



Salesforce

Exam Questions Public-Sector-Solutions

SalesforcePublic Sector Solutions Accredited Professional

NEW QUESTION 1

When configuring an inspection, the administrator wants a violation record to be automatically generated when an inspector indicates that a standard requirement failed or an issue was identified.

What is the recommended approach for configuring the inspection to achieve this requirement?

- A. Create a new violation type record and associate it with an appropriate Assessment Indicator Definition
- B. Select the "Auto-generate" checkbox so it will generate a V record whenever the AID fails.
- C. In the "Results" picklist field of the Inspection Assessment Indicator Object, edit the "Fail" and "Issue" picklist values and select the "Violations" checkbox for the values to generate a V record when selected.
- D. Build an auto-launched Flow that will get all the assessment questions in an inspection
- E. For each question that has a result marked as "Issue" or "Fail", generate a V record.
- F. In the AP Template, xxxxx

Answer: C

Explanation:

In Salesforce Public Sector Solutions, automating the creation of violation records when certain conditions are met during an inspection can be efficiently achieved using Salesforce Flow. Building an auto-launched Flow allows for detailed customization and control over the logic and actions performed based on the inspection results. Here's

how to set it up:

- ? Create the Flow:
- ? Define the Trigger:
- ? Get Assessment Questions:
- ? Decision Element:
- ? Create Records:
- ? Activate the Flow:

This method ensures that the logic is flexible and can be modified without changing the underlying data model. It leverages Salesforce's powerful Flow Builder to create sophisticated automation rules.

References:

- ? Salesforce Help: Create an Auto-launched Flow
- ? Salesforce Public Sector Solutions Documentation

NEW QUESTION 2

A public sector agency recently implemented public Sector solutions for the city. A new inspector has been onboarded to conduct the inspections. Feature. All other inspectors can access Action Plans without any problems.

- A. The "Enable Notes" permission has not been selected for the new inspector.
- B. Person Account Models have not been enabled on the org.
- C. The Salesforce user for the new inspector is disabled.
- D. Action Plans Permission set has not been assigned to the new inspector.

Answer: D

Explanation:

In Salesforce Public Sector Solutions, permissions and access control are crucial for ensuring that users can perform their roles effectively. If a new inspector is unable to access Action Plans while other inspectors can, it is likely due to a missing permission set assignment. Specifically, the Action Plans Permission Set must be assigned to the inspector to grant access to the necessary features. Here's how to check and assign the permission set:

- ? Check User Permissions:
- ? Assign Action Plans Permission Set:

By ensuring that the new inspector has the Action Plans Permission Set, you will grant them the required access to view and manage Action Plans, just like the other inspectors. References:

- ? Salesforce Help: Permission Sets
- ? Salesforce Public Sector Solutions Documentation

NEW QUESTION 3

A customer wants to provide recommendations to the public on what kind of license is required for their business (three types). Key attributes are required to determine the correct license type, such as city & county location, the volume of current business (in \$), and the size of the building. The rules often change for the thresholds for the volume and size of the building, so the business needs to be able to update these rules easily.

What declarative components would be required to ask the public these questions and provide a recommendation based on the current rules?

- A. OmniChannel for capturing answers, along with a Reference Lookup Matrix to evaluate & recommend a license type
- B. OmniStudio for capturing answers, along with Einstein AI to evaluate & recommend a license type
- C. Lightning Web Component for capturing answers, along with Apex to evaluate & recommend a license type
- D. OmniScript for capturing answers, along with a Decision Matrix to evaluate & recommend a license type

Answer: D

Explanation:

OmniScript is a feature of OmniStudio, which is part of the Public Sector Solutions package. OmniScript allows the customer to create guided digital forms that can capture answers from the public and provide recommendations based on business logic. Decision Matrix is a component of OmniScript that can evaluate answers based on rules and conditions and recommend a license type accordingly. Reference: <https://trailhead.salesforce.com/content/learn/modules/dynamic-assessments-with-public-sector-solutions/create-and-configure-omni-assessment-tasks>

NEW QUESTION 4

Bobahaven wants to implement the Grants Management module of Public Sector Solutions. They would like to allow constituents to apply online for grants and check the progress of grant applications. The Chief Marketing Officer and Head of Constituent Services have expressed their concerns about the security of the solution. They want to ensure they comply with privacy regulations around the storage and use of constituent's data, and they are wondering how to protect against bots potentially spamming the application forms.

