

Exam Questions Public-Sector-Solutions

SalesforcePublic Sector Solutions Accredited Professional

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NEW QUESTION 1

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.

NEW QUESTION 2

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

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

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

Answer: AD

Explanation:

Building a digital experience site using pre-configured emergency response management (ERM) specific template and leveraging prebuilt Emergency Service Request flow are two correct approaches to meet the objectives of providing a way for citizens to submit a simple emergency request with some basic information. The ERM specific template is a prebuilt template that comes with Community Response for Public Sector, which is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to create and manage emergency response programs and services, and enable citizens to access resources and submit requests. The Emergency Service Request flow is a prebuilt flow that comes with the ERM specific template. It can allow citizens to submit a simple emergency request with some basic information, such as their name, contact details, location, and service type. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_community_response.htm&type=5&language=en_US

NEW QUESTION 3

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

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

Answer: D

Explanation:

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

? Licenses and Permits Template:

? Pre-configured Components:

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

References:

? Salesforce Help: Experience Cloud Templates

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 4

A Consultant has been asked to create a widget that aggregates and calculates information from multiple unrelated objects.

Working with OmniStudio, which tool can accomplish this declaratively?

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

Answer: A

Explanation:

When tasked with creating a widget in OmniStudio that aggregates and calculates information from multiple unrelated objects, the most appropriate tool to accomplish this declaratively is Integration Procedures (Option A). Integration Procedures in OmniStudio are designed to handle complex data operations that involve multiple objects, potentially including data aggregation, transformation, and logic application, without requiring custom code.

? Option B, MuleSoft Integration, is primarily used for connecting Salesforce with external systems, not for aggregating data within Salesforce.
 ? Option C, SOQL Queries, can retrieve data but do not themselves handle complex multi-object calculations and logic in a declarative manner.
 ? Option D, Apex Classes, are a coding solution, not declarative, and would be used when more complex custom behavior that cannot be achieved declaratively is required.
 Integration Procedures allow a declarative approach, fitting the need to work with multiple objects effectively and efficiently within the Salesforce platform.

NEW QUESTION 5

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

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

Answer: D

Explanation:

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

NEW QUESTION 6

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

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

Answer: DE

Explanation:

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

NEW QUESTION 7

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

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

Answer: A

Explanation:

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

NEW QUESTION 8

A government agency wants to automate the validation of an applicant's date of birth from a driver's license or passport.

Which features are required to automate the validation of the date of birth?

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

Answer: C

Explanation:

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

NEW QUESTION 9

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

What are the three steps required to do this?

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

Answer: ACE

Explanation:

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

NEW QUESTION 10

A 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

NEW QUESTION 10

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.

NEW QUESTION 12

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

What should the Administrator check for next?

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

Answer: A

Explanation:

When a caseworker cannot see a component on a page layout even though it has been confirmed to be present by an Administrator, the first step is to ensure the caseworker has the appropriate permissions. In the case of not being able to view the Decision Log, which is typically linked with specific functionalities in Salesforce Public Sector Solutions, the correct permission to check is whether the caseworker has the Decision Explainer Permission set (Option A). This permission set specifically allows users to access detailed logs and explanations of decisions made by automated systems or processes within Salesforce, like those found in a decision log. Verifying and ensuring that the caseworker has this permission will likely resolve the issue of visibility.

Other options like Rules Engine Runtime permission (Option B), OmniStudio Admin permission (Option C), and OmniStudio User permission (Option D) are not directly related to accessing decision logs or explanation components, thus making Option A the most suitable and direct solution.

NEW QUESTION 13

A Public Sector Organization (PSO) is responding to an emergency and wants to provide a way for constituents and businesses to access resources and submit requests for services and programs. The PSO wants to leverage Public Sector Solutions (PSS) components, where possible, and offer a digital experience to end users.

What three prerequisite items should the Technical Consultant advise the PSO to configure so that PSS components can be used?

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

Answer: ABD

Explanation:

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

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

NEW QUESTION 14

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

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

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

Answer: D

Explanation:

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

NEW QUESTION 19

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

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

Answer: B

Explanation:

Creating a Screen Flow or creating a new Action are two possible approaches for creating a better user experience when creating a Visit. A Screen Flow is a type

of flow that can create an interactive user interface to display information or collect data from users. A Screen Flow can have the required fields to create a Visit record and it can be launched by a button on the page layout. An Action is a type of button that can perform tasks such as creating or updating records. An Action can have Predefined Field Values that can automatically populate fields when creating a Visit record. Reference:
https://help.salesforce.com/s/articleView?id=psc_admin_setup_visits.htm&type=5&language=en_US

NEW QUESTION 23

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

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

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

Answer: ABD

Explanation:

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

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

NEW QUESTION 24

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

NEW QUESTION 29

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

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

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

Answer: C

Explanation:

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

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

NEW QUESTION 30

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:

? Setting Data in Expression Sets:

By using Decision Tables, administrators have a flexible and scalable method to handle complex decision logic, ensuring that calculations are performed correctly based on predefined rules.

