

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_US
https://developer.salesforce.com/docs/atlas.en-us.psc_api.meta/psc_api/api_psc_overview.htm

NEW QUESTION 2

A public sector agency is looking to digitize its operations for Emergency Response. As the technical consultant on the project, the expectations are to roll out a public facing portal that allows citizens to submit a simple emergency request with some basic information.

Which two are the correct approaches a consultant should take to meet these objectives?

- A. Build a digital experience site using pre-configured emergency response management (ERM) specific template
- B. Create a custom Case Record Type and leverage a prebuilt Contact Support Form
- C. Build a digital experience site using the Help Center template based on the agency's requirement
- D. Leverage prebuilt Emergency Service Request flow.

Answer: AD

Explanation:

Building a digital experience site using pre-configured emergency response management (ERM) specific template and leveraging prebuilt Emergency Service Request flow are two correct approaches to meet the objectives of providing a way for citizens to submit a simple emergency request with some basic information. The ERM specific template is a prebuilt template that comes with Community Response for Public Sector, which is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to create and manage emergency response programs and services, and enable citizens to access resources and submit requests. The Emergency Service Request flow is a prebuilt flow that comes with the ERM specific template. It can allow citizens to submit a simple emergency request with some basic information, such as their name, contact details, location, and service

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

NEW QUESTION 3

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

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

Answer: D

Explanation:

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

? Licenses and Permits Template:

? Pre-configured Components:

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

References:

? Salesforce Help: Experience Cloud Templates

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 4

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 is Integration 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 5

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 6

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 7

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 8

A Public Sector Organization (PSO) would like to enhance its publicly available website, built in Experience Cloud, to allow constituents to report their concerns about someone's health or safety. The PSO is already using Public Sector Solutions. The requirement from the PSO is that the constituent should be able to report their concerns both as authenticated users and anonymously. Additionally, internal staff should be able to separately track their investigations and any follow-up in a separate Case.

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

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

Answer: C

Explanation:

For a Public Sector Organization enhancing its website to allow both authenticated and anonymous reporting of health or safety concerns, the appropriate configuration using Salesforce Public Sector Solutions would involve:
 ? Using the Public Complaint and Case objects (Option C). Salesforce Public Sector Solutions includes specialized objects like Public Complaint, which is designed to handle situations where the public can report issues. These can be configured to allow anonymous entries while maintaining the capability to create and track related Cases for internal follow-up. This setup enables the organization to efficiently manage and segregate public inputs from internal case management processes.
 Options A, B, and D do not fully address the requirements:
 ? Option A and B involve using only the Case object or different record types on the Case object. While these configurations could segment reports internally, they do not cater specifically to the need for public input, particularly anonymous reporting.
 ? Option D suggests creating a custom object for the Complaint with a lookup relationship to Case, which would require additional customization and might not leverage existing functionality as efficiently as using Public Complaint.

NEW QUESTION 9

A user called in for a status update on their application. In reviewing the application, the caseworker has come to find out that the application was incorrectly prioritized. The case worker's supervisor advised the case worker to check the decision log to see exactly why the application was prioritized the way it was. However, the caseworker cannot see the component even though the Administrator has confirmed it is on the page layout.
 What should the Administrator check for next?

- A. Verify that the case worker has the Decision Explainer Permission set.
- B. Verify that the case worker has the Rules Engine Runtime permission.
- C. Verify that the case worker has OmniStudio Admin permission.
- D. Verify that the case worker has OmniStudio User permission.

Answer: A

Explanation:

When a caseworker cannot see a component on a page layout even though it has been confirmed to be present by an Administrator, the first step is to ensure the caseworker has the appropriate permissions. In the case of not being able to view the Decision Log, which is typically linked with specific functionalities in Salesforce Public Sector Solutions, the correct permission to check is whether the caseworker has the Decision Explainer Permission set (Option A). This permission set specifically allows users to access detailed logs and explanations of decisions made by automated systems or processes within Salesforce, like those found in a decision log. Verifying and ensuring that the caseworker has this permission will likely resolve the issue of visibility. Other options like Rules Engine Runtime permission (Option B), OmniStudio Admin permission (Option C), and OmniStudio User permission (Option D) are not directly related to accessing decision logs or explanation components, thus making Option A the most suitable and direct solution.