What should the Technical Consultant suggest to Bobahaven to protect the application forms?

- A. Enable the Salesforce Spam Check for Experience Sites.
- B. Deploy grant application OmniScripts on Bobahaven's Experience Site pages set to 'Requires Login.'
- C. Provide constituents with a search page on Bobahaven's website to look up application reference numbers and check the applications progress.
- D. Implement spam checking for Bobahaven's Experience Site forms using CAPTCHA.
- E. Set the external organization-wide default sharing settings for grant applications objects to Private.

Answer: DE

Explanation:

Implementing spam checking for Bobahaven's Experience Site forms using CAPTCHA can help prevent bots from submitting fake or malicious grant applications. CAPTCHA is a feature that requires users to prove that they are human by solving a simple challenge before submitting a form. Setting the external organization-wide default sharing settings for grant applications objects to Private can help protect the privacy of the constituents' data. This means that external users cannot see any grant applications by default, unless they are explicitly shared with them. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscrypt>

NEW QUESTION 5

Often, one permit is dependent on another, and businesses require a specific set of permits to do business. The City of Snaxboro would like to show its constituents all the permits required for different business types, so they know exactly what they need to apply for. What is the recommended approach for building out this functionality?

- A. Create an OmniScript with all the applicable Business Type
- B. Based on the Business Type selected, enable a conditional section to display all the associated permits that are required
- C. Embed this OmniScript on the Experience Site for applicants to use by selecting the Business Type and viewing the associated permits.
- D. Create a new Business Regulatory Authorization Type Dependency record by selecting the Parent Business Regulatory Authorization Type that must be applied first and the Dependent Business Regulatory Authorization Type that must be applied after getting the parent
- E. Ensure the Show Dependent Permits section is available in the portal for applicants to view.
- F. Create a custom object called "Permit Dependency" and make it a junction object between the Business Type object and Regulatory Authorization Type object
- G. Create a FlexCard that allows the user to select the Business Type from a picklist and display the associated Permit Dependency record
- H. Embed this FlexCard on an Experience site for applicants to use.
- I. Create a custom object called Permit Dependency and make it a junction object between the Business Type object and Regulatory Authorization Type object
- J. Configure the Permit Dependency records and embed a list view of the Business Types on the Experience Site for applicants to click and review related dependencies.

Answer: A

Explanation:

For the City of Snaxboro to show constituents the required permits for different business types, an OmniScript is the recommended approach. OmniScript, part of Salesforce's Vlocity tools, allows for the creation of dynamic, guided experiences. By configuring an OmniScript with a selection mechanism for different Business Types and conditional sections that display the associated permits, applicants can easily understand the permit requirements relevant to their business. Embedding this OmniScript on an Experience Site provides a user-friendly interface for constituents to interact with, simplifying the permit application process. This solution leverages Salesforce's capabilities for creating personalized, interactive experiences that guide users through complex processes, making it easier for businesses to comply with regulatory requirements.

NEW QUESTION 6

A government agency is planning for a project implementation. The project has to comply with regulations for storing protected health information (PHI). What are two different Salesforce security tools that can be used to meet this requirement?

- A. Field Audit Trail
- B. Setup Audit Trail
- C. Event Monitoring
- D. Platform Encryption

Answer: AD

Explanation:

Field Audit Trail and Platform Encryption are two different Salesforce security tools that can be used to meet the requirement of storing protected health information (PHI). Field Audit Trail allows government agencies to track changes to sensitive data fields over time and set retention policies for field history data. Platform Encryption allows government agencies to encrypt sensitive data at rest while preserving critical platform functionality. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/secure-data-with-platform-encryption>

NEW QUESTION 7

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?