References:

? Salesforce Help: Decision Tables

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 35

A government agency just implemented Salesforce Emergency Response Management (ERM). However, the internal users are unable to see any Emergency Response related functionalities.

What is the root cause for the access issue? Choose?

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

Answer: B

Explanation:

When internal users are unable to access functionalities related to Salesforce Emergency Response Management (ERM), the most common and likely issue is related to permissions. Option B, stating that internal users are missing the Emergency Response Management permission set, is the correct answer. This permission set is essential for users to access and operate the ERM functionalities within Salesforce. It enables users to view, edit, and manage emergency response-related data and workflows, which are critical during crisis management scenarios.

The role hierarchy issue (Option A) and the licensing problem (Option C) could also potentially cause access problems, but these are generally less common compared to missing permission sets. Option D, regarding the Organization Wide Defaults being set to Public, would not restrict access; if anything, it would make ERM data more accessible, which is opposite to the problem described.

These explanations align with best practices and typical configuration requirements in Salesforce Public Sector Solutions, focusing on ensuring that the necessary permissions and access controls are correctly implemented.

NEW QUESTION 39

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

Which three permission sets need to be assigned?

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

Answer: ACD

Explanation:

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

NEW QUESTION 40

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

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

Answer: BCE

Explanation:

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

NEW QUESTION 43

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.

NEW QUESTION 48

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

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

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

Answer: A

Explanation:

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

NEW QUESTION 51

A Public Sector Organization (PSO) is currently managing an ongoing emergency by utilizing Emergency Response Management. The PSO would like to .. further insights and use their data in Salesforce to help them analyze their data and understand where they need to increase their focus.

What are two preconfigured Dashboards available in the Emergency Response Management package that the Technical Consultant can recommend to the PSO for rapid rollout?

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

Answer: AC

Explanation:

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

NEW QUESTION 54

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

NEW QUESTION 59

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

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

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

Answer: C

Explanation:

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

NEW QUESTION 64

A Public Sector Organization (PSO) has installed Grants Management and would like to ensure that users cannot self-register on the Experience Cloud site, as the PSO would like to register users for now manually.

What configuration should the Technical Consultant perform to meet this requirement?

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

Answer: C

Explanation:

In Salesforce Public Sector Solutions, particularly when dealing with the Grants Management and Experience Cloud, controlling user registration is crucial. To ensure that users cannot self-register and instead are manually registered by the Public Sector Organization, the following steps should be taken:

? Disable Self-Registration:

? Manual User Registration:

By updating the contact page layouts to include the 'Enable Customer User' action, administrators can manually control which contacts are enabled as users for the Experience Cloud site. This method is straightforward and aligns with standard Salesforce practices for managing user access in Experience Cloud.

References:

? Salesforce Help: Experience Cloud Sites Login and Registration

? Salesforce Help: Enable Customer User

? Salesforce Grants Management Documentation

NEW QUESTION 69

A Consultant supports the City of Snaxboro in setting up a new Licensing & Permitting system. The City is already using Public Sector Solutions for Emergency Response Management capabilities and is planning to use the Licensing & Permitting capabilities available in the same Salesforce instance.

Which of the following configurations directly impacts the City's Salesforce licensing cost?

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

Answer: A

Explanation:

Configuring more than ten different OmniScript Application forms and making them available on an Experience Site for external users to apply is a configuration that directly impacts the City's Salesforce licensing cost. OmniScript Application forms are guided digital forms that can be used to capture data from external users, such as license or permit applicants. Experience Site is a digital experience site that can be used to communicate with external users and provide access to Salesforce data and functionality. Configuring more than ten different OmniScript Application forms and making them available on an Experience Site requires Customer Community Plus licenses, which are based on user counts and have higher costs than Customer Community licenses, which are based on logins or page views. Reference: https://help.salesforce.com/s/articleView?id=sf.networks_license_types.htm&type=5

NEW QUESTION 71

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

Which Business Rules Engine tool is used here?

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

Answer: D

Explanation:

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

NEW QUESTION 76

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

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

Answer: B

Explanation:

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

? Navigate to Sharing Settings:

? Uncheck Site User Visibility:

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

References:

? Salesforce Help: Sharing Settings

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 78

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

NEW QUESTION 83

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

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

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

Answer: B

Explanation:

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

NEW QUESTION 88

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

What feature of Public Sector Solutions can be leveraged to meet this requirement?

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

D. OmniScript

Answer: D

Explanation:

OmniScript is a feature of OmniStudio, which is part of the Public Sector Solutions package. OmniScript allows the public sector agency to create guided digital forms that can integrate with external systems and custom objects. OmniScript can be used to check permit fees from an external system and apply discounts based on site/address data from a custom object. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscrypt>

NEW QUESTION 92

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.

NEW QUESTION 97

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

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

Answer: BCE

Explanation:

In the context of Salesforce's Work.com solutions tailored for Public Sector and focusing on Employee Experience, the relevant managed packages/features to be installed include:

? HR Service Center (Option B), which offers a centralized platform for managing all

HR-related inquiries and processes, enhancing employee access to HR services and information.

