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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q68-Q73):

NEW QUESTION # 68
A government agency would like 10 standardize Its grant funding process and Is looking for a solution to prioritize and award funds to the most eligible grant-seekers using Public Sector Solutions.
What three components should a technical consultant configure to define applicants' eligibility and help with application prioritization?

- A. Create an Application Form using Web-to-Case
- B. Create an Expression Set using BRE
- C. Create an Application Form using OmniScript Designer
- D. Create an Application Form using Web-to-Lead
- E. Create a Decision Matrix using BRE

Answer: B,C,E

Explanation:
A Decision Matrix, an Application Form, and an Expression Set are three components that can be configured to define applicants' eligibility and help with application prioritization. A Decision Matrix is a component of Business Rules Engine (BRE) that can evaluate answers based on rules and conditions and provide a decision outcome and explanation. An Application Form is a component of OmniScript Designer that can create guided digital forms that can capture answers from applicants and provide recommendations based on business logic. An Expression Set is a component of BRE that can define expressions that can be reused across multiple rules or matrices. Reference: https://trailhead.salesforce.com/content/learn/modules/public- sector-solutions-design/create-guided-digital-forms-with-omniscript

NEW QUESTION # 69
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. Integration Procedure
- B. FlexCard
- C. OmniScript
- D. DataRaptor

Answer: C

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-omniscript

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. Action plans cannot have tasks with due dates dependent upon prior tasks within the action plan
- C. 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
- D. A document checklist item for an action plan template cannot be created

Answer: C

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

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

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

Answer: B,D

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 # 72

The city of Sandbox has been using Public sector solution for ......some time now. The city wants to quickly
...
Which tool is recommended to help them achieve this requirement?

- A. Salesforce Einstein
- B. Tableau for Public Sector
- C. CRM Analytics for Public Sector
- D. Salesforce Reports and Dashboards

Answer: D

Explanation:
For the city of Sandbox, which is already using Salesforce Public Sector Solutions and wants to quickly gain insights, Salesforce Reports and Dashboards is the recommended tool. Here's why:
* Ease of Use:
* Salesforce Reports and Dashboards are user-friendly and can be quickly set up by administrators and users without needing extensive customization or additional tools.
* They provide immediate insights by allowing users to create reports and dashboards from existing data within Salesforce.
* Real-time Data:
* Reports and Dashboards offer real-time data visualization and analytics, which is crucial for making informed decisions quickly.
* They can be configured to track various metrics such as case resolution times, constituent satisfaction, and service delivery efficiency.

* Customization:
* Users can customize reports and dashboards to meet specific needs, including filtering data, grouping, and creating various chart types.
* This flexibility allows the city to tailor insights according to their unique requirements and quickly adapt to new information needs.
* Integration:
* These tools are natively integrated within Salesforce, ensuring seamless access to data without the need for additional integrations or software.
Steps to create Reports and Dashboards:
* Create Reports:
* Go to Reports > New Report and select the relevant report type.
* Customize the report by adding filters, groupings, and fields as needed.
* Create Dashboards:
* Go to Dashboards > New Dashboard and add components based on the reports created.
* Arrange and configure the dashboard components to provide a comprehensive view of the data.
Using Salesforce Reports and Dashboards allows the city of Sandbox to leverage existing Salesforce capabilities for quick and effective data analysis.
References:
* Salesforce Help: Reports and Dashboards
* Salesforce Public Sector Solutions Documentation

NEW QUESTION # 73
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