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

Answer: CDE

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.

NEW QUESTION 8

Foodvania is using Business Rules Engine (BRE) to help with the application review process in their Public Sector Solutions implementation. The Administrator of Foodvania's Salesforce instance has been tasked with finding out why some applications are being prioritized incorrectly.

Where in the current configuration would an Administrator look to find a plausible explanation for the incorrect prioritization?

- A. Check the entry condition.
- B. Check the Expression Set.
- C. Check the Calculation.
- D. Check the Decision Matrix.

Answer: D

Explanation:

In the Business Rules Engine (BRE) of Salesforce Public Sector Solutions, when applications are being prioritized incorrectly, the Decision Matrix is a critical component to examine. The Decision Matrix defines the logic and criteria for decision-making processes, such as prioritization of applications. If applications are not being prioritized as expected, it's likely that the configuration within the Decision Matrix does not align with the intended criteria or rules. Adjusting the logic or criteria within the Decision Matrix can correct the prioritization process, ensuring that applications are evaluated and prioritized accurately according to the organization's requirements.

NEW QUESTION 9

A government agency recently implemented Inspections Management, but the internal users want an easier way to generate Visits. Currently, the users must navigate to the Related List tab on an Application, scroll to the Visits* related list and click 'New.' The users also have to manually fill all of the fields when creating the Visit record. What is the recommended approach for creating a better user experience when creating a Visit?

- A. Change the Business License Application and Individual Application pages to have a single related list of Visits on the right panel.
- B. Create a Screen Flow with the required fields to create a Visit record and add the button to launch the flow on the page layout.
- C. Advise the government agency that the current method is the best option available without custom code, which they should avoid wherever possible.
- D. Create a new Action on the Business License Application and Individual Application objects to create a Visit record with Predefined Field Values.

Answer: B

Explanation:

Creating a Screen Flow or creating a new Action are two possible approaches for creating a better user experience when creating a Visit. A Screen Flow is a type of flow that can create an interactive user interface to display information or collect data from users. A Screen Flow can have the required fields to create a Visit record and it can be launched by a button on the page layout. An Action is a type of button that can perform tasks such as creating or updating records. An Action can have Predefined Field Values that can automatically populate fields when creating a Visit record. Reference:

https://help.salesforce.com/s/articleView?id=psc_admin_setup_visits.htm&type=5&language=en_US

NEW QUESTION 10

A resident in the city of Richdale has concerns about unnecessary debris from construction at a nearby residence and has filed a complaint with the city. The city uses Public Sector Solutions for LPI (Licensing, Permitting & Inspections) to manage residential construction permits.

What three recommendations should a Technical Consultant provide to the city to handle complaints from residents and tie them back to existing residential construction permits?

- A. Link Inspections and Visits to Permit Applications
- B. Configure Inspections and Visits
- C. Link Cases to Permits
- D. Configure Action Plans on Cases and Permits
- E. Set up Business Rules Engine (BRE) to determine Complaint validity.

Answer: ABD

Explanation:

Linking inspections and visits to permit applications allows the city to track the progress and status of the inspections related to the complaints. Configuring inspections and visits enables the city to define the inspection types, schedules, checklists, and outcomes. Configuring action plans on cases and permits allows the city to automate the inspection tasks and workflows, assign them to inspectors, and collaborate on them using Chatter. Reference:

<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/configure-inspections-and-visits>

NEW QUESTION 10

Foodvania has adopted Salesforce Public Sector Solutions to get relief to small businesses experiencing hardship due to the pandemic. Foodvania would like the recipients to apply for relief in a self-service portal, allowing for the upload of supporting documentation and the capability to check the status of their application. What should the consultant recommend using?

- A. The consultant should recommend the Outbound Funds Module Which Includes the Grants Portal feature and the procurement for an allotment to Experience Cloud licensesso as the recipients may review their applications status
- B. The consultant should recommend the Grants Management product which Includes the Grants Portal feature
- C. The consultant should recommend the Outbound Funds Module Which Includes the Grants Portal feature
- D. The consultant should recommend the Grants Management product with the Outbound Funds Module to give the recipients the capability to review their applications status.

