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Question: 1

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

Question: 2

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

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

Question: 3

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 Code Map

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>

Question: 4

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>

Question: 5

A public sector agency has implemented Public Sector Solutions for Licenses & Permits. After the intake of the Permit application, an applicant needs to pay permit fees. This step requires checking permit fees associated with the type of permit in an external system and, at the same time, applying an applicable discount on fees based on the site/ address (this data resides in a custom object). What feature of Public Sector Solutions can be leveraged to meet this requirement?

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

Answer: D

Explanation:

OmniScript is a feature of OmniStudio, which is part of the Public Sector Solutions package.

OmniScript allows the public sector agency to create guided digital forms that can integrate with external systems and custom objects. OmniScript can be used to check permit fees from an external system and apply discounts based on site/address data from a custom object. Reference:

<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscrypt>

Question: 6

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: A, B, D

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>

Question: 7

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&lang=usage=en_US

Question: 8

Bobahaven wants to implement the Grants Management module of Public Sector Solutions. They would like to allow constituents to apply online for grants and check the progress of grant applications. The Chief Marketing Officer and Head of Constituent Services have expressed their concerns about the security of the solution.

They want to ensure they comply with privacy regulations around the storage and use of constituent's data, and they are wondering how to protect against bots potentially spamming the application forms.

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

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

Answer: D, E

Explanation:

Implementing spam checking for Bobahaven's Experience Site forms using CAPTCHA can help prevent bots

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

Question: 9

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

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

Answer: A, D

Explanation:

Field Audit Trail and Platform Encryption are two different Salesforce security tools that can be used to meet the requirement of storing protected health information (PHI). Field Audit Trail allows government agencies to track changes to sensitive data fields over time and set retention policies for field history data. Platform Encryption allows government agencies to encrypt sensitive data at rest while preserving critical platform functionality. Reference:

<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/secure-data-with-platform-encryption>

Question: 10

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>

Question: 11

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

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

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

Answer: B, C

Explanation:

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

<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-an-experience-site>

Question: 12

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>

Question: 13

A government agency recently implemented Public Sector Solutions to drive efficiency in its licensing

programs; they are leveraging OmniStudio in their implementation. Post-implementation, some stakeholders still have efficiency concerns with certain parts of licensing processing.

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

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

Answer: A

Explanation:

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

Question: 14

A public sector agency plans to use Public Sector Solutions for grants management. There are no inhouse 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

Question: 15

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

Question: 16

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 Audit Trail 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>

Question: 17

A government agency would like to standardize its grant funding process and is looking for a solution to prioritize and award funds to the most eligible grant-seekers using Public Sector Solutions.

What three components should a technical consultant configure to define applicants' eligibility and help with application prioritization?

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

Answer: A, B, D

Explanation:

A Decision Matrix, an Application Form, and an Expression Set are three components that can be configured to define applicants' eligibility and help with application prioritization. A Decision Matrix is a component of

Business Rules Engine (BRE) that can evaluate answers based on rules and conditions and provide a decision outcome and explanation. An Application Form is a component of OmniScript Designer that can create guided digital forms that can capture answers from applicants and provide recommendations based on business logic. An Expression Set is a component of BRE that can define expressions that can be reused across multiple rules or matrices. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscrypt>

Question: 18

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>

Question: 19

A public sector agency implemented Public Sector Solutions for meeting licensing, permitting, and inspection requirements. The inspection team has requested to make a few changes to the existing inspection form. The System Administrator is unable to see the "Edit" button for the Action Plan template and hence unable to make any changes.

What could be the reason for this?

- A. Edit option needs to be added to Action Plan template page layout
- B. System Administrator doesn't have "Edit" permissions to Action Plan template
- C. Once published, an Action Plan template cannot be changed.
- D. Action Plan template changes have to be requested to Salesforce support team

Answer: C

Explanation:

Once published, an Action Plan template cannot be changed is the reason why the System Administrator is unable to see the 'Edit' button for the Action Plan template. An Action Plan template is a predefined set of tasks and subtasks that can be applied to records such as cases or permits. Once an Action Plan template is published, it becomes read-only and cannot be edited or deleted. To make changes to a published Action Plan template, the System Administrator needs to clone it and create a new version of it. Reference:

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

Question: 20

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

Question: 21

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

Question: 22

A Technical Consultant has been asked to give insight to the reviewers explaining how a particular grant seeker was prioritized now that the Prioritization Expression Sets and Matrix have been developed.

Which three tasks must the Technical Consultant do to accommodate this request?

- A. Create a Screen flow and incorporate the Decision Explainer component to display the outcome.
- B. Create an Apex Trigger to document the decision steps performed.
- C. Add the Decision Explainer Log History component to the Lightning record page(s).
- D. Integrate the BRE with Decision Explainer.
- E. Assign the Decision Explainer Permission Set License to the appropriate user(s).

Answer: ACE

Explanation:

A Screen flow, a Decision Explainer Log History component, and a Decision Explainer Permission Set License are three tasks that must be done to accommodate the request of explaining how a particular grant seeker was prioritized. A Screen flow is a type of flow that can create an interactive user interface to display information or collect data from users. A Screen flow can incorporate the Decision Explainer component, which is a custom Lightning component that can display the outcome and explanation of a decision made by a Decision Matrix or a Business Rules Engine (BRE). A Decision Explainer Log History component is a standard Lightning component that can display a list of Decision Explanations that have been generated for a record by a Decision Matrix or a BRE. A Decision Explainer Permission Set License is a type of license that can grant users access to the Decision Explainer features, such as viewing and creating Decision Explanations. Reference:

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

Question: 23

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

Question: 24

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

Question: 25

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

Question: 26

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](#)

Question: 27

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

Question: 28

A Public Sector Organization (PSO) would like to deploy a digital experience that enables constituents to sign up for volunteer projects.

