Salesforce

Exam Questions Public-Sector-Solutions

SalesforcePublic Sector Solutions Accredited Professional

NEW QUESTION 1
A customer wants to implement a customer community. Authenticated users will be able to log cases, manage their account and contact information, and apply/view their grant applications.
What two security settings should be configured to ensure the community is secure and no extra information is available to the authenticated community users?

A. Set up Sharing Rules to grant authenticated users access to their Case
B. Applications, and Accounts
C. Set Org-Wide Defaults for External Users to Hidden for everything
D. Set up Sharing Sets to grant authenticated users access to their Cases, Applications, and Accounts
E. Set Org-Wide Defaults for External Users to Private for everything

Answer: BC

Explanation:
Org-wide defaults for external users determine the baseline level of access that guest users and authenticated community users have to records they do not own. Setting them to Hidden for everything means that external users cannot see any records by default, unless they are explicitly shared with them. Sharing sets are used to grant access to records that are associated with a specific user or profile in a community. By setting up sharing sets, the authenticated community users can access their own Cases, Applications, and Accounts, but not those of other users. References:
https://help.salesforce.com/s/articleView?id=psc_admin_concept_psc_overview.htm&type=5&language=en_UShttps://developer.salesforce.com/docs/atlas.en-us.psc_api.meta/psc_api/api_psc_overview.htm

NEW QUESTION 2
A Consultant has been asked to create a widget that aggregates and calculates information from multiple unrelated objects.
Working with OmniStudio, which tool can accomplish this declaratively?

A. Integration Procedures
B. MuleSoft Integration
C. SOQL Queries
D. Apex Classes

Answer: A

Explanation:
When tasked with creating a widget in OmniStudio that aggregates and calculates information from multiple unrelated objects, the most appropriate tool to accomplish this declaratively isIntegration Procedures (Option A).Integration Procedures in OmniStudio are designed to handle complex data operations that involve multiple objects, potentially including data aggregation, transformation, and logic application, without requiring custom code.
? Option B, MuleSoft Integration,is primarily used for connecting Salesforce with external systems, not for aggregating data within Salesforce.
? Option C, SOQL Queries,can retrieve data but do not themselves handle complex multi-object calculations and logic in a declarative manner.
? Option D, Apex Classes,are a coding solution, not declarative, and would be used when more complex custom behavior that cannot be achieved declaratively is required.
Integration Procedures allow a declarative approach, fitting the need to work with multiple objects effectively and efficiently within the Salesforce platform.

NEW QUESTION 3
A customer warns 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 S), 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 Al 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
The City of Bobahaven is setting up Employee Experience Management and needs to ensure that sensitive HR data is protected.
What configuration should the Technical Consultant perform to assist with meeting this requirement?

A. Disable all approval processes on the Case object
B. Disable the Grant Access Using Hierarchies setting on the Case object
C. Mirror the Org Chart into The Role Hierarchy
D. Set the Organization-Wide Defaults (OWD) for the Case object to private

Answer: D

Explanation:
Setting the Organization-Wide Defaults (OWD) for the Case object to private is a configuration that can help to protect sensitive HR data in Employee Experience Management. Employee Experience Management 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. The Case object is a standard object that can be used to track employee requests or issues in Employee Experience Management. Setting the OWD for the Case object to private means that only the owner of the case and users above them in the role hierarchy can access the case record by default. This can prevent unauthorized access to sensitive HR data by other

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

NEW QUESTION 5
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?

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: CDE

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.

NEW QUESTION 6
A public sector agency recently implemented Public Sector Solutions for license and permit use cases. The agency is now planning to get certified for ISO 27001 compliance. One of the essential requirements for achieving this certification is demonstrating that enhanced security, data protection, and auditing capabilities are in place for their implementation.
What Salesforce add-on product should a technical consultant recommend for the agency's compliance use cases?