Answer: B

Explanation:

The consultant should recommend the Grants Management product which includes the Grants Portal feature to allow the recipients to apply for relief in a self-service portal, allowing for the upload of supporting documentation and the capability to check the status of their application. Grants Management is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to manage the entire grant lifecycle, from application to award to reporting. Grants Portal is a component of Grants Management that can help public sector agencies to create a digital experience site for grant applicants or recipients. Grants Portal can allow the recipients to apply for relief in a self-service portal, upload supporting documentation, and check the status of their application. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_grants_management.htm&type=5&language=en_US

NEW QUESTION 12

A public sector entity is looking to implement an Emergency Response management package. Which two features are available as part of the package for Volunteer Management?

- A. Chatbot for volunteers
- B. Automatically update the number of registered volunteers and volunteers needed when shifts are canceled
- C. Volunteers can sign up for volunteer projects and can report time spent on volunteer activities
- D. Volunteers can automatically claim reimbursements for the expenses.

Answer: BC

Explanation:

In the Emergency Response Management package, key features for Volunteer Management include the automatic update of volunteer counts and the ability for volunteers to engage actively with projects. When volunteer shifts are canceled, the system automatically adjusts the count of registered volunteers and the number of volunteers needed, ensuring accurate and real-time management of volunteer resources. Additionally, volunteers have the capability to sign up for projects and log their activity time, fostering an interactive and accountable volunteering environment. These features support effective and efficient volunteer coordination during emergency response efforts.

NEW QUESTION 16

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?

- 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.

NEW QUESTION 21

A government agency is implementing Public Sector Solutions and their intake officer is looking to create a document checklist and review business license applications only. The agency is looking to create a document type for business license applications using the Intelligent Document Automation (IDA) and restrict the record access to the intake officer only. What are the three steps a technical consultant should configure to satisfy the agency's use case?

- A. Assign permissions and permission sets for application forms
- B. Enable Intelligent Document Automation
- C. Turn on Document Checklist
- D. Create a document type under Notes and Attachment
- E. Create a Document Type

Answer: BCE

Explanation:

To create a document checklist for business license applications with restricted access to an intake officer, the following steps are crucial: Firstly, enabling Intelligent Document Automation (IDA) in Salesforce allows for the automation and management of document processes. Secondly, turning on the Document Checklist feature enables the creation of checklists associated with specific processes, such as business license applications. Lastly, creating a Document Type specific to business license applications allows for the categorization and management of documents within this process. These steps ensure that only the necessary documents are reviewed by the designated intake officer, enhancing the efficiency and security of the document review process.

NEW QUESTION 24

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?

- 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.

NEW QUESTION 25

What 2 core Salesforce Clouds is Public Sector Solutions based on?

- A. Service Cloud
- B. Experience Cloud
- C. Marketing Cloud
- D. Admin

Answer: AB

Explanation:

Service Cloud and Experience Cloud are two core Salesforce Clouds that Public Sector Solutions is based on. Service Cloud is a Salesforce Cloud that can help public sector agencies to provide customer service and support, such as managing cases, creating knowledge articles, or using chatbots. Experience Cloud is a Salesforce Cloud that can help public sector agencies to create digital experience sites for external users, such as constituents, businesses, or employees. Public Sector Solutions is based on Service Cloud and Experience Cloud, and it provides additional features and components that are tailored for the delivery of government services. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_concept_psc_overview.htm&type=5&language=en_US

NEW QUESTION 26

A public sector agency has implemented Public Sector Solutions for managing their Grants program. The agency authorities have received a complaint from an applicant whose eligibility was declined for the program.

How should the agency authorities check how the eligibility was determined for this application record?