Which Permission Set License should be assigned to a volunteer to allow them to sign up?

- A. Community Response for Public Sector
- B. Emergency Response for Public Sector
- C. Volunteer Management for Community
- D. Public Sector for Community

Answer: C

Explanation:

Volunteer Management for Community is a Permission Set License that can be assigned to a volunteer to allow them to sign up for volunteer projects. Volunteer Management for Community is a feature of Community Response for Public Sector, which is a prebuilt app that comes with Public Sector Solutions. It allows public sector agencies to create and manage volunteer projects and opportunities, and enable volunteers to sign up and track their hours. Reference:

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

[&language=en_US](#)

Question: 29

After a grantseeker has submitted an application for review. Foodvania needs to review the Funding Request and allocate the funds appropriately. For audit purposes, all expenditures must be tracked according to how the money was disbursed (Mortgage arrearage. Utility assistance, etc.).

Which two would the consultant build to handle this request utilizing Public Sector Solutions(PSS)?

- A. Recommend using PSS with the Nonprofit Success Pack.
- B. Recommend using PSS with the Outbound Funds Module.
- C. Recommend using PSS with the Grants Management product.
- D. Recommend using PSS with FinancialForce Accounting.

Answer: BC

Explanation:

The Outbound Funds Module and the Grants Management product are two solutions that can be used with Public Sector Solutions (PSS) to handle the request of deploying a digital experience that enables constituents to sign up for volunteer projects. The Outbound Funds Module is an open source app that can help public sector agencies to track their funding programs, funding requests, disbursements, and expenditures. The Grants Management product is a prebuilt app that comes with PSS and it can help public sector agencies to manage the entire grant lifecycle, from application to award to reporting. Reference:

<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/manage-grants-with-public-sector-solutions>

Question: 30

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

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

Answer: B

Explanation:

Creating a Screen Flow or creating a new Action are two possible approaches for creating a better user experience when creating a Visit. A Screen Flow is a type of flow that can create an interactive user interface to

display information or collect data from users. A Screen Flow can have the required fields to create a Visit record and it can be launched by a button on the page layout. An Action is a type of button that can perform tasks such as creating or updating records. An Action can have Predefined Field Values that can automatically populate fields when creating a Visit record. Reference:

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

Question: 31

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_intelligent_form_reader.htm&type=5&language=en_US

Question: 32

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: B, C, D

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

Question: 33

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

Question: 34

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: A, D

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

Question: 35

A Public Sector Organization (PSO) is seeking to improve how they manage us community grants and would like to introduce a new portal to allow Organizations to apply for grants. The PSO would also like to improve its internal processes and use the Grants Management package from Public Sector Solutions. The PSO currently uses Salesforce in a minimal capacity, with their staff using the Salesforce Classic UL. In addition to procuring Grants Management licenses, what other three prerequisites should the Technical Consultant advise the PSO are required?

- A. Customer Community Licenses
- B. Enable Chatter
- C. Enable Web-to-Lead
- D. Migrate Users to Lightning Experience
- E. Customer Community Plus Licenses

Answer: ABD

Explanation:

Customer Community Licenses, enabling Chatter, and migrating users to Lightning Experience are three prerequisites that should be advised to the Public Sector Organization (PSO) before using Public Sector Solutions (PSS) components to create a portal for grant applications. Customer Community Licenses are licenses that can be used to create external users who can access data and records in Salesforce, such as grant applicants. Enabling Chatter is a feature that can be used to enable collaboration and communication among users in Salesforce, such as grant reviewers. Migrating users to Lightning Experience is a process that can be used to switch users from Salesforce Classic to Lightning Experience, which is the user interface that supports PSS components. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_grants_management.htm&type=5&language=en_US

Question: 36

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: A, B, D

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

Question: 37

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: A, C, D

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

Question: 38

A government agency uses Public Sector Solutions to manage permits and gram approvals. The approvals team leader wants to improve team efficiency by ensuring everyone in the approvals team can see a summary of their open applications pending approval, including how long the application has been pending approval and the moment they log in to Salesforce for the day.

In this scenario, which is the correct reporting and analytics solution to provide Approval insights to team members on login?

- A. Create a custom Approvals report using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver role.
- B. Provide CRM Analytics licenses to all team members, create a custom Approvals dashboard using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver profile.
- C. Create a custom Approvals dashboard using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver profile.
- D. Provide CRM Analytics licenses to all team members, create a custom Approvals report using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver role.

Answer: C

Explanation:

Creating a custom Approvals dashboard using standard Salesforce Reports and Dashboards and adding this to a custom Home Page assigned to the Approver profile is the correct reporting and analytics solution to provide Approval insights to team members on login. Salesforce Reports and Dashboards are tools that can be used to create and display data visualizations, such as charts, tables, or metrics. A custom Approvals dashboard can show a summary of open applications pending approval, including how long the application has been pending approval. A custom Home Page is a page that can be customized to show different components, such as dashboards, tasks, or news. A custom Home Page can be assigned to a specific profile, such as the Approver profile, and it can be displayed when users log in to Salesforce. Reference:

https://help.salesforce.com/s/articleView?id=sf.reports_dashboards_overview.htm&type=5

Question: 39

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

Question: 40

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

Question: 41

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

How can the agency execute and confirm samples?

