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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q59-Q64):

NEW QUESTION # 59

Which three work.com managed packages/features can be installed as part of the Employee Experience for Public Sector?

- A. Employee Concierge
- B. Workplace Strategy Planner
- C. HR Service Center
- D. Workplace Command Center
- E. Employee Workspace

Answer: A,C,E

Explanation:

In the context of Salesforce's Work.com solutions tailored for Public Sector and focusing on Employee Experience, the relevant managed packages/features to be installed include:

- * HR Service Center (Option B), which offers a centralized platform for managing all HR-related inquiries and processes, enhancing employee access to HR services and information.
 - * Employee Workspace (Option C), which provides employees with a personalized and engaging workspace where they can access tools, communications, and resources necessary for their daily operations and collaboration needs within the public sector.
 - * Employee Concierge (Option E), which serves as a comprehensive resource for employees to find information, access services, and get questions answered, effectively acting as a digital HR assistant.
- Workplace Strategy Planner (Option A) and Workplace Command Center (Option D) are also parts of the broader Work.com capabilities but are not specifically part of the Employee Experience package for Public Sector. They are more aligned with workplace readiness and response rather than daily employee engagement and services.

NEW QUESTION # 60

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

Answer: B,D

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 # 61

A Public Sector Organization (PSO) has recently deployed Grants Management from Public Sector Solutions within their Salesforce Org and has launched their publicly available Grants Portal. The PSO would like to ensure that they meet their statutory requirements and perform their due diligence, as they now have Organizations registering via their portal. The PSO's statutory and due diligence processes include verifying the details of the Organization as well as requesting, collecting, and storing documentation about the Organization. The PSO would like to track these activities separately, as these processes can be run in parallel. Which feature available in PSS would the Technical Consultant configure to meet the PSO's requirements?

- A. A Path targeted at Account
- **B. An Action Plan targeted at Account**
- C. A Support Process targeted at Account
- D. An Action Plan Template targeted at Account

Answer: B

Explanation:

In the context of a Public Sector Organization using Grants Management and needing to track statutory requirements and due diligence processes for organizations registering via their portal, configuring an Action Plan targeted at the Account object is the most suitable solution. Action Plans in Salesforce allow for the creation of standardized, repeatable sets of tasks that can be applied to records. This feature is ideal for managing due diligence processes, as it enables the PSO to define a set of tasks that need to be completed for each organization, track their completion, and ensure consistency in how due diligence is performed. This approach allows these activities to be tracked separately and run in parallel, providing a structured and efficient method for managing statutory and due diligence requirements within the Grants Management framework. This recommendation leverages Salesforce Public Sector Solutions' capabilities to enhance process management and compliance tracking for public sector organizations.

NEW QUESTION # 62

A government agency using Public Sector Solutions often has to perform onsite visits for compliance inspections. Various internal teams across the government agency need to have visibility into and collaborate on inspections.

Which Public Sector Solutions feature should be used to automate inspection tasks works and drive internal collaboration?

- A. OmniStudio
- B. Business Rules Engine
- C. Data Raptors
- **D. Action Plans**

Answer: D

Explanation:

Action Plans are part of the Public Sector Solutions package and they are used to automate inspection tasks and workflows. Action Plans allow the government agency to create templates for common inspections, assign tasks to team members, track progress and status, and collaborate on inspections using Chatter.

Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/automate-inspection-tasks-with-action-plans>

NEW QUESTION # 63

The City of Snaxboro has implemented CRM Analytics for Public Sector but keeps getting an error message when creating the Analytics (or the Licensing, Permits, and inspections app. They have verified that their users have the appropriate permission sets assigned.

What is the most probable cause for the error message?

- A. Person Accounts have not been enabled.

- B. There are no active Action Plan Templates.
- C. There are no Violation records.
- D. There are no Visit records.

Answer: D

Explanation:

There are no Visit records is the most probable cause for the error message when creating the Analytics for the Licensing, Permits, and Inspections app. CRM Analytics for Public Sector is a prebuilt app that comes with Public Sector Solutions and it can provide reports and dashboards for licensing, permitting, and inspections data. However, if there are no Visit records in the org, the Analytics app cannot generate any data and will show an error message. To fix this issue, the City of Snaxboro needs to create some Visit records or import some sample data. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_crm_analytics.htm&type=5&language=en_US

NEW QUESTION # 64

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