NEW QUESTION 10

A Public Sector Organization (PSO) is responding to an emergency and wants to provide a way for constituents and businesses to access resources and submit requests for services and programs. The PSO wants to leverage Public Sector Solutions (PSS) components, where possible, and offer a digital experience to end users.
 What three prerequisite items should the Technical Consultant advise the PSO to configure so that PSS components can be used?

- A. Install the ERM for PSS Managed Package
- B. Enable Person Account
- C. Enable Email-to-Case
- D. Enable Web-to-Case
- E. Install the ERM for PSS Unmanaged Package

Answer: ABD

Explanation:

Installing the ERM for PSS Managed Package, enabling Person Accounts, and enabling Web-to-Case are three prerequisite items that should be configured so that PSS components can be used to respond to an emergency. The ERM for PSS Managed Package is a package that contains the Emergency Response Management (ERM) app, which is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to create and manage emergency response programs and services, and enable citizens to access resources and submit requests. Enabling Person Accounts is a feature that can be used to store information about individual people who are not associated with a business account, such as citizens or volunteers. Enabling Web-to-Case is a feature that can be used to create cases from web forms submitted by external users, such as emergency service requests. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_community_response.htm&type=5&language=en_US

NEW QUESTION 10

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

- A. Workshops, Schedule and Cost
- B. Scope, Tools and Cost
- C. Scope, Resources and Cost
- D. Scope, Schedule and Cost

Answer: D

Explanation:

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

NEW QUESTION 13

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 15

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 17

A government agency charges license fees for small businesses. The agency uses Public Sector Solutions to automate the license application process and dynamically calculate the license fee (based on multiple parameters, ex: revenue, industry type, etc..) for a specific business customer.

Which public sector tools should be leveraged for this use case?

- A. Application form using Omniscripts and embed the license fee logic using integration procedures
- B. Application form using Flows and embed the Business Rules Engine to derive the license fee in the process.
- C. Application form using Omniscripts and embed the Business Rules Engine to derive the license fee in the process
- D. Application form using Omniscripts and embed the license fee logic using triggered flows

Answer: C

Explanation:

Application form using OmniScripts and embedding the Business Rules Engine to derive the license fee in the process is a way to automate the license fee calculation for small businesses based on multiple parameters using Public Sector Solutions tools. OmniScripts are guided digital forms that can be used to capture data from external users, such as license or permit applicants. Business Rules Engine (BRE) is a feature of Public Sector Solutions that can help public sector agencies to create and manage business rules and logic, such as determining fees or eligibility. OmniScripts can embed the Business Rules Engine to derive the license fee in the process based on multiple parameters, such as revenue, industry type, etc. Reference:

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

NEW QUESTION 22

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 24

To allow a user to access the Public Sector Solutions Employee Experience pre-built application.

Which three permission sets need to be assigned?

- A. Employee Experience Community Access

- B. Employee Productivity Plus User Data Access
- C. Employee Experience for Public Sector
- D. Employee Productivity Plus Access
- E. Public Sector Solutions User Access

Answer: ACD

Explanation:

Employee Experience Community Access, Employee Experience for Public Sector, and Employee Productivity Plus Access are three permission sets that need to be assigned to allow a user to access the Public Sector Solutions Employee Experience pre-built application. Employee Experience Community Access is a permission set that grants access to the Employee Experience community site, which is a digital experience site for employees to access resources and services. Employee Experience for Public Sector is a permission set that grants access to the Employee Experience app, which 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. Employee Productivity Plus Access is a permission set that grants access to the Employee Productivity Plus app, which is another prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to improve employee productivity and collaboration, such as creating action plans or sharing files. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&language=en_US

NEW QUESTION 27

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 28

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 32

A Public Sector Organization (PSO) is currently managing an ongoing emergency by utilizing Emergency Response Management. The PSO would like to .. further insights and use their data in Salesforce to help them analyze their data and understand where they need to increase their focus. What are two preconfigured Dashboards available in the Emergency Response Management package that the Technical Consultant can recommend to the PSO for rapid rollout?

