



Free Questions for Public-Sector-Solutions by certsdeals

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Question 1

Question Type: MultipleChoice

Bobahaven has implemented the Licenses, Permits, and Inspections modules of Salesforce Public Sector Solutions to enable their permit application and approval processes. Bobahaven's contact center management team has noticed an increase in complaints to the contact center regarding lengthy application response times.

Bobahaven has asked for guidance on identifying applications that are taking longer than the published Service Level Agreement (SLA) for approval times and proactively resolving these to improve the constituent experience. What should a technical consultant recommend to Bobahaven to solve this problem?

Options:

- A-** Implement Entitlements and Milestones for Applications, including internal notifications and escalations after the application has breached the agreed SLA.
- B-** Implement Entitlements and Milestones for Applications, including internal notifications and escalations when the application is about to breach the agreed SLA.

C- Implement Cases with Entitlements and Milestones, including internal notifications and escalations when the application is about to breach the agreed SLA.

D- Implement Cases with Entitlements and Milestones, including internal notifications and escalations after the "application has breached the agreed SLA.

Answer:

B

Explanation:

To address the issue of lengthy application response times and improve the constituent experience, it is essential to implement a proactive solution that monitors application processing against the Service Level Agreements (SLAs). Entitlements and Milestones in Salesforce provide the necessary tools to achieve this:

Entitlements and Milestones:

Entitlements define the service level and support provided to constituents. Milestones track the key performance indicators and stages within the entitlement process.

By configuring entitlements and milestones for the permit applications, Bobahaven can monitor the progress of each application against the defined SLAs.

Proactive Notifications and Escalations:

Internal notifications and escalations can be set up to trigger when an application is about to breach the agreed SLA. This proactive approach allows the contact center team to intervene before the SLA is violated, thereby improving response times and reducing complaints.

Steps to Implement:

Navigate to Setup > Entitlement Management > Entitlements and create entitlements for the permit applications.

Define Milestones within the entitlements to represent critical stages in the application process.

Configure milestone actions to include internal notifications and escalation rules that trigger as the application approaches the SLA breach threshold.

Ensure that the contact center management team receives these notifications to take timely action.

By implementing entitlements and milestones with proactive notifications and escalations, Bobahaven can effectively manage application processing times, ensuring adherence to SLAs and enhancing the overall constituent experience.

[Salesforce Help: Entitlements and Milestones](#)

[Salesforce Public Sector Solutions Documentation](#)

Question 2

Question Type: MultipleChoice

Bobahaven has implemented the Licenses, permits, and inspections modules of Salesforce Public Sector Solutions to enable their permit application and approval processes.

Permits received over 12 month require additional manage sign-off before approval. For regulatory compliance, the application's history and approval must be auditable.

What will technical consultant suggest to Bobahaven is the solution for this requirement?

Options:

- A-** Implement an approval escalation rule that escalates applications to the user's manager when the application duration is longer than 12 months.
- B-** Implement an approval process that routes an approval request to the user's manager when the application duration is longer than 12 months.
- C-** Implement business Rules Engine to identify application .. 12 months and train staff to use Chatter to request approval from their manager.
- D-** Implement a Flow to identify applications over 12 months and assign ownership of the application to the user's manager for approval.

Answer:

B

Explanation:

In Salesforce Public Sector Solutions, managing approvals for permit applications is crucial, especially when regulatory compliance requires additional managerial sign-off for applications exceeding a certain duration. Implementing an approval process is the recommended solution to meet these requirements effectively:

Approval Process:

An approval process in Salesforce allows for the automation of approval workflows based on predefined criteria. This ensures that applications follow a consistent and auditable approval path.

For applications with a duration longer than 12 months, the approval process can be configured to route the approval request to the user's manager automatically.

Steps to Implement:

Navigate to Setup > Process Automation > Approval Processes.

Create a new approval process for the Permit Application object.

Define the entry criteria to check if the application duration exceeds 12 months.