A. Setup Audit Trail
B. Field History Tracking
C. Salesforce Shield
D. Classic Encryption

Answer: C

Explanation:
Salesforce Shield is a Salesforce add-on product that can be used for the agency??s compliance use cases. Salesforce Shield provides enhanced security, data protection, and auditing capabilities for the agency??s implementation. It includes three features: Platform Encryption, Event Monitoring, and Field Audit Trail. Platform Encryption allows the agency to encrypt sensitive data at rest while preserving critical platform functionality. Event Monitoring allows the agency to track and audit user activity and performance across the platform. Field AuditTrail allows the agency to track changes to sensitive data fields over time and set retention policies for field history data.Reference:https://trailhead.salesforce.com/content/learn/modules/public-sector- solutions-design/secure-data-with-platform-encryption

NEW QUESTION 7
Which three require set up to configure a License Authorization?

A. Business Type
B. Regulatory Authority
C. Inspection Type
D. Regulatory Authorization Type
E. Business Profile

Answer: ABD

Explanation:
Business Type, Regulatory Authority, and Regulatory Authorization Type are three items that require set up to configure a License Authorization. License Authorization is a feature of Public Sector Solutions that can help public sector agencies to manage licenses and permits for different types of businesses and activities. Business Type is a custom metadata type that can define different categories of businesses, such as restaurants or salons. Regulatory Authority is a custom metadata type that can define different entities that issue licenses or permits, such as city or county governments. Regulatory Authorization Type is a custom metadata type that can define different types of licenses or permits, such as food service license or liquor license.Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_license_

NEW QUESTION 8
A government agency wants to automate the validation of an applicant's date of birth from a driver's license or passport.
Which features are required to automate the validation of the date of birth?

A. Files
B. Attachments
C. Intelligent Form Reader
D. Content

Answer: C

Explanation:

Intelligent Form Reader is a feature that can be used to automate the validation of an applicant??s date of birth from a driver??s license or passport. Intelligent Form Reader is a component of OmniStudio, which is part of Public Sector Solutions. It allows users to upload documents or images and extract data from them using optical character recognition (OCR) or artificial intelligence (AI). It can also validate the extracted data against Salesforce records or external sources.Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_intellige nt_form_reader.htm&type=5&language=en_US

NEW QUESTION 9

A customer wants to define a specific set of three documents that are required for a business application. They want to provide a checklist that is easy for the applicant to know what needs to be uploaded and manage the uploads easily, but they also want to be consistent with requiring these documents for every business application.

What are the three steps required to do this?

A. Create three Document Checklist Items specifying the required document types for the Action Plan Template & Publish it
B. Create three Tasks specifying the required document types for the Action Plan Template & Publish It
C. Create an Action Plan Template with Target Object as Business License Application
D. Create three Document Checklist Items specifying the required document types tied to the Business License Application
E. Create a flow automation to auto-associate the published action plan template to new Business License Applications as they are created

Answer: ACE

Explanation:

To define a specific set of documents required for a business application, the steps involve creating Document Checklist Items within an Action Plan Template, targeting the Business License Application, and automating the association of this template with new applications. By specifying the required documents in the checklist items and publishing the Action Plan Template, a clear and consistent requirement is established. Automating the association of this template with new applications through flow automation ensures that every business application adheres to the same documentation standards, streamlining the

NEW QUESTION 10

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 andanonymously. 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?

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 AandBinvolve 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 Dsuggests 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.

NEW QUESTION 10

A public sector agency recently implemented Public Sector Solutions for Licenses, Permits, and Inspections. The agency now wants to enable analytics to gather key metrics on the number of licenses issued, the number of permits revoked, and the number of inspections made per month. The agency has enabled analytics by turning on the "Enable CRM Analytics" setting. The agency wants to set up administrator users who will create and manage the Analytics for Licenses, Permits, and Inspections app.

What two permission sets are required to set up the administrator users for analytics?

A. CRMA for Public Sector Admin
B. CRM Analytics Admin
C. CRM Analytics LPI Admin
D. CRM Analytics Plus Admin

Answer: AB

Explanation:

To set up administrator users for managing the Analytics for Licenses, Permits, and Inspections app, the required permission sets include CRMA for Public Sector Admin and CRM Analytics Admin. The CRMA for Public Sector Admin permission set is tailored to administrators managing Public Sector Solutions, providing necessary access and permissions for public sector-specific analytics configurations. The CRM Analytics Admin permission set grants comprehensive administrative capabilities within CRM Analytics, enabling users to create, manage, and deploy analytics applications and dashboards. Together, these permission sets equip administrators with the full range of tools needed to effectively oversee analytics in the context of Licenses, Permits, and Inspections.