- A. By utilizing the flows
- B. By utilizing the expression sets in BRE module
- C. By utilizing the integration procedures
- D. By utilizing the combination of data raptors and integration procedures

Answer: B

Explanation:

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

Question: 42

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: A, B, D

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_authorization.htm&type=5&language=en_US

Question: 43

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

Question: 44

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: A, B, E

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_docuSign.htm&type=5&language=en_US

Question: 45

The Department of Disaster Assistance is implementing Grants Management using Public Sector Solutions. One of the pain points in the current process is that every grant application reviewer follows a different business process to review the applications received. A solution has been engaged to standardize this process using the Public Sector Solution toolkit. What should be the best solution to achieve this task?

- A. Create a guided omniscrypt guided process to define due diligence steps, related tasks, and documents to collect.
- B. Develop a standard set of processes/guides to coach the reviewers and ask them to follow them without fail.
- C. Use Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect.
- D. Use a screen flow on Accounts to define due diligence steps, related tasks, and documents to collect.

Answer: C

Explanation:

Using Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect is the best solution to standardize the business process for reviewing grant applications. Action Plans are a feature of Public Sector Solutions that can help public sector agencies to create and manage tasks and subtasks for different types of records, such as accounts or cases. Action Plans can be used to define due diligence steps, such as verifying eligibility or checking references, related tasks, such as sending emails or making calls, and documents to collect, such as financial statements or tax returns. Action Plans can also be applied to grant applications using the Account object, which is a

standard object that can store information about grant applicants or recipients. Reference:

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

Question: 46

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_employee_experience.htm&type=5&language=en_US

Question: 47

The Department of Disaster Assistance would like to use eSignature capabilities to send the agreements/contracts to its customers.

Which eSignature providers are readily available without much coding/configuration using Public Sector Solutions toolkit? (Choose Two)

- A. eSignLIVE
- B. Adobe Sign
- C. DocuSign
- D. Conga

Answer: BC

Explanation:

Adobe Sign or DocuSign are two eSignature providers that are readily available without much coding/configuration using Public Sector Solutions toolkit. Adobe Sign and DocuSign are eSignature solutions that can be integrated with Public Sector Solutions without custom coding. They can help public sector agencies to send, sign, and manage contracts and agreements electronically. Adobe Sign and 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 Adobe Sign Web Forms or DocuSign PowerForms. Reference:

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

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

Question: 48

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

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

feature

- C. The consultant should recommend the Outbound Funds Module Which Includes the Grants Portal feature
- D. The consultant should recommend the Grants Management product with the Outbound Funds Module to give the recipients the capability to review their applications status.

Answer: B

Explanation:

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

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

Question: 49

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

Question: 50

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&lang=en_US

Question: 51

A government agency has set up a program to provide government funding to local business owners. Grantseekers need to be able to collaborate with their internal stakeholders during the application process. Additionally, Grant Managers overseeing applications within the government agency need to be able to collaborate with other government employees during the application review process. What solution would a technical consultant recommend to solve the outlined use case?

- A. Handle funding request collaboration through email and log activity on Applications.
- B. Collaborate internally and externally through the Funding Request Application Feed.
- C. Configure Invite Collaborators for Funding Request Applications.
- D. Add a "Requires Collaboration" custom field to the Funding Request object.

Answer: B

Explanation:

Salesforce Public Sector Solutions offer various collaboration tools to enhance communication among stakeholders. For the scenario where grantseekers and grant managers need to collaborate on funding request applications, utilizing the Funding Request Application Feed is the most efficient solution. This feature allows users to communicate in a centralized location attached to the funding request record, ensuring all communication is tracked and accessible within the context of the application. It supports both internal and external collaboration, making it ideal for this use case. This approach aligns with Salesforce's best practices for collaborative engagement on records, leveraging Chatter or similar collaboration feeds to keep all stakeholders informed and engaged without resorting to disparate email threads.

Question: 52

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 it. 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.

Question: 53

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.

Question: 54

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

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

Answer: C

Explanation:

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

Question: 55

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

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

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

Answer: B

Explanation:

In the context of a Public Sector agency leveraging the Business Rules Engine for Licensing & Permitting, where multiple permits are allowed for a single application with permit fees calculated based on the selected types, the appropriate steps involve data aggregation. An Aggregate step with a SUM function is used to sum up the total value of all selected permits, addressing the need for dynamic fee calculation. Adding an Aggregate Group to the end of the Expression Set organizes these

calculations effectively, ensuring that the total permit fee is accurately computed based on the application's permit selections. This approach aligns with Salesforce's Business Rules Engine capabilities, which allow for complex data manipulation and aggregation to support varied business scenarios, such as permit fee calculations in a Licensing & Permitting implementation.

Question: 56

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.

Question: 57

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.

Question: 58

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.