- A. Use Salesforce debug logs using Developer Console to understand how the eligibility is being determined
- B. Use Decision Explorer to understand how the decision was made
- C. Do testing with relevant data sets and check how each test behaves
- D. Use Public Sector Solutions - Selection Explorer to understand how the selection was made

Answer: B

Explanation:

When an applicant's eligibility for a grant program is declined, and the decision needs to be reviewed or explained within Salesforce Public Sector Solutions, the appropriate tool to use is the Decision Explorer (Option B). This functionality is part of Salesforce's intelligent decision-making tools that provide insights into how decisions were derived based on the configured criteria and data inputs. The Decision Explorer allows administrators or authorized users to review the decision-making process in detail, identifying exactly why an application was declined based on eligibility or other criteria. Other options like using Salesforce debug logs (Option A) or testing with relevant data sets (Option C) are less direct and can be more time-consuming without providing the specific, user-friendly explanations that the Decision Explorer offers. The Selection Explorer (Option D) is not specifically a standard Salesforce tool under this name, making Option B the most accurate and relevant choice.

NEW QUESTION 31

A large government agency is looking to transform its legacy systems using Salesforce. The agency routinely disperses loans to small and medium businesses using a public portal and the number of users can scale up to more than 100 million in the future. The agency is planning to use Experience Cloud to build this public portal.

Considering the number of users, what license types should they consider using?

- A. Customer Community
- B. Channel Account
- C. Customer Community Plus
- D. Partner Community

Answer: A

Explanation:

Customer Community is a license type that should be considered for building a public portal with Experience Cloud for a large number of users. Customer Community licenses are designed for external users who need access to data and records in Salesforce, such as applying for loans or checking loan status. Customer Community licenses are also cost-effective and scalable for high-volume scenarios, as they are based on logins or monthly page views rather than user counts. Reference: https://help.salesforce.com/s/articleView?id=sf.networks_license_types.htm&type=5

NEW QUESTION 35

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

Answer: C

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 38

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?

- 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.

NEW QUESTION 43

A government agency wants to digitize hundreds of PDF forms for its employees.

Which Employee Experience for Public Sector feature(s) are most important to address this opportunity?

- A. Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community
- B. Salesforce Flows, APEX, Custom Objects, and VisualForce
- C. Salesforce Flows, Customer Community, and Individual Account
- D. Salesforce Flows, Employee and Public Sector Data Models, and Employee Community

Answer: A

Explanation:

Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community are the most important features of Employee Experience for Public Sector to address the opportunity of digitizing hundreds of PDF forms for employees. Employee Experience for Public Sector is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to manage employee programs and benefits, such as leave requests or wellness surveys.

Salesforce OmniStudio is a component of Public Sector Solutions that can help public sector agencies to create guided digital forms using OmniScripts. Flows are tools that can help public sector agencies to automate business processes using flows. Employee and Public Sector Data Models are components of Public Sector Solutions that can help public sector agencies to store and organize data using standard and custom objects. Employee Community is a component of Public Sector Solutions that can help public sector agencies to create a digital experience site for employees to access resources and services.

Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_employ_ee_experience.htm&type=5&language=en_US

NEW QUESTION 48

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

Answer: A

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 49

A public sector organization (PSO) is implementing Public Sector Solutions. As part of this implementation, the PSO is deploying a new site to provide constituents with information about the service they provide. Constituents will be able to register and log into this new site to access some features as well. The PSO needs to ensure that constituents are unable to see each other by default for all sites that they configure.

What can the Technical Consultant configure to meet this requirement for the PSO?

- A. Disable the user sharing in the site administration settings page
- B. Uncheck the 'Site User Visibility' checkbox in the sharing settings page
- C. Set the Organization Wide Default for the User Object to "Public Read Only"
- D. Remove access to the user object from the Permission Set assigned to the external users

Answer: B

Explanation:

In Salesforce Public Sector Solutions, to ensure that constituents (external users) cannot see each other by default on the new site, the sharing settings must be appropriately configured. Specifically, the 'Site User Visibility' setting is designed to control whether users can see each other within the site. Here's how to configure it:

? Navigate to Sharing Settings:

? Uncheck Site User Visibility:

By unchecking the 'Site User Visibility' checkbox, the PSO ensures that user records are private and not visible to other users on the site. This is a critical setting for maintaining privacy and security for constituents interacting with the PSO's site.