NEW QUESTION 11

What are the three different key modules of Public Sector Solutions: Business Rules Engine?

A. Expression Maps
B. Expression Sets
C. Decision Table

D. Decision Matrix
E. Decision Tree

Answer: BCD

Explanation:
Expression Sets, Decision Table, and Decision Matrix are three different key modules of Public Sector Solutions: Business Rules Engine (BRE). Expression Sets are modules that can define expressions that can be reused across multiple rules or matrices. Decision Table is a module that can evaluate data based on rows of conditions and actions in a tabular format. Decision Matrix is a module that can evaluate data based on columns of conditions and outcomes in a tabular format.Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_bre.htm& type=5&language=en_US

NEW QUESTION 12
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 enablesthe 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 16
A Public Sector Organization (PSO) is already using Grants Management from Public Sector Solutions and has users interacting with the PSO digitally via their Experience Cloud site. The Technical Consultant has already configured the site to allow users to create support requests themselves; however, the support team in the PSO often creates Cases on behalf of external users. The PSO has received feedback that users of the Site are unable to see Cases that the support team has created.
What can the Technical Consultant configure to make Cases created by the support team visible to the users of the site?

A. Change the Organization-Wide Default settings for Case to Public Read/Write
B. Create or modify a sharing set for the Profile used for the Site that gives access to Cases
C. Create or modify a permission set that gives access to Cases owned by the support team
D. Create or modify a share group for the Profile used for the Site that gives access to Cases

Answer: B

Explanation:
Sharing sets are used to grant access to records that are associated with a specific user or profile in a community. By creating or modifying a sharing set for the Profile used for the Site, the Technical Consultant can ensure that external users can see Cases that are related to their accounts or contacts, regardless of who created
them.Reference:https://developer.salesforce.com/docs/atlas.en-us.psc_api.meta/psc_api/api_psc_overview.htm

NEW QUESTION 20
A government agency would like to ensure that the calculation for ????. Correctly; the System Administrator needs to ensure that the ??
Where in the Expression Sets can the Administrator set the data ??

A. Entry Criteria for Process builder
B. Under Add Resource in Expression Sets
C. Under the Decision Table
D. Under OmniScripts and while setting options

Answer: C

Explanation:
In Salesforce Public Sector Solutions, the calculation logic and data processing rules are often managed usingExpression SetsandDecision Tables. These tools allow administrators to define complex business rules and logic without needing extensive code. For a government agency looking to ensure correct calculations, the appropriate place to configure these rules is within theDecision Table. Here??s how it works:
? Decision Tables:
? Setting Data in Expression Sets:
By using Decision Tables, administrators have a flexible and scalable method to handle complex decision logic, ensuring that calculations are performed correctly based on predefined rules.
References:
? Salesforce Help: Decision Tables
? Salesforce Public Sector Solutions Documentation

NEW QUESTION 21
A government agency just implemented Salesforce Emergency Response Management (ERM). However, the internal users are unable to see any Emergency Response related functionalities.
What is the root cause for the access issue? Choose?

A. The internal users?? role hierarchy has been set incorrectly
B. The internal users are missing the Emergency Response Management permission set
C. The internal users are missing the Emergency Management Response permission set license.
D. The Organization Wide Defaults for ERM objects were set to Public

Answer: B

Explanation:
When internal users are unable to access functionalities related to Salesforce Emergency Response Management (ERM), the most common and likely issue is related to permissions.Option B,stating that internal users are missing the Emergency Response Management permission set, is the correct answer. This permission set is essential for users to access and operate the ERM functionalities within Salesforce. It enables users to view, edit, and manage emergency response-related data and workflows, which are critical during crisis management scenarios.
The role hierarchy issue (Option A) and the licensing problem (Option C) could also potentially cause access problems, but these are generally less common compared to missing permission sets. Option D, regarding the Organization Wide Defaults being set to Public, would not restrict access; if anything, it would make ERM data more accessible, which is opposite to the problem described.
These explanations align with best practices and typical configuration requirements in Salesforce Public Sector Solutions, focusing on ensuring that the necessary permissions and access controls are correctly implemented.