Question: 59

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

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

Answer: A

Explanation:

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

Question: 60

Bobahaven has been using Salesforce Service Cloud for some time and has recently implemented Public Sector Solutions to improve its application and grants management processes. The executive team wants to understand the trends and metrics around Bobahaven's constituent satisfaction with the new system. It is particularly interested in understanding the average time Bobahaven's employees take to resolve constituent service queries now versus their historical performance. Up until now, however, Bobahaven has not been tracking case duration.

In this scenario, which is the correct reporting and analytics solution to provide ongoing trend reporting of case duration while also minimizing customization?

- A. Standard Salesforce Report using the standard Case report type, with a newly created custom field to track case duration for new cases.
- B. Public Sector Case Analytics App, leveraging CRM Analytics' case duration formula
- C. Standard Salesforce Report using the standard Case report type, with a custom formula to calculate case duration.
- D. Public Sector Case Analytics App, with a newly created custom field to track case duration for new cases.

Answer: B

Explanation:

For Bobahaven to understand trends and metrics around constituent satisfaction, especially regarding case resolution times, the Public Sector Case Analytics App within Salesforce CRM Analytics (formerly Einstein Analytics) provides a robust solution. This app includes pre-built analytics templates and formulas, such as a case duration formula, which can measure the time taken to resolve cases without the need for extensive customizations. This solution offers advanced analytics capabilities that can handle complex data calculations and visualizations, enabling Bobahaven's executive team to gain deep insights into performance metrics, including historical and current case resolution times.

Question: 61

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

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

Answer: B, C, E

Explanation:

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

Question: 62

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.

Question: 63

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.

Question: 64

A customer requires an onsite inspection for every business license application with a retail location. They want to establish a consistent checklist for the inspection, with visibility to the applicable regulatory codes for each checklist item. They also require signatures from the inspected business location owner and the inspector.

What Action Plan Template and target object should be used for this use case?

- A. Action Plan Template with Type="Industries\ Target Object="Visit"
- B. Action Plan Template with Type="Visit Execution", Target Object = "Business License Application"
- C. Action Plan Template with Type="Industries", Target Object="Business License Application"
- D. Action Plan Template with Type = "Visit Execution", Target Object = "Visit"

Answer: D

Explanation:

For the customer requirement of onsite inspections for business license applications with retail locations, the appropriate solution involves an Action Plan Template with a type of "Visit Execution" targeting the "Visit" object. This configuration allows for the establishment of a standardized inspection checklist linked to each visit or inspection event. The "Visit" object serves as the foundation for capturing inspection details, including regulatory code visibility and signature requirements from both the business owner and the inspector. This approach ensures consistency and thoroughness in the inspection process, aligning with regulatory compliance and operational efficiency goals.

Question: 65

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: A, B

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.

Question: 66

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 process and enhancing compliance.

Question: 67

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

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

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

Answer: D

Explanation:

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

Question: 68

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

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

- A. Add spaces in the names of each of the elements. This ensures improvement to OmniScript's load time.
- B. Create a PDF form and integrate it with the Public Sector Solutions application intake form process C.

Review the application forms and find logical points in the process that can be broken into shorter steps.

- D. Review the application forms and try to replicate them as much as possible in a single step using OmniScripts.
- E. (Analyze all the application forms and create simple, reusable OmniScripts for processes that are repeatable.

Answer: CDE

Explanation:

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

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

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

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

Options A and B were not selected because:

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

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

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

Public Sector Solutions framework.

Question: 69

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.

Question: 70

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.

Question: 71

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.

Question: 72

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

What OmniStudio feature can be leveraged to meet this requirement?

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

Answer: C

Explanation:

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

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

Question: 73

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.

Question: 74

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.

Question: 75

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.

Question: 76

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 the Decision 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.

Question: 77

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.

Question: 78

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 use two 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.

Question: 79

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 that the 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 A is incorrect as once Person Accounts are enabled in a Salesforce org, they cannot be disabled.

Option B is incorrect because Person Accounts do not specifically bring together fields from Opportunity and Contact; they are a fusion of Account and Contact.

Option C is incorrect as record types are indeed supported for Person Accounts, allowing for further customization and segmentation within the Person Account model.

Question: 80

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.

Question: 81

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

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

A. Create a new violation type record and associate it with an appropriate

Assessment Indicator Definition. Select the "Auto-generate" checkbox so it will generate a V record whenever the AID fails.

B. In the "Results" picklist field of the Inspection Assessment Indicator Object, edit the "Fail" and "Issue" picklist values and select the "Violations" checkbox for the values to generate a V record when selected.

C. Build an auto-launched Flow that will get all the assessment questions in an inspection. For each question that has a result marked as "Issue" or "Fail", generate a V record.

D. In the AP Template, xxxxx

Answer: C

Explanation:

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

Create the Flow:

Navigate to Setup > Process Automation > Flows.

Create a new Auto-launched Flow.

Define the Trigger:

Use a Record-Triggered Flow if you want the flow to be triggered automatically when an inspection record is created or updated.

Get Assessment Questions:

Use a Get Records element to retrieve all assessment questions related to the inspection.

Decision Element:

Add a Decision element to check each question's result. If the result is marked as "Issue" or "Fail", proceed to create a violation record.

Create Records:

Use the Create Records element to generate a violation record for each failed or problematic assessment indicator.

Activate the Flow:

Save and activate the Flow.

This method ensures that the logic is flexible and can be modified without changing the underlying data model.