References:

? Salesforce Help: Sharing Settings

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 52

A government agency using Public Sector Solutions often has to perform onsite visits for compliance inspections. Various internal teams across the government agency need to have visibility into and collaborate on inspections.

Which Public Sector Solutions feature should be used to automate inspection tasks works and drive internal collaboration?

- A. OmniStudio
- B. Action Plans
- C. Data Raptors
- D. Business Rules Engine

Answer: B

Explanation:

Action Plans are part of the Public Sector Solutions package and they are used to automate inspection tasks and workflows. Action Plans allow the government agency to create templates for common inspections, assign tasks to team members, track progress and status, and collaborate on inspections using Chatter. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/automate-inspection-tasks-with-action-plans>

NEW QUESTION 55

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. DataRaptor
- B. Integration Procedure
- C. FlexCard
- D. OmniScript

Answer: D

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-omniscrypt>

NEW QUESTION 58

A public sector agency needs to build an Experience Cloud template for channel sales workflows. The agency will be recruiting and onboarding associates for issuing licenses for alcohol and beverage distribution. Then key requirement is to be able to easily configure lead distribution, deal registration, and marketing campaigns.

Which Experience Cloud template should they use?

- A. Customer Account Portal
- B. Aloha
- C. Partner Central
- D. Help Center

Answer: C

Explanation:

Partner Central is an Experience Cloud template that can be used to build an Experience Cloud site for channel sales workflows. Partner Central can help the government agency to recruit and onboard associates for issuing licenses for alcohol and beverage distribution. It can also provide features such as lead distribution, deal registration, marketing campaigns, reports, and dashboards. Reference: https://help.salesforce.com/s/articleView?id=sf.networks_partner_central.htm&type=5

NEW QUESTION 59

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

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

Answer: BCE

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 64

A government-supported agency that helps constituents track the status of their claims is using Public Sector Solutions. For claim assessors to review and process claims, it is crucial to see the applications' Decision Explanation Logs.

Which component can be added to see the history of Decision Explanations for a claim?

- A. Decision Explainer Log History
- B. Log History
- C. Audit Log
- D. Record History

Answer: A

Explanation:

Decision Explainer Log History is a component that can be added to see the history of Decision Explanations for a claim. Decision Explainer Log History displays a list of Decision Explanations that have been generated for a claim by a Decision Matrix or a Business Rules Engine (BRE). It shows the date, time, user, rule name, rule outcome, and explanation text for each Decision Explanation. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_decision_explainer_log_history.htm&type=5&language=en_US

NEW QUESTION 66

A government agency wants to provide the ability for an external customer to apply for a grant. They require data about the applicant's financial status, project plans, and other details, which must match the structure of their paper form to comply with the Paper Reduction Act. The expectation is that there will be a lot of interest in this grant, and a high volume of applications will occur. It is also required to have pixel-perfect branding of the application within the authenticated website.

What tool(s) would be required to provide an application form like experience to enter this data?

- A. OmniChannel, Flows, Apex, and DataLoader
- B. Scripts, Einstein AI, Assessments, and Grants
- C. OmniScripts, DataRaptors, Integration Procedures, and FlexCards
- D. Application Form, Lightning Web Components, Communities, and Applications

Answer: C

Explanation:

OmniScripts, DataRaptors, Integration Procedures, and FlexCards are tools that can be used to provide an application form like experience to enter data. OmniScripts are guided digital forms that can capture data from external customers and provide recommendations based on business logic. DataRaptors are data transformation tools that can map data between different objects or systems. Integration Procedures are integration orchestration tools that can execute multiple actions in a sequence, such as calling DataRaptors or external services. FlexCards are reusable UI components that can display data from multiple sources in a single view. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/explore-the-components-of-public-sector-solutions>

NEW QUESTION 68

A government agency is planning to determine applicable fees for customers based on complex data entered by the customer. Business users would like to test this feature with multiple samples before going live.