NEW QUESTION 26
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:
•The applicant must upload an image of their driver's license
•The license reviewer must perform a background check within five business/working days
•The license reviewer must enter the background check results into an external system manually within two business days of completing the background check
•The license reviewer must provide a recommendation to the approver to approve/reject the application & submit it for review
•The license reviewer may add additional steps/tasks for a particular application as needed 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

Answer: A

Explanation:
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_templates.htm&type=5&language=en_US

NEW QUESTION 28
What are the two key document types that a consultant??. Implementation?

A. User Stories
B. Functional requirements specification (FRS)
C. Marketing plan
D. Budget plan

Answer: AB

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:
? Functional Requirements Specification (FRS):
These documents are essential as they provide a blueprint for the implementation, ensuring all requirements are captured, understood, and agreed upon by all stakeholders. References:
? Salesforce Help: Writing User Stories
? Salesforce Help: Functional Requirements

NEW QUESTION 30
An agency plans to roll out Public Sector Solutions for implementing Licensing and Inspections. As part of the rollout strategy, one of the features they need to enable is Person Accounts.
Which statement is true regarding Person Accounts?

A. After Person Accounts is enabled in an org, it can be disabled again.
B. Person Accounts bring together fields from Opportunity and Contact.
C. Record Types are not supported for Person Accounts.
D. The Person Account model uses the standard Account object to hold the details about a person.

Answer: D

Explanation:
The statement about Person Accounts that is accurate within the Salesforce ecosystem is thatthe Person Account model uses the standard Account object to hold the details about a person (Option D).Person Accounts are a specific Salesforce feature that combines the properties of Accounts and Contacts into a single record. This allows organizations to manage individual consumer data more effectively, especially useful in scenarios like licensing and inspections where individuals act as customers.
? Option Ais incorrect as once Person Accounts are enabled in a Salesforce org,

they cannot be disabled.
? Option Bis incorrect because Person Accounts do not specifically bring together fields from Opportunity and Contact; they are a fusion of Account and Contact.
? Option Cis incorrect as record types are indeed supported for Person Accounts, allowing for further customization and segmentation within the Person Account model.

NEW QUESTION 35
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 40
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 Explainer 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 Explainer 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 theDecision Explainer (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 Explainer 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 Explainer offers. The Selection Explainer (Option D) is not specifically a standard Salesforce tool under this name, making Option B the most accurate and relevant choice.

NEW QUESTION 43
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.

Answer: A

Explanation:
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.htm&type=5&language=en_US

NEW QUESTION 48
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 grantapplications 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 isDataRaptor (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 53
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 57
A Public Sector Organization (PSO has installed Grants Management and would like to ensure that users cannot self-register on the Experience Cloud site, as the PSO would like to register users for now manually.
What configuration should the Technical Consultant perform to meet this requirement?

A. Enable self-registration in the Digital Experiences setup menu
B. Update the appropriate contact page layouts and add the 'Register User' action
C. Update the appropriate contact page layouts and add the 'Enable Customer User' action
D. Enable manual registration in the Digital Experiences setup menu

Answer: C

Explanation:
In Salesforce Public Sector Solutions, particularly when dealing with the Grants Management and Experience Cloud, controlling user registration is crucial. To ensure that users cannot self-register and instead are manually registered by the Public
Sector Organization, the following steps should be taken:
? Disable Self-Registration:
? Manual User Registration:
By updating the contact page layouts to include the'Enable Customer User'action, administrators can manually control which contacts are enabled as users for the Experience Cloud site. This method is straightforward and aligns with standard Salesforce practices for managing user access in Experience Cloud.
References:
? Salesforce Help: Experience Cloud Sites Login and Registration
? Salesforce Help: Enable Customer User
? Salesforce Grants Management Documentation

NEW QUESTION 61
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 OmnlScript 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.ht m&type=5

NEW QUESTION 64
A government agency is responsible for providing licenses to various sporting events. To acquire the license, individuals need to pay the required fees. The System Administrator for Public Sector Solution main responsibility is to automatically map and set the fees for each application to ensure the correct fees are mapped.