Set the approval steps to include routing the approval request to the user's manager.

Ensure that the approval process captures all necessary audit trails, including timestamps and approver details, to maintain compliance.

By implementing an approval process, Bobahaven ensures that applications meeting the specific criteria are escalated appropriately, maintaining regulatory compliance and providing an auditable history of approvals.

Question 3

Question Type: MultipleChoice

Which Experience Cloud template contains pre-configured components for Licensing and Permitting use cases?

Options:

- A- Public Sector Solution Template
- B- There is no pre-configured template
- C- The customer Account Portal template.
- D- The licenses and Permits template

Answer:

D

Explanation:

For public sector use cases involving licensing and permitting, Salesforce provides a specific Licenses and Permits template within the Experience Cloud. This template is pre-configured with components tailored to these scenarios, offering a streamlined setup and deployment process.

Licenses and Permits Template:

This template includes pre-built pages and components designed to handle common licensing and permitting processes, such as application submission, status tracking, and renewals.

It provides a user-friendly interface and integrates with other Salesforce features to offer a comprehensive solution for public sector agencies.

Pre-configured Components:

The template includes components such as OmniScripts for guided workflows, FlexCards for data display, and various forms and lists to manage licensing and permitting tasks.

These components help reduce the time and effort required to build and configure the site, allowing agencies to quickly deploy a functional solution.

By using the Licenses and Permits template, the city can leverage pre-configured components to address their specific needs efficiently, minimizing the need for extensive customization.

[Salesforce Help: Experience Cloud Templates](#)

[Salesforce Public Sector Solutions Documentation](#)

Question 4

Question Type: MultipleChoice

A governance agency is implementing Public Sector Solutions and is looking for a solution to automatically read the constituent's date of birth from a scanned document and map it to a field in the Application record using the intelligent Form Reader (IFR).

What three steps should a technical consultant configure to satisfy the agency's use case?

Options:

- A- Enable Intelligent Form Reader
- B- Enable OCR Setting in the Document
- C- Map Form Types to Objects
- D- Enable Data Raptor to read information from a scanned document
- E- Set Up Data Extraction

Answer:

A, B, E

Explanation:

To automatically read the constituent's date of birth from a scanned document and map it to a field in the Application record using the Intelligent Form Reader (IFR) in Salesforce Public Sector Solutions, the following steps should be configured:

Enable Intelligent Form Reader:

Navigate to Setup and search for Intelligent Form Reader.

Enable the Intelligent Form Reader, which allows the system to process and interpret scanned documents.

Enable OCR Setting in the Document:

Ensure that OCR (Optical Character Recognition) settings are enabled for the documents. This allows the system to recognize and extract text from scanned images.

OCR settings can typically be configured within the document management settings or within the IFR configuration settings.

Set Up Data Extraction:

Configure the data extraction rules to specify which data fields need to be extracted from the scanned documents. This involves setting up the templates and rules for extracting specific information such as the date of birth.

Define the mapping rules to map the extracted data to the corresponding fields in the Application record.

By following these steps, the governance agency can automate the extraction and mapping of constituent data from scanned documents, ensuring accurate and efficient data entry into the system.

[Salesforce Help: Intelligent Form Reader](#)

[Salesforce Help: OCR Settings](#)

[Salesforce Public Sector Solutions Documentation](#)

Question 5

Question Type: MultipleChoice

A public sector agency recently implemented public Sector Solutions for the inspection and license renewal of food outlets in the city. They want to set up dynamic assessments where assessment questions are categorized for use in different scenarios depending on whether the outlet is take-away, dining, or a combination of both. The categorization only applies to specific questions in the assessment.

Two which objects should they add new categories?

Options:

A- Assessment Question

B- Assessment Task Definition

C- Action Plan

D- Assessment indicator Definition

Answer:

A, 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.

[Salesforce Help: Assessment Questions](#)

[Salesforce Help: Assessment Indicator Definition](#)

[Salesforce Public Sector Solutions Documentation](#)

Question 6

Question Type: MultipleChoice

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

Options:

A- User Stories

B- Functional requirements specification (FRS)

C- Marketing plan

D- Budget plan

Answer:

A, B

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.

[Salesforce Help: Writing User Stories](#)

[Salesforce Help: Functional Requirements](#)

Question 7

Question Type: MultipleChoice

The city of Sandbox has been using Public sector solution forsome time now. The city wants to quickly ...

Which tool is recommended to help them achieve this requirement?

Options:

A- Salesforce Einstein

B- Salesforce Reports and Dashboards

C- Tableau for Public Sector

D- CRM Analytics for Public Sector

Answer:

B

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.

Question 8

Question Type: MultipleChoice

An administrator at a government agency has ... and updating the action plan template However... Generated is still based on the old Action Plan template....

Options:

- A- The inspection type has not been updated with the ...
- B- The new action Plan Template has not been activated.
- C- The inspection type must also be cloned to create a new ...
- D- The new action Plan template has the same name as the....

Answer:

B

Explanation:

In Salesforce Public Sector Solutions, when changes are made to an Action Plan Template, it is crucial to ensure that the updated template is activated for it to be used in generating new action plans. If the generated action plans are still based on the old template, it is likely because the new template has not been activated. Here's how to resolve this:

Activate the New Action Plan Template:

Navigate to Setup > Object Manager > Action Plan Template.

Find and select the new template.

Ensure that the template status is set to Active. If not, activate it.

Verify Template Assignment:

Ensure that the correct and active Action Plan Template is associated with the relevant processes or inspection types.

By activating the new template, the system will use it for all subsequent action plan generations, ensuring that the latest updates are applied.

[Salesforce Help: Action Plan Templates](#)

[Salesforce Public Sector Solutions Documentation](#)

Question 9

Question Type: MultipleChoice

Bobahaven has previously implemented Salesforce Service Cloud to...

Constituent self-service digital experience. This was implemented previously now ready to implement the public sector Solutions License, Permits...

What is the right solution for this requirement that minimizes customization and site....

Options:

- A-** Create a new Applications digital experience using the licenses and permits Experience ... components to the experience site.
- B-** Create new pages and deploy components such as OmniScripts and FlexCard within the ...
- C-** Create a new Application digital experience using the Licenses and Permits Expression ...as OmniScripts and FlexCards to the new experience site.
- D-** Create OmniOut components and deploy them to the existing Help Center experience site.

Answer:

C

Explanation:

For Bobahaven to implement Salesforce Public Sector Solutions for licenses and permits while minimizing customization and leveraging existing components, the best approach is to create a new digital experience specifically for applications. Here's why:

New Digital Experience:

Creating a new digital experience tailored for licenses and permits ensures that the specific needs of this functionality are met without interfering with the existing self-service site.

This allows for a focused and optimized user experience.

Licenses and Permits Expression:

Utilizing the Licenses and Permits Expression simplifies the implementation as it is designed specifically for these processes, reducing the need for extensive customization.

OmniScripts and FlexCards:

Deploying OmniScripts and FlexCards within the new experience site ensures a seamless and interactive user interface. These tools are designed to handle complex workflows and data displays efficiently.

OmniScripts can guide users through the application process step-by-step, while FlexCards provide quick-glance information and actionable widgets.

Steps to implement this solution:

Create New Experience Site:

Go to Setup > Digital Experiences > All Sites.

Click New to create a new site and choose a template that fits the application process.

Add Components:

Use OmniStudio tools to create and configure OmniScripts and FlexCards.

Deploy these components to the new experience site.

This approach provides a structured and scalable solution, aligning with Salesforce best practices and leveraging out-of-the-box functionalities to minimize customization.

[Salesforce Help: OmniStudio Components](#)

[Salesforce Public Sector Solutions Documentation](#)

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