It leverages Salesforce's powerful Flow Builder to create sophisticated automation rules. Reference:

[Salesforce Help: Create an Auto-launched Flow](#)
[Salesforce Public Sector Solutions Documentation](#)

Question: 82

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:

Navigate to Setup > Digital Experiences > All Sites.

Select the relevant Experience Cloud site.

Under Administration > Login & Registration, ensure that self-registration is disabled.

Manual User Registration:

Go to Setup > Object Manager > Contact > Page Layouts.

Select the appropriate page layout(s) where you want to add the manual registration action.

Add the 'Enable Customer User' quick action to the page layout. This action allows administrators to manually create user records from contacts.

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.

Reference:

[Salesforce Help: Experience Cloud Sites Login and Registration](#)

[Salesforce Help: Enable Customer User](#)

[Salesforce Grants Management Documentation](#)

Question: 83

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:

Go to Setup > Security > Sharing Settings.

Uncheck Site User Visibility:

Locate the 'Site User Visibility' checkbox within the sharing settings.

Uncheck this box. This setting ensures that site users (constituents) cannot see each other's profiles and details by default.

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.

Reference:

[Salesforce Help: Sharing Settings](#)

[Salesforce Public Sector Solutions Documentation](#)

Question: 84

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.

Reference:

[Salesforce Help: Grants Management Lifecycle](#)
[Salesforce Grants Management Documentation](#)

Question: 85

What are two possible use-cases for a FlexCard?

- A. A widget to perform inline edits and calculations within a table quickly
- B. A widget to ask multiple pages of questions in the application form
- C. A widget to aggregate complex data models for quick-glance information
- D. A homepage widget to quickly launch common processes.

Answer: CD

Explanation:

FlexCards in Salesforce Public Sector Solutions are used to create highly customizable and dynamic user interfaces. They serve as building blocks to display and interact with data efficiently. Two key use cases for FlexCards include:

Aggregating Complex Data Models for Quick-Glance Information:

FlexCards can be designed to pull data from multiple sources and present it in a consolidated, easy-to-understand format. This allows users to quickly get an overview of relevant information without navigating through different sections or records.

For example, a FlexCard can display a summary of constituent details, open cases, recent interactions, and any pending tasks, all in one place.

Homepage Widget to Quickly Launch Common Processes:

FlexCards can be added to the homepage or any other relevant page as actionable widgets. These widgets can include buttons or links to initiate frequently used processes such as creating a new case, scheduling an inspection, or submitting a service request.

This enhances user productivity by providing quick access to essential functions directly from the homepage.

Reference:

[Salesforce Help: FlexCards Overview](#)
[Salesforce Public Sector Solutions Documentation](#)

Question: 86

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 using Expression Sets and Decision 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 the Decision Table. Here's how it works:

Decision Tables:

Decision Tables are used to define a set of rules that determine the output based on different input conditions. They provide a structured way to manage complex logic and can be easily updated as business requirements change.

In the context of the calculation, the System Administrator can set up the necessary conditions and corresponding actions within a Decision Table to ensure accurate outcomes. For example, if the agency needs to calculate eligibility or benefits based on various criteria, these rules can be comprehensively defined within the Decision Table.

Setting Data in Expression Sets:

Within the Decision Table, administrators can specify the inputs (data points) and the corresponding expressions to perform the desired calculations. This ensures that the logic is applied consistently across all relevant processes.

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.

Reference:

[Salesforce Help: Decision Tables](#)

[Salesforce Public Sector Solutions Documentation](#)

Question: 87

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

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

Answer: D

Explanation:

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

Check User Permissions:

Go to Setup > Users > Users.

Find the new inspector's user record and check their assigned permission sets.

Assign Action Plans Permission Set:

Navigate to Setup > Permission Sets.

Find and select the Action Plans Permission Set.

Click Manage Assignments and add the new inspector to this permission set.

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

Reference:

[Salesforce Help: Permission Sets](#)

[Salesforce Public Sector Solutions Documentation](#)

Question: 88

Bobahaven has previously implemented Salesforce Service Cloud to...

Constituent self-service digital experience. This was implemented previously now ready to implement the public sector Solutions License, Permits...

What is the right solution for this requirement that minimizes customization and site....

- A. Create a new Applications digital experience using the licenses and permits Experience ... components to the experience site.
- B. Create new pages and deploy components such as OmniScripts and FlexCard within the ...
- C. Create a new Application digital experience using the Licenses and Permits Expression ...as OmniScripts and FlexCards to the new experience site.
- D. Create OmniOut components and deploy them to the existing Help Center experience site.

Answer: C

Explanation:

For Bobahaven to implement Salesforce Public Sector Solutions for licenses and permits while minimizing customization and leveraging existing components, the best approach is to create a new digital experience specifically for applications. Here's why:

New Digital Experience:

Creating a new digital experience tailored for licenses and permits ensures that the specific needs of this functionality are met without interfering with the existing self-service site. This allows for a focused and optimized user experience.

Licenses and Permits Expression:

Utilizing the Licenses and Permits Expression simplifies the implementation as it is designed specifically for these processes, reducing the need for extensive customization.

OmniScripts and FlexCards:

Deploying OmniScripts and FlexCards within the new experience site ensures a seamless and interactive user interface. These tools are designed to handle complex workflows and data displays efficiently.

OmniScripts can guide users through the application process step-by-step, while FlexCards provide quick-glance information and actionable widgets.

