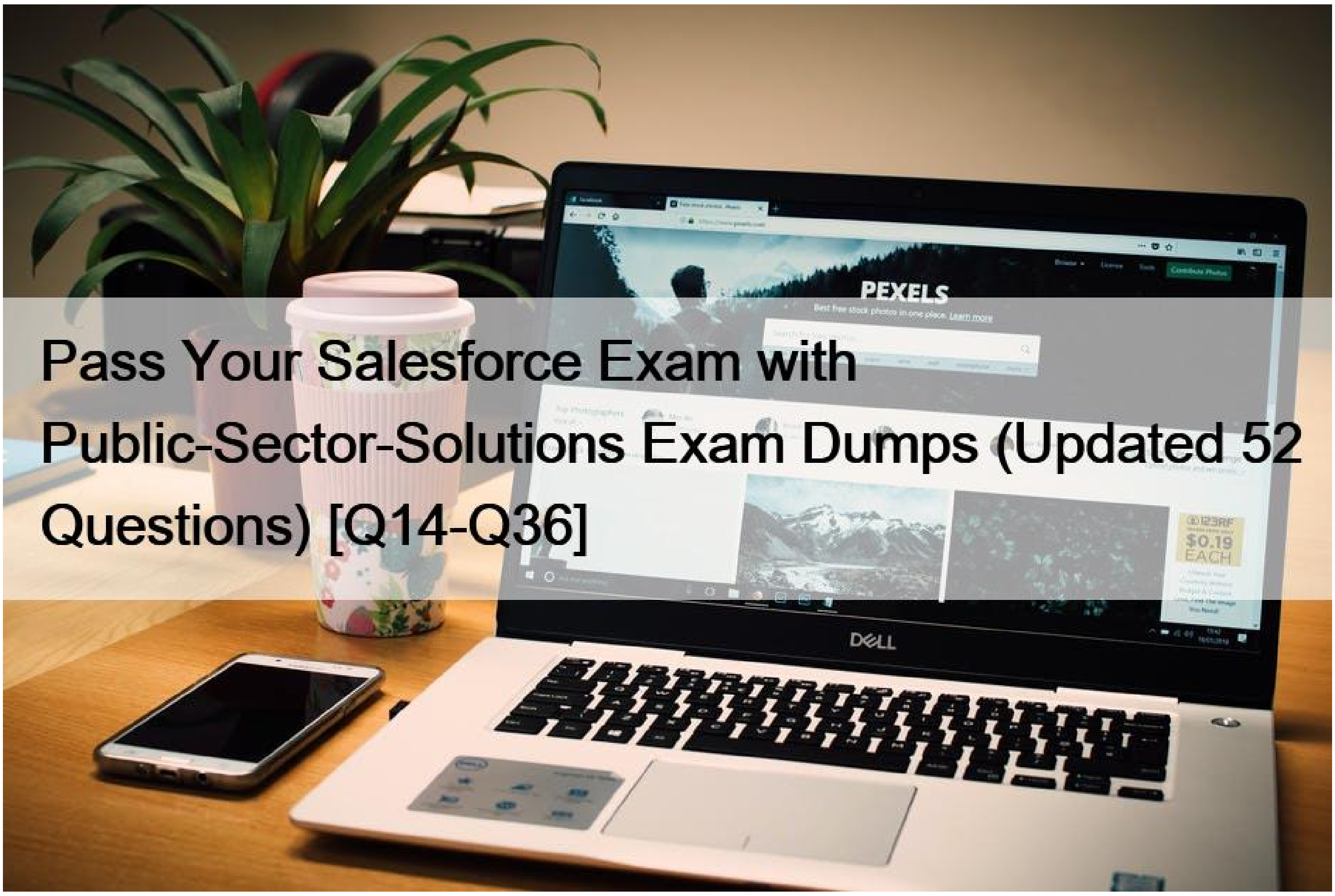
Pass Your Salesforce Exam with Public-Sector-Solutions Exam Dumps (Updated 52 Questions) [Q14-Q36



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Public-Sector-Solutions Exam Dumps - Salesforce Practice Test Questions

QUESTION 14

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?
* Customer Community
* Channel Account
* Customer Community Plus
* Partner Community
Explanation

Customer Community is a license type that should be considered for building a public portal with Experience Cloud for a large number of users. Customer Community licenses are designed for external users who need access to data and records in Salesforce, such as applying for loans or checking loan status. Customer Community licenses are also cost-effective and scalable for high-volume scenarios, as they are based on logins or monthly page views rather than user counts.

