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QUESTION 1

Bobahaven has implemented Public Sector Solutions to manage constituent applications for permits and licenses. However, they have noticed their call center is receiving a large number of phone calls asking similar questions about the new permit and license application processes. Bobahaven is looking for advice on providing up-to-date information about permit and license processes to constituents so their call center inbound call numbers can be reduced.

Which solution would allow constituents to find answers to the* questions before beginning the application process while reducing implementation and maintenance costs?

A. Implement Salesforce Knowledge, and publish articles to the Bobahaven public website CMS via outbound API calls.

B. Implement Salesforce Knowledge, and publish articles to the Bobahaven public website via Lightning Out.

C. Implement Salesforce Knowledge, and publish articles to an unauthenticated Experience site page for constituents.

D. Implement Salesforce Knowledge, and publish articles to an authenticated Experience site page for constituents.

Correct Answer: C

Salesforce Knowledge is a feature that allows Bobahaven to create, manage, and publish articles that provide up-to-date information about permit and license processes to constituents. By publishing articles to an unauthenticated Experience site page, Bobahaven can reduce the implementation and maintenance costs by not requiring login or user management for the site visitors. Constituents can access the articles before beginning the application process and find answers to their questions without calling the call center. Reference:https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscript

QUESTION 2

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:

1.

The applicant must upload an image of their driver\\'s license

2.

The license reviewer must perform a background check within five business/working days

3.

The license reviewer must enter the background check results into an external system manually within two business days of completing the background check

4.

The license reviewer must provide a recommendation to the approver to approve/reject the application and submit it for review

5.

The license reviewer may add additional steps/tasks for a particular application as needed

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Which statement is true regarding Action Plan Templates relative to the business requirements above?

A. 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

B. The reviewer users cannot create their own tasks within a predefined action plan template

C. Action plans cannot have tasks with due dates dependent upon prior tasks within the action plan

D. A document checklist item for an action plan template cannot be created

Correct Answer: A

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_tem
plates.htmandtype=5andlanguage=en_US

QUESTION 3

An inspector at a large public sector agency is planning to make a visit to inspect restaurants in the city for compliance purposes.

Which three built-in Lightning Components can they use to conduct efficient visits?

A. Inspection Tab Container

B. Inspection Details

C. Inspection Calendar

D. Inspection Dynamic Dashboards

E. Inspection Action

Correct Answer: ABE

Inspection Tab Container, Inspection Details, and Inspection Action are three built-in Lightning Components that can be used to conduct efficient visits. Inspection Tab Container is a component that can display a tabbed interface for viewing and editing inspection records. Inspection Details is a component that can display the details of an inspection record, such as the inspection type, status, date, and time. Inspection Action is a component that can display the actions that can be performed on an inspection record, such as completing, canceling, or rescheduling the inspection.
Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_inspection_com
ponents.htmandtype=5andlanguage=en_US

QUESTION 4

A government agency is planning a Public Sector Solutions implementation. What are three main constraints that government agencies often have in project implementation?

A. Workshops, Schedule and Cost

B. Scope, Tools and Cost

C. Scope, Resources and Cost

D. Scope, Schedule and Cost

Correct Answer: D

Scope, schedule and cost are the three main constraints that government agencies often have in project implementation. Scope defines the goals, deliverables, and requirements of the project. Schedule defines the timeline, milestones, and dependencies of the project. Cost defines the budget, resources, and risks of the project. These three constraints are also known as the project management triangle or the triple constraint. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_concept_psc_overview.htmandtype=5andlanguage=en_US

QUESTION 5

The City of Snaxboro has implemented CRM Analytics for Public Sector but keeps getting an error message when creating the Analytics (or the Licensing. Permits, and inspections app. They have verified that their users have the appropriate permission sets assigned. What is the most probable cause for the error message?

A. There are no Visit records.

B. There are no active Action Plan Templates.

C. Person Accounts have not been enabled.

D. There are no Violation records.

Correct Answer: A

There are no Visit records is the most probable cause for the error message when creating the Analytics for the Licensing, Permits, and Inspections app. CRM Analytics for Public Sector is a prebuilt app that comes with Public Sector Solutions and it can provide reports and dashboards for licensing, permitting, and inspections data. However, if there are no Visit records in the org, the Analytics app cannot generate any data and will show an error message. To fix this issue, the City of Snaxboro needs to create some Visit records or import some sample data. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_crm_analytics.htmandtype=5andlanguage=en_US

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