Steps to implement this solution:

Create New Experience Site:

Go to Setup > Digital Experiences > All Sites.

Click New to create a new site and choose a template that fits the application process.

Add Components:

Use OmniStudio tools to create and configure OmniScripts and FlexCards.

Deploy these components to the new experience site.

This approach provides a structured and scalable solution, aligning with Salesforce best practices and leveraging out-of-the-box functionalities to minimize customization.

Reference:

[Salesforce Help: OmniStudio Components](#)

[Salesforce Public Sector Solutions Documentation](#)

Question: 89

An administrator at a government agency has ... and updating the action plan template However...

Generated is still based on the old Action Plan template....

- A. The inspection type has not been updated with the new action plane 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 previous 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:

Navigate to Setup > Object Manager > Action Plan Template.

Find and select the new template.

Ensure that the template status is set to Active. If not, activate it.

Verify Template Assignment:

Ensure that the correct and active Action Plan Template is associated with the relevant processes or inspection types.

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

Reference:

[Salesforce Help: Action Plan Templates](#)

[Salesforce Public Sector Solutions Documentation](#)

Question: 90

The city of Sandbox has been using Public sector solution forsome 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:

Salesforce Reports and Dashboards are user-friendly and can be quickly set up by administrators and users without needing extensive customization or additional tools.

They provide immediate insights by allowing users to create reports and dashboards from existing data within Salesforce.

Real-time Data:

Reports and Dashboards offer real-time data visualization and analytics, which is crucial for making informed decisions quickly.

They can be configured to track various metrics such as case resolution times, constituent satisfaction, and service delivery efficiency.

Customization:

Users can customize reports and dashboards to meet specific needs, including filtering data, grouping, and creating various chart types.

This flexibility allows the city to tailor insights according to their unique requirements and quickly adapt to new information needs.

Integration:

These tools are natively integrated within Salesforce, ensuring seamless access to data without the need for additional integrations or software.

Steps to create Reports and Dashboards:

Create Reports:

Go to Reports > New Report and select the relevant report type.

Customize the report by adding filters, groupings, and fields as needed.

Create Dashboards:

Go to Dashboards > New Dashboard and add components based on the reports created.

Arrange and configure the dashboard components to provide a comprehensive view of the data.

Using Salesforce Reports and Dashboards allows the city of Sandbox to leverage existing Salesforce capabilities for quick and effective data analysis.

Reference:

[Salesforce Help: Reports and Dashboards](#)

[Salesforce Public Sector Solutions Documentation](#)

Question: 91

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: A, B

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:

User Stories are brief descriptions of features or functionalities from the perspective of the end-user. They help in understanding the user's needs and ensure that the development team is aligned with the expected outcomes.

Each User Story typically follows the format: "As a [role], I want [feature] so that [benefit]." This ensures that the requirements are user-centric and provides clear acceptance criteria.

Functional Requirements Specification (FRS):

An FRS is a detailed document that describes the functionality required in the system. It outlines the technical and functional specifications needed to meet the user stories.

The FRS provides a comprehensive guide for developers, detailing what needs to be built, including user interfaces, data models, workflows, and business rules. It ensures that all stakeholders have a clear understanding of the system's functionality.

These documents are essential as they provide a blueprint for the implementation, ensuring all requirements are captured, understood, and agreed upon by all stakeholders.

Reference:

[Salesforce Help: Writing User Stories](#)

[Salesforce Help: Functional Requirements](#)

Question: 92

A public sector agency recently implemented public Sector Solutions for the inspection and license renewal of food outlets in the city. The 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 :

The Assessment Question object is used to define individual questions that will be asked during an assessment. By adding categories to these questions, the agency can dynamically include or exclude questions based on the specific scenario (e.g., take-away, dining, or both).

This allows for flexibility and ensures that only relevant questions are presented based on the type of food outlet being inspected.

Assessment Indicator Definition:

The Assessment Indicator Definition object is used to define criteria and indicators that aggregate assessment questions. Adding categories to these definitions helps in organizing and applying specific sets of questions and indicators based on the context of the assessment.

This ensures that the assessments are dynamic and can adapt to different scenarios without requiring separate templates for each type of outlet.

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](#)

Question: 93

A governance agency is implementing Public Sector Solutions and is looking for a solution to automatically read the constituent's date of birth from a scanned document and map it to a field in the Application record using the intelligent Form Reader (IFR).

What three steps should a technical consultant configure to satisfy the agency's use case?

- A. Enable Intelligent Form Reader
- B. Enable OCR Setting in the Document
- C. Map Form Types to Objects
- D. Enable Data Raptor to read information from a scanned document
- E. Set Up Data Extraction

Answer: ABE

Explanation:

To automatically read the constituent's date of birth from a scanned document and map it to a field in the Application record using the Intelligent Form Reader (IFR) in Salesforce Public Sector Solutions, the following steps should be configured:

Enable Intelligent Form Reader:

Navigate to Setup and search for Intelligent Form Reader.

Enable the Intelligent Form Reader, which allows the system to process and interpret scanned documents.

Enable OCR Setting in the Document:

Ensure that OCR (Optical Character Recognition) settings are enabled for the documents. This allows the system to recognize and extract text from scanned images.

OCR settings can typically be configured within the document management settings or within the IFR configuration settings.