How can the agency execute and confirm samples?

- A. By utilizing the flows
- B. By utilizing the expression sets in BRE module

- C. By utilizing the integration procedures
- D. By utilizing the combination of data raptors and integration procedures

Answer: B

Explanation:

Utilizing the expression sets in BRE module is a way to execute and confirm samples for determining applicable fees for customers based on complex data entered by the customer. BRE module is a component of Business Rules Engine (BRE), which is a feature of Public Sector Solutions. It can help public sector agencies to create and manage business rules and logic, such as determining fees or eligibility. Expression sets are modules of BRE that can define expressions that can be reused across multiple rules or matrices. Expression sets can also be executed and confirmed with sample data using the Test Expression Set feature in BRE. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_expression_set.htm&type=5&language=en_US

NEW QUESTION 73

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

- 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:

? Verify Template Assignment:

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

References:

? Salesforce Help: Action Plan Templates

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 78

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?

- 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.

NEW QUESTION 81

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. 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:

? Real-time Data:

? Customization:

? Integration:

Steps to create Reports and Dashboards:

? Create Reports:

? Create Dashboards:

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 83

Bobahaven has purchased the Licenses, Permits, and inspections modules of Public Sector Solutions and is eager to transform its constituents' experience by providing authenticated digital permit applications and self-service for constituents. Bobahaven's marketing team has provided the consultant with branding guidelines and asset files. The project sponsor has indicated that while brand standards are important to comply with, the speed to market of this constituent digital experience is a higher priority.

Which two Experience Site templates will the consultant select for building and deploying an authenticated digital experience with some custom branding but with an emphasis on an accelerated development timeframe?

- A. Select the BYO (Lightning Web Runtime) template and deploy custom-built Lightning Components.
- B. Select the Licenses and Permits Experience Site template, and customize the theme.
- C. Select the Help Center Experience Site template, and customize the theme.
- D. Select the BYO (Aura) template and deploy a mix of custom-built Lightning Components with standard components.

Answer: BC

Explanation:

The Licenses and Permits Experience Site template and the Help Center Experience Site template are two templates that can be used to build and deploy an authenticated digital experience with some custom branding but with an emphasis on an accelerated development timeframe. These templates come with prebuilt pages, components, and themes that can be customized to match Bobahaven's branding guidelines and asset files. The Licenses and Permits Experience Site template can be used to allow constituents to apply online for grants and check the progress of grant applications. The Help Center Experience Site template can be used to provide self-service resources such as articles, FAQs, and chat. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-an-experience-site>

NEW QUESTION 87

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 their 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.

Answer: C

Explanation:

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-omniscrypt>

NEW QUESTION 90

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

Answer: ABD

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-omniscrypt>

NEW QUESTION 95

A government agency recently migrated to Salesforce and is very excited to be on board, but their System Administrators have doubts about installing the Omnistudio package.

Which three tasks must be completed or checked before installing the Omnistudio Package?

- A. Enable Orders
- B. Enable Assets
- C. Enable Person Accounts
- D. Ensure the email deliverability access level is set to "All email"
- E. Confirm browser settings meet published minimum requirements

Answer: BCD

Explanation:

Enabling Assets, enabling Person Accounts, and ensuring the email deliverability access level is set to "All email" are three tasks that must be completed or

checked before installing the Omnistudio Package. Assets are records that represent products or services sold to customers. Assets must be enabled to use some features of Omnistudio, such as FlexCards or DataRaptors. Person Accounts are records that store information about individual people who are not associated with a business account. Person Accounts must be enabled to use some features of Omnistudio, such as OmniScripts or DataPacks. Email deliverability access level determines what types of email can be sent from Salesforce. The email deliverability access level must be set to ??All email?? to install Omnistudio Package successfully. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_omnistudio.htm&type=5&language=en_US

NEW QUESTION 100

What is right order of the grantmaking lifecycle?

