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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q17-Q22):

NEW QUESTION # 17

A customer wants to provide recommendations to the public on what kind of license is required for their business (three types). Key attributes are required to determine the correct license type, such as city & county location, the volume of current business (in \$), and the size of the building. The rules often change for the thresholds for the volume and size of the building, so the business needs to be able to update these rules easily.

What declarative components would be required to ask the public these questions and provide a recommendation based on the current rules?

- A. Lightning Web Component for capturing answers, along with Apex to evaluate & recommend a license type
- B. OmniStudio for capturing answers, along with Einstein AI to evaluate & recommend a license type
- **C. OmniScript for capturing answers, along with a Decision Matrix to evaluate & recommend a license type**
- D. OmniChannel for capturing answers, along with a Reference Lookup Matrix to evaluate & recommend a license type

Answer: C

Explanation:

OmniScript is a feature of OmniStudio, which is part of the Public Sector Solutions package. OmniScript allows the customer to create guided digital forms that can capture answers from the public and provide recommendations based on business logic.

Decision Matrix is a component of OmniScript that can evaluate answers based on rules and conditions and recommend a license type accordingly. Reference: [https://trailhead.](https://trailhead.salesforce.com/content/learn/modules/dynamic-assessments-with-public-sector-solutions/create-and-configure-omni-assessment-tasks)

[salesforce.com/content/learn/modules/dynamic-assessments-with-public-sector-solutions/create-and-configure-omni-assessment-tasks](https://trailhead.salesforce.com/content/learn/modules/dynamic-assessments-with-public-sector-solutions/create-and-configure-omni-assessment-tasks)

NEW QUESTION # 18

An inspector at a large public sector agency is planning to make a visit to inspect restaurants in the city for compliance purposes. Which three built-in Lightning Components can they use to conduct efficient visits?

- **A. Inspection Action**
- **B. Inspection Details**
- C. Inspection Calendar
- D. Inspection Dynamic Dashboards
- **E. Inspection Tab Container**

Answer: A,B,E

Explanation:

Inspection Tab Container, Inspection Details, and Inspection Action are three built-in Lightning Components that can be used to conduct efficient visits. Inspection Tab Container is a component that can display a tabbed interface for viewing and editing inspection records. Inspection Details is a component that can display the details of an inspection record, such as the inspection type, status, date, and time. Inspection Action is a component that can display the actions that can be performed on an inspection record, such as completing, canceling, or rescheduling the inspection. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_inspection_components.htm&type=5&language=en_US

NEW QUESTION # 19

What are the two key document types that a consultant... Implementation?

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

Answer: A,C

Explanation:

In a Salesforce implementation, particularly for Public Sector Solutions, having clear and structured documentation is critical for the success of the project. Two key document types that a consultant should use are:

* User Stories:

* User Stories are brief descriptions of features or functionalities from the perspective of the end-user. They help in understanding the user's needs and ensure that the development team is aligned with the expected outcomes.

* Each User Story typically follows the format: "As a [role], I want [feature] so that [benefit]." This ensures that the requirements are

user-centric and provides clear acceptance criteria.

* Functional Requirements Specification (FRS):

* An FRS is a detailed document that describes the functionality required in the system. It outlines the technical and functional specifications needed to meet the user stories.

* The FRS provides a comprehensive guide for developers, detailing what needs to be built, including user interfaces, data models, workflows, and business rules. It ensures that all stakeholders have a clear understanding of the system's functionality.

These documents are essential as they provide a blueprint for the implementation, ensuring all requirements are captured, understood, and agreed upon by all stakeholders.

References:

* Salesforce Help: Writing User Stories

* Salesforce Help: Functional Requirements

NEW QUESTION # 20

A government agency just implemented Salesforce Emergency Response Management (ERM). However, the internal users are unable to see any Emergency Response related functionalities.

What is the root cause for the access issue? Choose?

- A. The internal users are missing the Emergency Response Management permission set
- B. The Organization Wide Defaults for ERM objects were set to Public
- C. The internal users' role hierarchy has been set incorrectly
- D. The internal users are missing the Emergency Management Response permission set license.

Answer: A

Explanation:

When internal users are unable to access functionalities related to Salesforce Emergency Response Management (ERM), the most common and likely issue is related to permissions. Option B, stating that internal users are missing the Emergency Response Management permission set, is the correct answer. This permission set is essential for users to access and operate the ERM functionalities within Salesforce. It enables users to view, edit, and manage emergency response-related data and workflows, which are critical during crisis management scenarios.

The role hierarchy issue (Option A) and the licensing problem (Option C) could also potentially cause access problems, but these are generally less common compared to missing permission sets. Option D, regarding the Organization Wide Defaults being set to Public, would not restrict access; if anything, it would make ERM data more accessible, which is opposite to the problem described. These explanations align with best practices and typical configuration requirements in Salesforce Public Sector Solutions, focusing on ensuring that the necessary permissions and access controls are correctly implemented.

NEW QUESTION # 21

When configuring an inspection, the administrator wants a violation record to be automatically generated when an inspector indicates that a standard requirement failed or an issue was identified.

What is the recommended approach for configuring the inspection to achieve this requirement?

- A. In the AP Template, xxxxx
- B. Build an auto-launched Flow that will get all the assessment questions in an inspection. For each question that has a result marked as "Issue" or "Fail", generate a V record.
- C. Create a new violation type record and associate it with an appropriate Assessment Indicator Definition. Select the "Auto-generate" checkbox so it will generate a V record whenever the AID fails.
- D. In the "Results" picklist field of the Inspection Assessment Indicator Object, edit the "Fail" and "issue" picklist values and select the "Violations" checkbox for the values to generate a V record when selected.

Answer: B

Explanation:

In Salesforce Public Sector Solutions, automating the creation of violation records when certain conditions are met during an inspection can be efficiently achieved using Salesforce Flow. Building an auto-launched Flow allows for detailed customization and control over the logic and actions performed based on the inspection results. Here's how to set it up:

* Create the Flow:

* Navigate to Setup > Process Automation > Flows.

* Create a new Auto-launched Flow.

* Define the Trigger:

- * Use a Record-Triggered Flow if you want the flow to be triggered automatically when an inspection record is created or updated.
- * Get Assessment Questions:
- * Use a Get Records element to retrieve all assessment questions related to the inspection.
- * Decision Element:
- * Add a Decision element to check each question's result. If the result is marked as "Issue" or "Fail", proceed to create a violation record.
- * Create Records:
- * Use the Create Records element to generate a violation record for each failed or problematic assessment indicator.
- * Activate the Flow:
- * Save and activate the Flow.

This method ensures that the logic is flexible and can be modified without changing the underlying data model. It leverages Salesforce's powerful Flow Builder to create sophisticated automation rules.

References:

- * Salesforce Help: Create an Auto-launched Flow
- * Salesforce Public Sector Solutions Documentation

NEW QUESTION # 22

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