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### Salesforce Public Sector Solutions Accredited Professional Sample Questions

## (Q41-Q46):

### NEW QUESTION # 41

A resident in the city of Richdale has concerns about unnecessary debris from construction at a nearby residence and has filed a complaint with the city. The city uses Public Sector Solutions for LPI (Licensing, Permitting & Inspections) to manage residential construction permits.

What three recommendations should a Technical Consultant provide to the city to handle complaints from residents and tie them back to existing residential construction permits?

- A. Link Cases to Permits
- **B. Link Inspections and Visits to Permit Applications**
- C. Set up Business Rules Engine (BRE) to determine Complaint validity.
- **D. Configure Inspections and Visits**
- **E. Configure Action Plans on Cases and Permits**

**Answer: B,D,E**

Explanation:

Linking inspections and visits to permit applications allows the city to track the progress and status of the inspections related to the complaints. Configuring inspections and visits enables the city to define the inspection types, schedules, checklists, and outcomes. Configuring action plans on cases and permits allows the city to automate the inspection tasks and workflows, assign them to inspectors, and collaborate on them using Chatter. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/configure-inspections-and-visits>

### NEW QUESTION # 42

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

**Answer: A**

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 # 43

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

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

**Answer: A,B,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 # 44

A public sector agency is looking to digitize its operations for Emergency Response. As the technical consultant on the project, the expectations are to roll out a public facing portal that allows citizens to submit a simple emergency request with some basic information.

Which two are the correct approaches a consultant should take to meet these objectives?

- **A. Leverage prebuilt Emergency Service Request flow.**
- B. Create a custom Case Record Type and leverage a prebuilt Contact Support Form
- **C. Build a digital experience site using pre-configured emergency response management (ERM) specific template**
- D. Build a digital experience site using the Help Center template based on the agency's requirement

**Answer: A,C**

Explanation:

Building a digital experience site using pre-configured emergency response management (ERM) specific template and leveraging prebuilt Emergency Service Request flow are two correct approaches to meet the objectives of providing a way for citizens to submit a simple emergency request with some basic information.

The ERM specific template is a prebuilt template that comes with Community Response for Public Sector, which is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to create and manage emergency response programs and services, and enable citizens to access resources and submit requests. The Emergency Service Request flow is a prebuilt flow that comes with the ERM specific template.

It can allow citizens to submit a simple emergency request with some basic information, such as their name, contact details, location, and service type. Reference: [https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_community\\_response.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_community_response.htm&type=5&language=en_US)

#### NEW QUESTION # 45

The Department of Disaster Assistance is implementing Grants 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. Develop a standard set of processes/guides to coach the reviewers and ask them to follow them without fail.
- C. Create a guided omniscrypt guided process to define due diligence steps, related tasks, and documents to collect.
- **D. Use Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect.**

**Answer: D**

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](https://help.salesforce.com/s/articleView?id=psc_admin_setup_action_plans.htm&type=5&language=en_US)

#### NEW QUESTION # 46

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