

Salesforce

Exam Questions Public-Sector-Solutions

SalesforcePublic Sector Solutions Accredited Professional



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

The City of Bobahaven is setting up Employee Experience Management and needs to ensure that sensitive HR data is protected. What configuration should the Technical Consultant perform to assist with meeting this requirement?

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

Answer: D

Explanation:

Setting the Organization-Wide Defaults (OWD) for the Case object to private is a configuration that can help to protect sensitive HR data in Employee Experience Management. Employee Experience Management is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to manage employee programs and benefits, such as leave requests or wellness surveys. The Case object is a standard object that can be used to track employee requests or issues in Employee Experience Management. Setting the OWD for the Case object to private means that only the owner of the case and users above them in the role hierarchy can access the case record by default. This can prevent unauthorized access to sensitive HR data by other users. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&language=en_US

NEW QUESTION 3

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 4

Which three require set up to configure a License Authorization?

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

Answer: ABD

Explanation:

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

NEW QUESTION 5

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 servicequeries 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.

NEW QUESTION 6

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 7

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

NEW QUESTION 8

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 9

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

Answer: CDE

Explanation:

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

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

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

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

Options A and B were not selected because:

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

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

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

NEW QUESTION 10

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

What should the Administrator check for next?

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

Answer: A

Explanation:

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

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

NEW QUESTION 10

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

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

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

Answer: ABD

Explanation:

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

NEW QUESTION 15

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 charges license fees for small businesses. The agency uses Public Sector Solutions to automate the license application process and dynamically calculate the license fee (based on multiple parameters, ex: revenue, industry type, etc..) for a specific business customer. Which public sector tools should be leveraged for this use case?

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

Answer: C

Explanation:

Application form using OmniScripts and embedding the Business Rules Engine to derive the license fee in the process is a way to automate the license fee calculation for small businesses based on multiple parameters using Public Sector Solutions tools. OmniScripts are guided digital forms that can be used to capture data from external users, such as license or permit applicants. Business Rules Engine (BRE) is a feature of Public Sector Solutions that can help public sector agencies to create and manage business rules and logic, such as determining fees or eligibility. OmniScripts can embed the Business Rules Engine to derive the license fee in the process based on multiple parameters, such as revenue, industry type, etc. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_omniscript.htm&type=5&language=en_US https://help.salesforce.com/s/articleView?id=psc_admin_setup_bre.htm&type=5&language=en_US

NEW QUESTION 22

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

What can the Technical Consultant configure to make Cases created by the support team visible to the users of the site?

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

Answer: B

Explanation:

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

NEW QUESTION 26

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 29

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

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

Answer: BC

Explanation:

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

NEW QUESTION 30

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 33

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 35

Department of Disaster Assistance has started implementing a "Grants Management?? project using public sector solutions tools. As part of the business process, the department staff has to send an agreement to the Grant Seeker on the funding amount and related conditions. The turnaround time from both parties in exchanging the documents with signatures takes longer than expected.

What is the best way to solve the problem using the available toolset with minimum/less coding?

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

Answer: C

Explanation:

To address the issue of lengthy turnaround times in document exchanges and signings in a grants management scenario with minimal coding, setting up the DocuSign integration for electronic signatures and using OmniScript to handle the signature process (Option C) is the best solution. The specific action within OmniScript to be used would be GenericDocuSign/ObtainEsignature. This action allows for sending documents that require signatures directly within the Salesforce environment using DocuSign, thereby significantly reducing the time and effort involved in manual processes. Options A and B involve configuring the DocuSign managed package but suggest using standard DocuSign actions or Apex actions, which can be less integrated into user flows and might require more coding. Option D mentions using a "sendEsignature" action, which is less accurate compared to the "ObtainEsignature" action for this context, as it is crucial to capture signatures rather than just send them out.

These answers and explanations are aligned with best practices in leveraging Salesforce Public Sector Solutions and its integrations to enhance functionality and user experience.

NEW QUESTION 36

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 38

A government agency uses Public Sector Solutions to manage permits and grant 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

NEW QUESTION 40

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 UI. 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 42

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 45

A company discovered that Salesforce already has a pre-built DataPack, that comes with industry-standard procedures; system administrator wants to move and deploy the DataPack, to achieve this.

Which tool can be used to deploy the DataPack Lightning Web Component?

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

Answer: B

Explanation:

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

NEW QUESTION 50

Bobahaven has implemented the Licenses, permits, and inspections modules of Salesforce Public Sector Solutions to enable their permit application and approval processes.

Permits received over 12 month require additional manage sign-off before approval. For regulatory compliance, the application's history and approval must be auditable.

What will technical consultant suggest to Bobahaven is the solution for this requirement?

- A. Implement an approval escalation rule that escalates applications to the user's manager when the application duration is longer than 12 months.
- B. Implement an approval process that routes an approval request to the user's manager when the application duration is longer than 12 months.
- C. Implement business Rules Engine to identify application .. 12 months and train staff touse Chatter to request approval from their manager.
- D. Implement a Flow to identify applications over 12 months and assign ownership of the application to the user's manager for approval.

Answer: B

Explanation:

In Salesforce Public Sector Solutions, managing approvals for permit applications is crucial, especially when regulatory compliance requires additional managerial sign-off for applications exceeding a certain duration. Implementing an approval process is the recommended solution to meet these requirements effectively:

? Approval Process:

? Steps to Implement:

By implementing an approval process, Bobahaven ensures that applications meeting the specific criteria are escalated appropriately, maintaining regulatory compliance and providing an auditable history of approvals.

References:

? Salesforce Help: Approval Processes

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 51

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

Which Experience Cloud template should they use?

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

Answer: C

Explanation:

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

NEW QUESTION 56

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 59

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

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

Answer: A

Explanation:

The grant management lifecycle within the Salesforce Public Sector Solutions' "Grants Management" framework typically follows a structured sequence to ensure systematic processing and management of grants. The correct stages in sequential order are:

? Plan: Initial stage where the goals, objectives, and framework of the grant program are defined.

? Apply: Potential grantees submit their applications for consideration.

? Engage: Interaction occurs between the grantors and the applicants, which can include clarifications, additional information requests, and preliminary assessments.

? Review: Submitted applications are thoroughly reviewed and evaluated against the grant criteria.

? Award: Successful applicants are selected and grant awards are officially made.

? Manage: The ongoing management of granted funds, monitoring of the project's progress, and compliance with grant conditions.

? Close Out: Finalization of the grant process, including the submission of final reports, financial reconciliation, and formal closure of the grant file.

This sequence ensures a comprehensive approach from the initial planning to the closure of the grant, making Option A (Plan, Apply, Engage, Review, Award, Manage and Close Out) the correct answer.

NEW QUESTION 60

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 61

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

How can the agency execute and confirm samples?

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

Answer: B

Explanation:

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

NEW QUESTION 65

What is right order of the grantmaking lifecycle?

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

Answer: B

Explanation:

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

? Plan: This initial phase involves defining the goals, objectives, and criteria for the grant. It includes the preparation of necessary documentation and the establishment of timelines and budgets.

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

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

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

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

References:

? Salesforce Help: Grants Management Lifecycle

? Salesforce Grants Management Documentation

NEW QUESTION 69

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:

? Licenses and Permits Expression:

? OmniScripts and FlexCards: Steps to implement this solution:

? Create New Experience Site:

? Add Components:

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

customization. References:

? Salesforce Help: OmniStudio Components

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 71

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 75

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