Set Up Data Extraction:

Configure the data extraction rules to specify which data fields need to be extracted from the scanned documents. This involves setting up the templates and rules for extracting specific information such as the date of birth.

Define the mapping rules to map the extracted data to the corresponding fields in the Application record.

By following these steps, the governance agency can automate the extraction and mapping of constituent data from scanned documents, ensuring accurate and efficient data entry into the system.

Reference:

[Salesforce Help: Intelligent Form Reader](#)

[Salesforce Help: OCR Settings](#)

[Salesforce Public Sector Solutions Documentation](#)

Question: 94

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:

This template includes pre-built pages and components designed to handle common licensing and permitting processes, such as application submission, status tracking, and renewals.

It provides a user-friendly interface and integrates with other Salesforce features to offer a comprehensive solution for public sector agencies.

Pre-configured Components:

The template includes components such as OmniScripts for guided workflows, FlexCards for data display, and various forms and lists to manage licensing and permitting tasks.

These components help reduce the time and effort required to build and configure the site, allowing agencies to quickly deploy a functional solution.

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.

Reference:

[Salesforce Help: Experience Cloud Templates](#)
[Salesforce Public Sector Solutions Documentation](#)

Question: 95

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 to use 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:

An approval process in Salesforce allows for the automation of approval workflows based on predefined criteria. This ensures that applications follow a consistent and auditable approval path. For applications with a duration longer than 12 months, the approval process can be configured to route the approval request to the user's manager automatically.

Steps to Implement:

Navigate to Setup > Process Automation > Approval Processes.

Create a new approval process for the Permit Application object.

Define the entry criteria to check if the application duration exceeds 12 months.

Set the approval steps to include routing the approval request to the user's manager.

Ensure that the approval process captures all necessary audit trails, including timestamps and approver details, to maintain compliance.

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.

Reference:

[Salesforce Help: Approval Processes](#)

[Salesforce Public Sector Solutions Documentation](#)

Question: 96

Bobahaven has implemented the Licenses, Permits, and Inspections modules of Salesforce Public Sector Solutions to enable their permit application and approval processes. Bobahaven's contact center management team has noticed an increase in complaints to the contact center regarding lengthy application response times.

Bobahaven has asked for guidance on identifying applications that are taking longer than the published Service Level Agreement (SLA) for approval times and proactively resolving these to improve the constituent experience.

What should a technical consultant recommend to Bobahaven to solve this problem?

- A. Implement Entitlements and Milestones for Applications, including internal notifications and escalations after the application has breached the agreed SLA.
- B. Implement Entitlements and Milestones for Applications, including internal notifications and escalations when the application is about to breach the agreed SLA.
- C. Implement Cases with Entitlements and Milestones, including internal notifications and escalations when the application is about to breach the agreed SLA.
- D. Implement Cases with Entitlements and Milestones, including internal notifications and escalations after the "application has breached the agreed SLA.

Answer: B

Explanation:

To address the issue of lengthy application response times and improve the constituent experience, it is essential to implement a proactive solution that monitors application processing against the Service Level Agreements (SLAs). Entitlements and Milestones in Salesforce provide the necessary tools to achieve this:

Entitlements and Milestones:

Entitlements define the service level and support provided to constituents. Milestones track the key performance indicators and stages within the entitlement process.

By configuring entitlements and milestones for the permit applications, Bobahaven can monitor the progress of each application against the defined SLAs.

Proactive Notifications and Escalations:

Internal notifications and escalations can be set up to trigger when an application is about to breach the agreed SLA. This proactive approach allows the contact center team to intervene before the SLA is violated, thereby improving response times and reducing complaints.

Steps to Implement:

Navigate to Setup > Entitlement Management > Entitlements and create entitlements for the permit applications.

Define Milestones within the entitlements to represent critical stages in the application process. Configure milestone actions to include internal notifications and escalation rules that trigger as the application approaches the SLA breach threshold.

Ensure that the contact center management team receives these notifications to take timely action. By implementing entitlements and milestones with proactive notifications and escalations, Bobahaven can effectively manage application processing times, ensuring adherence to SLAs and enhancing the overall constituent experience.

Reference:

[Salesforce Help: Entitlements and Milestones](#)
[Salesforce Public Sector Solutions Documentation](#)

Question: 97

A customer wants to view multi-level data related to an Account, such as all the inspections performed and the regulatory violations found. They want to see this on the Account page layout. What solution should the technical consultant use?

- A. Use an Aura Lightning component
- B. Use a Lightning Web component
- C. Use a Hierarchical View component
- D. Use an AppExchange component

Answer: B

Explanation:

To achieve the requirement of displaying multi-level data (such as inspections and regulatory violations) on the Account page layout in Salesforce, a Lightning Web Component (LWC) is the most appropriate solution.

Here's why:

Customizability:

LWCs offer fine-grained control over the data and presentation. This allows the technical consultant to design a

component that retrieves and displays multi-level related data (parent Account → Inspections → Violations).

Performance:

Lightning Web Components are built on modern web standards, making them lightweight and efficient, which is ideal for creating a performant and responsive user experience.

Integration with Salesforce Data:

LWCs can use Salesforce's Lightning Data Service (LDS) and Apex Controllers to fetch and display data from related objects like Inspections and Violations.

Embedded in Page Layouts:

LWCs can be added directly to the Account page layout using the Lightning App Builder, providing a seamless user experience.

