaptor
- D. Integration Procedure

Answer: B

Explanation:

OmniScript is a feature of OmniStudio, which is part of the Public Sector Solutions package. OmniScript allows the public sector agency to create guided digital forms that can integrate with external systems and custom objects. OmniScript can be used to check permit fees from an external system and apply discounts based on site/address data from a custom object. Reference:

<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscipt>

NEW QUESTION # 73

Foodvania is using Business Rules Engine (BRE) to help with the application review process in their Public Sector Solutions implementation. The Administrator of Foodvania's Salesforce instance has been tasked with finding out why some applications are being prioritized incorrectly.

Where in the current configuration would an Administrator look to find a plausible explanation for the incorrect prioritization?

- A. Check the Calculation.
- B. Check the entry condition.
- C. Check the Expression Set.
- D. **Check the Decision Matrix.**

Answer: D

Explanation:

In the Business Rules Engine (BRE) of Salesforce Public Sector Solutions, when applications are being prioritized incorrectly, the Decision Matrix is a critical component to examine. The Decision Matrix defines the logic and criteria for decision-making processes, such as prioritization of applications. If applications are not being prioritized as expected, it's likely that the configuration within the Decision Matrix does not align with the intended criteria or rules. Adjusting the logic or criteria within the Decision Matrix can correct the prioritization process, ensuring that applications are evaluated and prioritized accurately according to the organization's requirements.

NEW QUESTION # 74

A government agency is planning for a project Implementation. The project has to comply with regulations for storing protected health information (PHI). What are two different Salesforce security tools that can be used to meet this requirement?

- A. **Field Audit Trail**
- B. Event Monitoring
- C. **Platform Encryption**
- D. Setup Audit Trail

Answer: A,C

Explanation:

Field Audit Trail and Platform Encryption are two different Salesforce security tools that can be used to meet the requirement of storing protected health information (PHI). Field Audit Trail allows government agencies to track changes to sensitive data fields over time and set retention policies for field history data. Platform Encryption allows government agencies to encrypt sensitive data at rest while preserving critical platform functionality. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/secure-data-with-platform-encryption>

NEW QUESTION # 75

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