Which Business Rules Engine tool is used here?

A. Workflow Field Updates
B. Data matrices
C. Process Builder
D. Decision Matrices

Answer: D

Explanation:
Decision Matrices are Business Rules Engine tools that are used to automatically map and set the fees for each application. A Decision Matrix can evaluate answers based on rules and conditions and provide a decision outcome and explanation. For example, a Decision Matrix can determine the fee amount based on the type of license, the city & county location, the volume of current business, and the size of the building.Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_decision _matrix.htm&type=5&language=en_US

NEW QUESTION 69
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 70
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 requireschecking 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-omniscript

NEW QUESTION 71
A company discovered that Salesforce already has a pre-built DataPack, that comes with industry-standard procedures; system administrator wants to move and deploy the DataPack, to achieve this.
Which tool can be used to deploy the DataPack Lightning Web Component?

A. VSCode
B. VSCode and Salesforce DX
C. Change Sets
D. ANT Migration Tool

Answer: B

Explanation:
To deploy a pre-built DataPack, such as a Lightning Web Component, the combination of Visual Studio Code (VSCode) and Salesforce Developer Experience (Salesforce DX) provides a powerful toolset. VSCode, as an integrated development environment, offers extensive support for Salesforce development, including Lightning Web Components. Salesforce DX enhances this with version control, continuous integration, and deployment capabilities, making it an ideal choice for deploying complex packages like DataPacks. This approach allows system administrators to manage and deploy Salesforce configurations and code with precision and control.

NEW QUESTION 72
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?

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 touse 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:
? Steps to Implement:
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.
References:
? Salesforce Help: Approval Processes
? Salesforce Public Sector Solutions Documentation

NEW QUESTION 73
A government agency is currently using Business Rules Engine (BRE). Part of the current Prioritization matrix includes household income and household size. To correctly calculate the Households Area Median Income
(AMI) pool, the Expression Set needs to calculate the AMI and then evaluate the percentage against a predefined Federal Income Limit table to determine the prioritization pool.
To accomplish this, the BRE designer should include how many decision matrices?

A. 1; Only to contain the prioritization pools.
B. 3; One to contain the percentages in each prioritization pool, a second to contain the household data, and the third to contain the Federal Income limits to evaluate.
C. 2; One to contain the percentages in each prioritization pool and the second to contain the Federal Income limits to evaluate.
D. 1; Only one to contain the prioritization pools with the Federal Income Limits.

Answer: C

Explanation:
In the context of a government agency using the Business Rules Engine (BRE) to calculate and determine Households Area Median Income (AMI) prioritization using a matrix,the BRE designer should usetwo decision matrices (Option C).One matrix is necessary to calculate the AMI and to evaluate it against the federal income limits, which involves determining the percentage of AMI relative to these limits. The second matrix is then used to categorize these percentages into different prioritization pools. This allows for a clear separation of logic in handling the data: one matrix for the determination of AMI percentages and another for the allocation into prioritization pools based on these percentages.
Option A and D, which suggest using only one matrix, would not provide the necessary separation of calculations and evaluations for clarity and maintenance. Option B suggests using three matrices, which overcomplicates the process without clear necessity for three separate matrices when two are sufficient for the tasks at hand.

NEW QUESTION 77
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 81
A Technical Consultant at the Department of Disaster Assistance is designing a solution for the eSignature related use cases. As part of the research, the architect discovered that Public Sector Solutions provide DocuSign integration without custom coding
Which of the three functionalities is readily available with this functionality?

A. Send a contract document for review and signatures.
B. Track the signed contract document and update the contract record status.
C. Approval process to invalidate a contract document that is pending signatures if a new contract document supersedes it.
D. Ability/Request to update the contents of the documents before signing by the reviewer
E. Automatically invalidate a contract document that is pending signatures if a new contract document supersedes it.