Why Not the Other Options?

A . Use an Aura Lightning component:

While this is a possible solution, Aura components are older technology compared to LWCs.

Salesforce recommends using LWCs for new development due to their superior performance and modern architecture.

C . Use a Hierarchical View component:

Salesforce does not provide a standard "Hierarchical View component" for such use cases. If hierarchical data needs to be displayed, an LWC or custom component would still be needed.

D . Use an AppExchange component:

While there might be AppExchange solutions available, custom requirements like this are often better served with custom development to ensure precise alignment with the customer's needs. **Conclusion:**

Use a Lightning Web Component (LWC) to create a custom solution tailored to the requirement of displaying multi-level data related to an Account.

Question: 98

A government agency wants to implement the Licenses, Permits, and Inspections modules of Public Sector Solutions. The agency needs to issue licenses and permits to two different sets of constituents; business constituents and private constituents. The agency would like to roll out licenses and permits to their business constituents first, followed by the private constituents at a later date.

What data model and implementation strategy should a technical consultant recommend to the government agency for this use case?

- A. Implement the Business Account and Contact data model for business constituents now, and implement the Person Account data model for private constituents at a later date.
- B. Implement the Business Account and Contact data model for business constituents now, and implement the Household Account and Contact data model for private constituents at a later date.
- C. Implement both the Business Account and Contact data model for business constituents and the Person Account data model for private constituents at the same time.
- D. Implement both the Business Account and Contact data model for business constituents and the Household Account and Contact data model for private constituents at the same time.

Answer: A

Explanation:

This recommendation aligns with the implementation strategy required by the government agency. Here's

the rationale:

1. Business Constituents First:

Business Account and Contact data model is designed for managing entities like businesses, organizations, and their associated contacts.

Rolling out this model first ensures the agency can meet its priority of addressing business constituents before private constituents.

2. Private Constituents Later:

Person Account data model is tailored for individuals acting as their own account, which is suitable for private constituents.

Implementing this at a later stage aligns with the phased rollout strategy the agency prefers.

3. Avoiding Complexity During Initial Rollout:

Starting with only the Business Account and Contact model keeps the initial implementation focused and avoids unnecessary complexity.

A phased approach allows the agency to learn and refine processes during the first phase (business constituents), then expand to private constituents.

Why Not the Other Options?

B. Business Account and Household Account/Contact data model:

The Household Account model is not recommended for this use case. It is primarily used in Salesforce

Nonprofit Success Pack (NPSP), not Public Sector Solutions. For private constituents, the Person Account model is more suitable.

C. Implementing both models at the same time:

Rolling out both models simultaneously (Business Account and Person Account) adds complexity to the implementation. It would require handling two different constituent types from the start, which is against the phased approach preferred by the agency.

D. Implementing Business Account and Household Account at the same time:

This option introduces an unnecessary mix of data models (Household Accounts instead of Person Accounts). Additionally, implementing both at once contradicts the agency's phased rollout preference.

Conclusion:

To meet the agency's requirements, the technical consultant should recommend implementing the Business Account and Contact data model for business constituents now and the Person Account data model for private constituents at a later stage.

Question: 99

A government agency plans to implement Public Sector Solutions for its licensing needs. They plan to leverage Business Rules Engine (BRE) to customize the solution to meet their business needs.

Which statement correctly describes the relationship between Expression Sets and Decision Matrices in the context of BRE?

A. Decision Matrices perform a series of calculations using matrix lookups and user-defined variables and constants.

B. Expression sets call decision matrices, which are tables that allow implementing of complex rules in a systematic, readable way.

C. Expression Sets match input values to a table row and return the row's output values,

D. Expression sets and decision matrices accept XML input from and return JSON output to, OmniScripts.

Answer: B

Explanation:

In the context of the Business Rules Engine (BRE) in Salesforce Public Sector Solutions:

Decision Matrices:

These are tables that help implement complex rules by mapping input values to outputs in a systematic

manner. They simplify the evaluation of rules that depend on multiple conditions or **variables**.

They are ideal for cases where rule complexity makes coding impractical or harder to maintain.

Expression Sets:

Expression sets are used to define a sequence of rule evaluations and logic, including calling Decision

Matrices.

They allow for the combination of various decision points, making it possible to execute more **complex rule logic**.

By defining Expression Sets to call Decision Matrices, you can systematically and efficiently **implement, maintain, and understand complex business rules**.

Question: 100

What are the two key document types that a consultant might be asked to produce for Public Sector Solutions implementation?

Choose 2 answers

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

Answer: B, D

Explanation:

Functional Requirements Specification (FRS):

The FRS is a key document outlining the detailed functional requirements for the system to be implemented. It describes what the system should do, aligning closely with the agency's needs and use cases for **Public Sector Solutions**.

User Stories:

User stories are an Agile artifact describing the functional goals of the system from the perspective of end users. They are concise, actionable, and focus on user needs (e.g., "As a user, I want to apply for a license **online to avoid visiting the office**").

User stories help ensure that the implementation focuses on delivering value to end users.

Why Not the Other Options?

A . Budget Plan:

While important for overall project planning, a Budget Plan is not a document typically produced by consultants specific to Public Sector Solutions implementation. It's usually handled by project management teams.

C . Marketing Plan:

A Marketing Plan is unrelated to the technical or functional implementation of Salesforce Public Sector Solutions.