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

QUESTION 15

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?
* Community Response for Public Sector
* Emergency Response for Public Sector
* Volunteer Management for Community
* Public Sector for Community

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

QUESTION 16

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

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-di

QUESTION 17

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 lo 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?
* Change the Business License Application and Individual Application pages to have a single related list of Visits on the right panel.
* 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.
* Advise the government agency that the current method is the best option available without custom code, which they should avoid wherever possible.
* Create a new Action on the Business License Application and Individual Application objects to create a Visit record with Predefined Field Values.
Explanation

Creating a Screen Flow or creating a new Action are two possible approaches for creating a better user experience when creating a Visit. A Screen Flow is a type of flow that can create an interactive user interface to display information or collect data from users. A Screen Flow can have the required fields to create a Visit record and it can be launched by a button on the page layout. An Action is a type of button that can perform tasks such as creating or updating records. An Action can have Predefined Field Values that can automatically populate fields when creating a Visit record. Reference:

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

QUESTION 18

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?
* Configuring more than ten different OmnlScript Application forms and making them available on an Experience Site for external users to apply.
* Configuring an Application Object Usage Record to track the number of applications processed for License & Permit Management and Emergency Response Management.
* Configuring Business Regulatory Authorization Type Dependencies for external users to view on the Experience site when searching for a specific Permit to apply for.
* Configuring multiple record types for the Individual Application and the Business License Application for both License & Permit Management and Emergency Response Management.
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 CustomerCommunity Plus licenses, which are based on user counts and have higher costs than Customer Community licenses, which are based on logins or page views.

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

QUESTION 19

What are the three different key modules of Public Sector Solutions: Business Rules Engine?
* Expression Maps
* Expression Sets
* Decision Table
* Decision Matrix
* Decision Tree
Explanation

Expression Sets, Decision Table, and Decision Matrix are three different key modules of Public Sector Solutions: Business Rules Engine (BRE). Expression Sets are modules that can define expressions that can be reused across multiple rules or matrices. Decision Table is a module that can evaluate data based on rows of conditions and actions in a tabular format. Decision Matrix is a module that can evaluate data based on columns of conditions and outcomes in a tabular format.

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

QUESTION 20

Which three require set up to configure a License Authorization?
* Business Type
* Regulatory Authority
* Inspection Type
* Regulatory Authorization Type
* Business Profile
Explanation

Business Type, Regulatory Authority, and Regulatory Authorization Type are three items that require set up to configure a License Authorization. License Authorization is a feature of Public Sector Solutions that can help public sector agencies to manage licenses and permits for different types of businesses and activities. Business Type is a custom metadata type that can define different categories of businesses, such as restaurants or salons.

Regulatory Authority is a custom metadata type that can define different entities that issue licenses or permits, such as city or county governments. Regulatory Authorization Type is a custom metadata type that can define different types of licenses or permits, such as food service license or liquor license.

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

QUESTION 21

ATechnical 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?
* Create a Screen flow and incorporate the Decision Explainer component to display the outcome.
* Create an Apex Trigger to document the decision steps performed.
* Add the Decision Explainer Log History component to the Lightning record page(s).
* Integrate the BRE with Decision Explainer.
* Assign the Decision Explainer Permission Set License to the appropriate user(s).
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&lang

QUESTION 22

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?
* Install the ERM for PSS Managed Package
* Enable Person Account
* Enable Email-to-Case
* Enable Web-to-Case
* Install the ERM for PSS Unmanaged Package
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&la

QUESTION 23

A government agency is planning a Public Sector Solutions implementation. What are three main constraints that government agencies often have in project implementation?
* Workshops, Schedule and Cost
* Scope, Tools and Cost
* Scope, Resources and Cost
* Scope, Schedule and Cost
Explanation

Scope, schedule and cost are the three main constraints that government agencies often have in project implementation. Scope defines the goals, deliverables, and requirements of the project. Schedule defines the timeline, milestones, and dependencies of the project. Cost defines the budget, resources, and risks of the project. These three constraints are also known as the project management triangle or the triple constraint.

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

QUESTION 24

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?

* Create a master-detail relationship between Regulatory Code and Assessment Indicator
* Use the Regulatory Code Assessment Indicator junction object
* Use the Assessment Indicator Regulatory Code junction object
* Create a lookup relationship on both objects to a junction object called Regulatory CodeMap

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-com

QUESTION 25

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

Which three permission sets need to be assigned?

* Employee Experience Community Access
* Employee Productivity Plus User Data Access
* Employee Experience for Public Sector
* Employee Productivity Plus Access
* Public Sector Solutions User Access

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&l

QUESTION 26

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

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&l

QUESTION 27

The Department of Disaster Assistance is implementing Grams Management using Public Sector Solutions.

One of the pain points in the current process is that every grant application reviewer follows a different business process to review the applications received. A solution has been engaged to standardize this process using the Public Sector Solution toolkit. What should be the best solution to achieve thistask?
* Create a guided omniscript guided process to define due diligence steps, related tasks, and documents to collect.
* Develop a standard set of processes/guides to coach the reviewers and ask them to follow them without fail.
* Use Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect.
* Use a screen flow on Accounts to define due diligence steps, related tasks, and documents to collect.

Explanation

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

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

QUESTION 28

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?

* Link Inspections and Visits to Permit Applications
* