

Free Questions for Public-Sector-Solutions

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Question 1

Question Type: MultipleChoice

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

Options:

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

Answer:

B, C, 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.

Question 2

Question Type: MultipleChoice

A government agency plans to implement Public Sector Solutions to manage their grant programs. The agency has decided to use its existing public-facing portal that resides outside the Salesforce platform. The agency needs to allow constituents to submit their grant applications from their existing portal and integrate submitted application data into the appropriate Public Sector Solutions objects in

Salesforce.

What OmniStudio feature can be leveraged to meet this requirement?

Options:

- A- OmniOut
- B- FlexCards
- C- DataRaptor
- D- Integration Procedure

Answer:

C

Explanation:

For integrating data from an external portal into Salesforce's Public Sector Solutions objects, the most effective OmniStudio feature is DataRaptor (Option C). DataRaptors are a tool within OmniStudio designed to streamline and simplify data integration, transformation, and loading processes between external systems and Salesforce. They provide a no-code solution that allows complex data manipulation and integration without the need for extensive programming, making them ideal for scenarios where external data from an agency's public-facing portal needs to be accurately and efficiently mapped to Salesforce objects.

OmniOut (Option A) is not a recognized OmniStudio tool; FlexCards (Option B) are used for data visualization and user interaction rather than data integration; Integration Procedure (Option D) could theoretically be used for integrating data but is more complex and less specific to data integration tasks compared to DataRaptors.

Question 3

Question Type: MultipleChoice

A user called in for a status update on their application. In reviewing the application, the caseworker has come to find out that the application was incorrectly prioritized. The case worker's supervisor advised the case

worker to check the decision log to see exactly why the application was prioritized the way it was. However, the caseworker cannot see the component even though the Administrator has confirmed it is on the page

layout.

What should the Administrator check for next?

Options:

A- Verify that the case worker has the Decision Explainer Permission set.

- B-** Verify that the case worker has the Rules Engine Runtime permission.
- C-** Verify that the case worker has OmniStudio Admin permission.
- D-** Verify that the case worker has OmniStudio User permission.

Answer:

A

Explanation:

When a caseworker cannot see a component on a page layout even though it has been confirmed to be present by an Administrator, the first step is to ensure the caseworker has the appropriate permissions. In the case of not being able to view the Decision Log, which is typically linked with specific functionalities in Salesforce Public Sector Solutions, the correct permission to check is whether the caseworker has the Decision Explainer Permission set (Option A). This permission set specifically allows users to access detailed logs and explanations of decisions made by automated systems or processes within Salesforce, like those found in a decision log. Verifying and ensuring that the caseworker has this permission will likely resolve the issue of visibility.

Other options like Rules Engine Runtime permission (Option B), OmniStudio Admin permission (Option C), and OmniStudio User permission (Option D) are not directly related to accessing decision logs or explanation components, thus making Option A the most suitable and direct solution.

Question 4

Question Type: MultipleChoice

A Technical Consultant is implementing an experience site for a government agency where they will be accepting grant applications during a specific window of time. The Technical Consultant expects a high volume of interest in this grant offering.

What three steps or tools should be leveraged to ensure the solution can support this surge?

Options:

- A-** Perform UAT testing to find defects in the code
- B-** Set up IP restrictions to control who can access the website and when
- C-** Identify expensive processes to offload to asynchronous processes.
- D-** Implement CDN and waiting rooms
- E-** Analyze and test the application for the expected load with a load testing tool

Answer:

C, D, E

Explanation:

To ensure that a government agency's experience site can handle a high volume of grant applications during a specific window, the following steps or tools should be leveraged:

Identify expensive processes to offload to asynchronous processes (Option C). This approach helps manage resource-intensive tasks without impacting the user experience on the front end, particularly important during high-traffic periods.

Implement CDN and waiting rooms (Option D). Content Delivery Networks (CDNs) can significantly improve load times for users by caching content at edge locations closer to users. Waiting rooms can be used to manage access to the site during peak times, preventing overload.

Analyze and test the application for the expected load with a load testing tool (Option E). Prior to going live, it is crucial to simulate expected traffic using load testing tools to ensure that the site can handle the surge in users without performance degradation.

Option A, while important, primarily focuses on code quality rather than scalability and performance under load. Option B, setting up IP restrictions, does not directly contribute to handling a surge in site traffic but rather controls access based on user location or network, which may not be relevant to the scenario described.

Question 5

Question Type: MultipleChoice

A Public Sector Organization (PSO) would like to enhance its publicly available website, built in Experience Cloud, to allow constituents to report their concerns about someone's health or safety. The PSO is already using Public Sector Solutions. The requirement from the

PSO is that the constituent should be able to report their concerns both as authenticated users and anonymously. Additionally, internal staff should be able to separately track their investigations and any follow-up in a separate Case.

Leveraging Public Sector Solutions functionality, what configuration should the Technical Consultant use to meet the requirements?

Options:

- A- Use the Complaint Case and Case objects.
- B- Use record types on Case, one for the constituents and one for internal staff
- C- Use the Public Complaint and Case objects.
- D- Use a custom object for the Complaint with a lookup relationship to Case.

Answer:

C

Explanation:

For a Public Sector Organization enhancing its website to allow both authenticated and anonymous reporting of health or safety concerns, the appropriate configuration using Salesforce Public Sector Solutions would involve:

Using the Public Complaint and Case objects (Option C). Salesforce Public Sector Solutions includes specialized objects like Public Complaint, which is designed to handle situations where the public can report issues. These can be configured to allow anonymous

entries while maintaining the capability to create and track related Cases for internal follow-up. This setup enables the organization to efficiently manage and segregate public inputs from internal case management processes.

Options A, B, and D do not fully address the requirements:

Option A and B involve using only the Case object or different record types on the Case object. While these configurations could segment reports internally, they do not cater specifically to the need for public input, particularly anonymous reporting.

Option D suggests creating a custom object for the Complaint with a lookup relationship to Case, which would require additional customization and might not leverage existing functionality as efficiently as using Public Complaint.

Question 6

Question Type: MultipleChoice

The City of Snaxboro has several License and Permit forms that are long and complex. Applicants often fill out these forms incorrectly and forget to submit key pieces of information, resulting in requests for more information on their applications. The city wants to use Public Sector Solutions and digitize these forms to increase the accuracy of information submitted by applicants and reduce processing times.

What three recommendations should a Technical Consultant provide to the city to achieve this?

Options:

- A-** Add spaces in the names of each of the elements. This ensures improvement to OmniScript's load time.
- B-** Create a PDF form and integrate it with the Public Sector Solutions application intake form process
- C-** Review the application forms and find logical points in the process that can be broken into shorter steps.
- D-** Review the application forms and try to replicate them as much as possible in a single step using OmniScripts.
- E-** (Analyze all the application forms and create simple, reusable OmniScripts for processes that are repeatable.

Answer:

C, D, E

Explanation:

To help the City of Snaxboro enhance the accuracy of submissions and reduce processing times for complex license and permit forms, here are three recommendations using Salesforce Public Sector Solutions:

Review the application forms and find logical points in the process that can be broken into shorter steps (Option C). This approach helps simplify the application process by breaking lengthy forms into more manageable parts, reducing the cognitive load on applicants and decreasing the likelihood of errors. This is a best practice in user experience design, especially for complex form processes.

Review the application forms and try to replicate them as much as possible in a single step using OmniScripts (Option D). For parts of the form that are straightforward and do not necessarily benefit from being broken down, using OmniScripts to replicate the process in a single step can streamline data entry and make the process faster for users. This approach should be used judiciously to avoid

overwhelming users and should be balanced with breaking down more complex sections.

Analyze all the application forms and create simple, reusable OmniScripts for processes that are repeatable (Option E). OmniScripts allow for creating dynamic, guided experiences that can simplify complex processes and ensure data is captured accurately. By creating reusable scripts for common processes across different forms, the city can maintain consistency and efficiency, reducing the administrative burden and improving the user experience.

Options A and B were not selected because:

Option A suggests adding spaces in element names to improve OmniScript's load time, which is not a recognized or effective practice for this purpose.

Option B proposes using a PDF form integrated with the application intake process, which would counteract efforts towards digital transformation by relying on a less interactive and less flexible format.

The chosen options (C, D, E) leverage Salesforce's capabilities to digitize and streamline complex forms effectively, thus enhancing the quality of submissions and operational efficiency. These practices are supported by Salesforce's guidelines for designing user-friendly digital forms and processes within its Public Sector Solutions framework.

Question 7

Question Type: MultipleChoice

A government agency has implemented an eSignature solution and has chosen DocuSign as the vendor. As part of the nonfunctional requirements, the system needs to poll the status of signed envelopes.

What is the best way to achieve this requirement?

Options:

- A-** Use the ContractDocumentStatusScheduler Apex class to schedule and poll DocuSign for statuses of envelopes submitted as part of the eSignature process.
- B-** Use the ContractStatusScheduler Apex class to schedule and poll DocuSign for statuses of envelopes submitted as part of the eSignature process.
- C-** Use the REST API provided by DocuSign to poll the status of a particular envelope.
- D-** Use the ContractEnvelopeStatusScheduler Apex class to schedule and poll DocuSign for statuses of envelopes submitted as part of the eSignature process.

Answer:

C

Explanation:

For a government agency implementing an eSignature solution with DocuSign, the optimal approach to polling the status of signed envelopes involves using DocuSign's REST API. This API provides endpoints for querying the status of envelope transactions, enabling

real-time updates on the eSignature process. This method allows for the integration of Salesforce with DocuSign's services, ensuring that the status of each envelope is accurately reflected within the Salesforce system. Utilizing the REST API for this purpose leverages the direct communication between Salesforce and DocuSign, providing a robust and efficient solution for tracking eSignature statuses in compliance with the agency's nonfunctional requirements.

Question 8

Question Type: MultipleChoice

The employee object has to be linked to the person account to use the Public Sector data model with the Employee data model.

How should the employee object be linked with other objects?

Options:

- A- PersonAccount -> Individual <- Employee.
- B- PersonAccount->User->Employee
- C- User -> Individual <- Custom employee object
- D- Contact -> Individual <- Employee

Answer:

A

Explanation:

Linking the Employee object with the PersonAccount in the context of the Public Sector data model involves leveraging the Individual object as a junction. The PersonAccount represents the personal details of an individual, while the Individual object in Salesforce acts as a standard mechanism to store privacy and personal data consent information. By associating the Employee custom object with the Individual object, which in turn is linked to the PersonAccount, a comprehensive data model is established. This structure supports the management of employee data in alignment with personal accounts, facilitating a unified view of individuals as both constituents and employees within the public sector framework. This setup respects Salesforce's design principles for data models, ensuring data integrity and privacy compliance.

Question 9

Question Type: MultipleChoice

A public sector agency is leveraging the Business Rules Engine for its Licensing & Permitting implementation. The agency needs to allow multiple permits for a single application, and the permit fee is calculated based on the type of permits selected.

Which two steps would a technical consultant use to address this use case?

Options:

- A- Add a Lightning Component to query and Aggregate the total value of all permits
- B- Add an Aggregate step to the group and add the SUM function
- C- Provide Permission Sets to users for the Expression Set and Lightning Component
- D- Add an Aggregate Group to the end of the Expression Set

Answer:

B

Explanation:

In the context of a Public Sector agency leveraging the Business Rules Engine for Licensing & Permitting, where multiple permits are allowed for a single application with permit fees calculated based on the selected types, the appropriate steps involve data aggregation. An Aggregate step with a SUM function is used to sum up the total value of all selected permits, addressing the need for dynamic fee calculation. Adding an Aggregate Group to the end of the Expression Set organizes these calculations effectively, ensuring that the total permit fee is accurately computed based on the application's permit selections. This approach aligns with Salesforce's Business Rules Engine capabilities, which allow for complex data manipulation and aggregation to support varied business scenarios, such as permit fee calculations in a Licensing & Permitting implementation.

Question 10

Question Type: MultipleChoice

A Public Sector Organization (PSO) has recently deployed Grants Management from Public Sector Solutions within their Salesforce Org and has launched their publicly available Grants Portal. The PSO would like to ensure that they meet their statutory requirements and perform their due diligence, as they now have Organizations registering via their portal. The PSO's statutory and due diligence processes include verifying the details of the Organization as well as requesting, collecting, and storing documentation about the Organization. The PSO would like to track these activities separately, as these processes can be run in parallel. Which feature available in PSS would the Technical Consultant configure to meet the PSO's requirements?

Options:

- A- A Path targeted at Account
- B- A Support Process targeted at Account
- C- An Action Plan targeted at Account
- D- An Action Plan Template targeted at Account

Answer:

C

Explanation:

In the context of a Public Sector Organization using Grants Management and needing to track statutory requirements and due diligence processes for organizations registering via their portal, configuring an Action Plan targeted at the Account object is the most suitable solution. Action Plans in Salesforce allow for the creation of standardized, repeatable sets of tasks that can be applied to records. This feature is ideal for managing due diligence processes, as it enables the PSO to define a set of tasks that need to be completed for each organization, track their completion, and ensure consistency in how due diligence is performed. This approach allows these activities to be tracked separately and run in parallel, providing a structured and efficient method for managing statutory and due diligence requirements within the Grants Management framework. This recommendation leverages Salesforce Public Sector Solutions' capabilities to enhance process management and compliance tracking for public sector organizations.

Question 11

Question Type: MultipleChoice

A government agency is evaluating the use of Public Sector Solutions. Their legacy solution has been in place for over 20 years; many of their current processes and files are still manual and paper-based. The agency would like to digitize and automate more of its processes and files going forward.

Which Public Sector Solution should a Technical Consultant recommend for this use case?

Options:

- A- Workflows
- B- Smart Forms
- C- Business Rule Engine
- D- Intelligent Document Automation

Answer:

D

Explanation:

For a government agency looking to digitize and automate manual and paper-based processes, Intelligent Document Automation (IDA) is a highly recommended solution within the Salesforce Public Sector Solutions suite. IDA allows organizations to convert paper documents into digital format, automate the extraction of data from these documents, and streamline document processing workflows. This capability is crucial for an agency with a legacy system looking to modernize its operations. IDA can significantly reduce manual data entry, improve data accuracy, and accelerate processing times for various applications and documents. This recommendation aligns with Salesforce's emphasis on digital transformation and process automation, leveraging advanced technologies like AI and machine learning to optimize public sector operations.

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