- A. Engage, Award, Plan, Review.
- B. Plan, Engage, Award, Review.
- C. Review, Award, Engage, Plan

Answer: B

Explanation:

The grantmaking lifecycle in Salesforce Public Sector Solutions follows a specific sequence to ensure a structured and effective process. The correct order is:

? Plan: This initial phase involves defining the goals, objectives, and criteria for the

grant. It includes the preparation of necessary documentation and the establishment of timelines and budgets.

? Engage: In this phase, the organization reaches out to potential applicants and stakeholders. This includes marketing the grant opportunity, conducting informational sessions, and providing support to applicants during the application process.

? Award: After applications have been received and reviewed, the organization selects the grant recipients. This phase involves the formal awarding of grants, which may include contract signing and disbursement of funds.

? Review: The final phase involves monitoring and evaluating the progress and outcomes of the funded projects. It includes collecting reports from grantees, assessing the impact of the grants, and making any necessary adjustments for future grant cycles.

This structured approach ensures that grants are awarded in a fair, transparent, and efficient manner, while also allowing for continuous improvement in the grantmaking process.

References:

- ? Salesforce Help: Grants Management Lifecycle
- ? Salesforce Grants Management Documentation

NEW QUESTION 102

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?

- 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.

NEW QUESTION 105

A Public Sector Organization (PSO) is implementing Public Sector Solutions. It has a requirement that they would like to keep a list of assessment indicators that their teams will use during inspections and have those indicators mapped to regulatory codes that team members can reference.

Leveraging the Public Sector Solutions data model, how can the Technical Consultant meet the requirement for the PSO?

- A. Create a master-detail relationship between Regulatory Code and Assessment Indicator
- B. Use the Regulatory Code Assessment Indicator junction object
- C. Use the Assessment Indicator Regulatory Code junction object
- D. Create a lookup relationship on both objects to a junction object called Regulatory CodeMap

Answer: C

Explanation:

The Assessment Indicator Regulatory Code junction object is part of the Public Sector Solutions data model and it is used to create a many-to-many relationship between Assessment Indicators and Regulatory Codes. This allows the PSO to keep a list of assessment indicators and map them to multiple regulatory codes that team members can reference. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/explore-the-components-of-public-sector-solutions>

NEW QUESTION 107

A government agency recently implemented Public Sector Solutions to drive efficiency in its licensing programs; they are leveraging OmniStudio in their implementation. Post- implementation, some stakeholders still have efficiency concerns with certain parts of licensing processing.

Which OmniStudio feature could a technical consultant recommend to identify potential areas for further Improvement?

- A. OmniStudio Tracking Service
- B. Field tracking services
- C. Event Monitoring
- D. Roll Up libraries

Answer: A

Explanation:

OmniStudio Tracking Service is an OmniStudio feature that can be used to identify potential areas for further improvement in licensing processing. OmniStudio Tracking Service allows the government agency to track and analyze how constituents interact with OmniScripts, DataRaptors, Integration Procedures, FlexCards, and other OmniStudio components. The agency can use this data to optimize the performance, usability, and efficiency of their licensing processes. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/track-and-analyze-omnistudio-components>

NEW QUESTION 110

The Department of Disaster Assistance has received the approval to fund government agencies if a disaster occurs in their region. what is the best solution to capture the fund-related requirements, objectives, and supporting documents?

- A. Utilize the "Funding Program Request" object to capture the details
- B. Utilize the "Funding Program" object to capture the details
- C. Utilize the "Funding Request" object to capture the details
- D. Utilize the "Business Licence Application" object to capture the details

Answer: C

Explanation:

The "Funding Request" object is the best solution to capture the fund-related requirements, objectives, and supporting documents. The "Funding Request" object is a standard object that comes with Public Sector Solutions. It can be used to track requests for funding from different sources, such as government agencies or external organizations. The "Funding Request" object can store information such as the funding program, the funding amount, the funding status, the funding requestor, and the funding recipient. It can also have related records such as documents, tasks, or disbursements. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_funding_request.htm&type=5&language=en_US

NEW QUESTION 112

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