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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q11-Q16):

NEW QUESTION # 11
Department of Disaster Assistance has started implementing a "Grants Management" project using public sector solutions tools. As part of the business process, the department staff has to send an agreement to the Grant Seeker on the funding amount and related conditions. The turnaround time from both parties in exchanging the documents with signatures takes longer than expected.
What is the best way to solve the problem using the available toolset with minimum/less coding?

- A. Set up the DocuSign integration electronic Signature and use Omniscript GenericDocuSign /ObtainEsignature to send the document to related parties
- B. Set up the DocuSign integration electronic Signature and use Omniscript GenericDocuSign /sendEsignature to send the document to related parties
- C. Install and Configure the DocuSign managed package for Salesforce and send the document envelope from the flow using apex action
- D. Install and Configure the DocuSign managed package for Salesforce and send the document envelope from the flow using standard DocuSign actions

Answer: A

Explanation:
To address the issue of lengthy turnaround times in document exchanges and signings in a grants management scenario with minimal coding, setting up the DocuSign integration for electronic signatures and using OmniScript to handle the signature process (Option C) is the best solution. The specific action within OmniScript to be used would be GenericDocuSign/ObtainEsignature. This action allows for sending documents that require signatures directly within the Salesforce environment using DocuSign, thereby significantly reducing the time and effort involved in manual processes.

Options A and B involve configuring the DocuSign managed package but suggest using standard DocuSign actions or Apex actions, which can be less integrated into user flows and might require more coding. Option D mentions using a "sendEsignature" action, which is less accurate compared to the "ObtainEsignature" action for this context, as it is crucial to capture signatures rather than just send them out.

These answers and explanations are aligned with best practices in leveraging Salesforce Public Sector Solutions and its integrations to enhance functionality and user experience.

NEW QUESTION # 12

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

Answer: B

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

NEW QUESTION # 13

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

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

Answer: A,D,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 # 14

A customer requires an onsite inspection for every business license application with a retail location. They want to establish a consistent checklist for the inspection, with visibility to the applicable regulatory codes for each checklist item. They also require signatures from the inspected business location owner and the inspector.

What Action Plan Template and target object should be used for this use case?

- A. Action Plan Template with Type = "Visit Execution", Target Object = "Visit"
- B. Action Plan Template with Type="Industries\ Target Object="Visit"
- C. Action Plan Template with Type="Visit Execution", Target Object = "Business License Application"
- D. Action Plan Template with Type="Industries", Target Object="Business License Application"

Answer: A

Explanation:

For the customer requirement of onsite inspections for business license applications with retail locations, the appropriate solution involves an Action Plan Template with a type of "Visit Execution" targeting the "Visit" object. This configuration allows for the establishment of a standardized inspection checklist linked to each visit or inspection event. The "Visit" object serves as the foundation for capturing inspection details, including regulatory code visibility and signature requirements from both the business owner and the inspector. This approach ensures consistency and thoroughness in the inspection process, aligning with regulatory compliance and operational efficiency goals.

NEW QUESTION # 15

A Consultant supports the City of Snaxboro in setting up a new Licensing & Permitting system. The City is already using Public Sector Solutions for Emergency Response Management capabilities and is planning to use the Licensing & Permitting capabilities available in the same Salesforce instance.

Which of the following configurations directly impacts the City's Salesforce licensing cost?

- A. Configuring multiple record types for the Individual Application and the Business License Application for both License & Permit Management and Emergency Response Management.
- B. Configuring Business Regulatory Authorization Type Dependencies for external users to view on the Experience site when searching for a specific Permit to apply for.
- C. Configuring more than ten different OmnIScript Application forms and making them available on an Experience Site for external users to apply.
- D. Configuring an Application Object Usage Record to track the number of applications processed for License & Permit Management and Emergency Response Management.

Answer: C

Explanation:

Configuring more than ten different OmniScript Application forms and making them available on an Experience Site for external users to apply is a configuration that directly impacts the City's Salesforce licensing cost. OmniScript Application forms are guided digital forms that can be used to capture data from external users, such as license or permit applicants. Experience Site is a digital experience site that can be used to communicate with external users and provide access to Salesforce data and functionality. Configuring more than ten different OmniScript Application forms and making them available on an Experience Site requires Customer Community Plus licenses, which are based on user counts and have higher costs than Customer Community licenses, which are based on logins or page views. Reference: https://help.salesforce.
com/s/articleView?id=sf.networks_license_types.htm&type=5

NEW QUESTION # 16

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