? Employee Workspace (Option C), which provides employees with a personalized and engaging workspace where they can access tools, communications, and resources necessary for their daily operations and collaboration needs within the public sector.

? Employee Concierge (Option E), which serves as a comprehensive resource for employees to find information, access services, and get questions answered, effectively acting as a digital HR assistant.

Workplace Strategy Planner (Option A) and Workplace Command Center (Option D) are also parts of the broader Work.com capabilities but are not specifically part of the Employee Experience package for Public Sector. They are more aligned with workplace readiness and response rather than daily employee engagement and services.

NEW QUESTION 98

A Technical Consultant at the Department of Disaster Assistance is designing a solution for the eSignature related use cases. As part of the research, the architect discovered that Public Sector Solutions provide DocuSign integration without custom coding

Which of the three functionalities is readily available with this functionality?

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

Answer: ABE

Explanation:

Sending a contract document for review and signatures, tracking the signed contract document and updating the contract record status, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it are three functionalities that are readily available with DocuSign integration. DocuSign is an eSignature solution that can be integrated with Public Sector Solutions without custom coding. It can help public sector agencies to send, sign, and manage contracts and agreements electronically. DocuSign integration can provide features such as sending a contract document for review and signatures to multiple recipients, tracking the signed contract document and updating the contract record status in Salesforce, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it using DocuSign

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

NEW QUESTION 102

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

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

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

Answer: C

Explanation:

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

NEW QUESTION 104

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

Two which objects should they add new categories?

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

Answer: AD

Explanation:

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

? Assessment Question:

? Assessment Indicator Definition:

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

References:

? Salesforce Help: Assessment Questions

? Salesforce Help: Assessment Indicator Definition

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 107

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

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

Answer: B

Explanation:

In Salesforce Public Sector Solutions, when changes are made to an Action Plan Template, it is crucial to ensure that the updated template is activated for it to be used in generating new action plans. If the generated action plans are still based on the old template, it is likely because the new template has not been activated.

Here's how to resolve this:

? Activate the New Action Plan Template:

? Verify Template Assignment:

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

References:

? Salesforce Help: Action Plan Templates

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 110

The city of Sandbox has been using Public Sector Solutions for some time now. The city wants to quickly migrate data from their existing system to the new Public Sector Solutions environment.

Which tool is recommended to help them achieve this requirement?

- A. Salesforce Einstein
- B. Salesforce Reports and Dashboards
- C. Tableau for Public Sector
- D. CRM Analytics for Public Sector

Answer: B

Explanation:

For the city of Sandbox, which is already using Salesforce Public Sector Solutions and wants to quickly gain insights, Salesforce Reports and Dashboards is the recommended tool. Here's why:

? Ease of Use:

? Real-time Data:

? Customization:

? Integration:

Steps to create Reports and Dashboards:

? Create Reports:

? Create Dashboards:

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

References:

? Salesforce Help: Reports and Dashboards

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 113

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

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

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

Answer: ABD

Explanation:

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

NEW QUESTION 115

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

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

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

Answer: C

Explanation:

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

NEW QUESTION 119

The employee object has to be linked to the person account to use the Public Sector data model with the Employee data model.

How should the employee object be linked with other objects?

- A. PersonAccount -> Individual <- Employee.
- B. PersonAccount->User->Employee
- C. User -> Individual <- Custom employee object
- D. Contact -> Individual <- Employee

Answer: A

Explanation:

Linking the Employee object with the PersonAccount in the context of the Public Sector data model involves leveraging the Individual object as a junction. The PersonAccount represents the personal details of an individual, while the Individual object in Salesforce acts as a standard mechanism to store privacy and personal data consent information. By associating the Employee custom object with the Individual object, which in turn is linked to the PersonAccount, a comprehensive data model is established. This structure supports the management of employee data in alignment with personal accounts, facilitating a unified view of individuals as both constituents and employees within the public sector framework. This setup respects Salesforce's design principles for data models, ensuring data integrity and privacy compliance.

NEW QUESTION 124

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

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

- A. Create a master-detail relationship between Regulatory Code and Assessment Indicator

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

Answer: C

Explanation:

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

NEW QUESTION 128

A government agency recently implemented Public Sector Solutions to drive efficiency in its licensing programs; they are leveraging OmniStudio in their implementation. Post-implementation, some stakeholders still have efficiency concerns with certain parts of licensing processing. Which OmniStudio feature could a technical consultant recommend to identify potential areas for further Improvement?

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

Answer: A

Explanation:

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

NEW QUESTION 132

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

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

Answer: C

Explanation:

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

NEW QUESTION 136

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:
- ? Enable OCR Setting in the Document:
- ? Set Up Data Extraction:

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.

References:

- ? Salesforce Help: Intelligent Form Reader
- ? Salesforce Help: OCR Settings
- ? Salesforce Public Sector Solutions Documentation

NEW QUESTION 139

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