- A. Global Emergency View
- B. Visits
- C. Emergency Hotspots
- D. Emergency Requests Overview

Answer: AC

Explanation:

For a Public Sector Organization utilizing Emergency Response Management within Salesforce, the preconfigured dashboards like Global Emergency View and Emergency Hotspots are invaluable tools. The Global Emergency View dashboard provides a comprehensive overview of emergency incidents globally, enabling the organization to monitor situations across different regions. The Emergency Hotspots dashboard focuses on identifying and visualizing areas with high levels of emergency activity, helping the organization to pinpoint where resources and attention are most needed. These dashboards, available within the Emergency Response Management package, facilitate rapid deployment and immediate insights into ongoing emergencies, supporting effective and data-driven response strategies.

NEW QUESTION 34

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 37

A public sector agency plans to use Public Sector Solutions for grants management. There are no in-house developers in the agency, and they are worried that some of the installation steps may potentially require development skills and the use of developer tools such as VS Code & SalesforceDX.

Which steps for Public Sector Solutions setup and installation require the use of such developer tools?

- A. Activate DataPack OmniScripts and Integration Procedures
- B. Installation of OmniStudio Package in the org
- C. Deploy the DataPack Lightning Web Component Files to the Org
- D. Download Public Sector Sample DataPacks from Process Library

Answer: C

Explanation:

Deploying the DataPack Lightning Web Component Files to the Org is a step for Public Sector Solutions setup and installation that requires the use of developer tools such as VS Code & SalesforceDX. DataPack Lightning Web Component Files are files that contain code for displaying DataPacks on Lightning Pages or Experience Sites. To deploy these files to the org, the agency needs to use a developer tool that supports metadata deployment, such as VS Code & SalesforceDX. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_datapack_lwc.htm&type=5&language=en_US

NEW QUESTION 42

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 47

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 52

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 57

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 61

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 62

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 67

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 70

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, making Option A (Plan, Apply, Engage, Review, Award, Manage and Close Out) the correct answer.

NEW QUESTION 72

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 77

A government agency wants to provide the ability for an external customer to apply for a grant. They require data about the applicant, their 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 79

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

- A. Assessment Question
- B. Assessment Task Definition
- C. Action Plan
- D. Assessment Indicator Definition

Answer: AD

Explanation:

For a public sector agency implementing dynamic assessments within Salesforce Public Sector Solutions, the appropriate categorization should be applied to the following objects:

? Assessment Question:

? Assessment Indicator Definition:

By categorizing both Assessment Questions and Assessment Indicator Definitions, the agency can create a robust and flexible assessment process that adapts to various inspection contexts efficiently.

References:

? Salesforce Help: Assessment Questions

? Salesforce Help: Assessment Indicator Definition

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 84

An inspector at a large public sector agency is planning to make a visit to inspect restaurants in the city for compliance purposes. Which three built-in Lightning Components can they use to conduct efficient visits?

- A. Inspection Tab Container
- B. Inspection Details
- C. Inspection Calendar
- D. Inspection Dynamic Dashboards
- E. Inspection Action

Answer: ABE

Explanation:

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

NEW QUESTION 88

An administrator at a government agency has created a new action plan template. However, the generated action plans are still based on the old Action Plan template. How can the administrator resolve this?

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

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 89

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 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 95

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-omniscrypt>

NEW QUESTION 98

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 99

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 100

A government agency runs various research and grant programs for scholars. They have decided to use the Individual Application object in Grants Management for Public Sector

Solutions. Which Salesforce features must be enabled to support this use case?

- A. Salesforce Flow
- B. Product Schedule
- C. Person Accounts
- D. Custom Object for Applications

Answer: C

Explanation:

Person Accounts are a Salesforce feature that must be enabled to support the use case of using the Individual Application object in Grants Management for Public Sector Solutions. Person Accounts are a type of account that can store information about individual people, such as scholars, who are not associated with a business account. The Individual Application object is a child object of the Account object and it can be used to track grant applications from individual applicants. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_individual_applications.htm&type=5&language=en_US

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 103

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 108

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 113

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