Answer: ABE

Explanation:
Sending a contract document for review and signatures, tracking the signed contract document and updating the contract record status, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it are three functionalities that are readily available with DocuSign integration. DocuSign is an eSignature solution that can be integrated with Public Sector Solutions without custom coding. It can help public sector agencies to send, sign, and manage contracts and agreements electronically. DocuSign integration can provide features such as sending a contract document for review and signatures to multiple recipients, tracking the signed contract document and updating the contract record status in Salesforce, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it using DocuSign PowerForms.Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_do cusign.htm&type=5&language=en_US

NEW QUESTION 82
The Department of Disaster Assistance would like to enhance its existing grant management experience using the ??Grants Management" Public Sector Solution.
What are the correct sequential stages involved in the grant management lifecycle?

A. Plan, Apply, Engage, Review, Award, Manage and Close Out
B. Plan, Engage, Apply, Review, Award, Manage and Close Out
C. Engage, Apply, Plan, Review, Award, Manage and Close Out
D. Apply, Engage, Plan, Apply, Review, Award, Manage and Close Out

Answer: A

Explanation:
The grant management lifecycle within the Salesforce Public Sector Solutions' ??Grants Management" framework typically follows a structured sequence to ensure systematic processing and management of grants. The correct stages in sequential order are:
? Plan:Initial stage where the goals, objectives, and framework of the grant program are defined.
? Apply:Potential grantees submit their applications for consideration.
? Engage:Interaction occurs between the grantors and the applicants, which can include clarifications, additional information requests, and preliminary assessments.
? Review:Submitted applications are thoroughly reviewed and evaluated against the grant criteria.
? Award:Successful applicants are selected and grant awards are officially made.
? Manage:The ongoing management of granted funds, monitoring of the project??s progress, and compliance with grant conditions.
? Close Out:Finalization of the grant process, including the submission of final reports, financial reconciliation, and formal closure of the grant file.
This sequence ensures a comprehensive approach from the initial planning to the closure of the grant, makingOption A (Plan, Apply, Engage, Review, Award, Manage and Close Out)the correct answer.

NEW QUESTION 83
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_deci sion_explainer_log_history.htm&type=5&language=en_US

NEW QUESTION 86
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 90
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 Dashboardsis 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 91
A government agency does not have a universal requirement for storing a grantee's data after a grant has been fully disbursed and closed. Some grantees may ask to have their data maintained if involved in legal proceedings.
How can a government agency best comply with the grantee's request for historical data storage while at the same time adhering to the request not to use/process the historical data?

A. Export the grantee's data to retain it.
B. Keep the data in Salesforce and make it invisible to the users and system to restrict the processing of the data.
C. Assign the data to a specific public group and make those records inactive
D. Export the grantee's data to retain i
E. Then, delete their data from Salesforce.

Answer: A

Explanation:
To comply with the grantee's request for historical data storage while adhering to the restriction on data processing, the best approach is to keep the data within Salesforce but make it inaccessible to users and the system for processing. This can be achieved by implementing strict access controls and visibility settings, possibly leveraging Salesforce's data access and security models such as record-level access, field-level security, and sharing rules. This method ensures that the data remains within the Salesforce ecosystem for reference, should it be needed for legal proceedings, but is not actively processed or visible in day-to-day operations. This approach aligns with Salesforce's robust data security and privacy features, allowing organizations to maintain compliance with data protection regulations while retaining necessary data.

NEW QUESTION 94
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.

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-omniscript

NEW QUESTION 96
......

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questons and Answers in PDF Format

Public-Sector-Solutions Practice Exam Features:

* Public-Sector-Solutions Questions and Answers Updated Frequently

* Public-Sector-Solutions Practice Questions Verified by Expert Senior Certified Staff

* Public-Sector-Solutions Most Realistic Questions that Guarantee you a Pass on Your FirstTry

* Public-Sector-Solutions Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
Order The Public-Sector-Solutions Practice Test Here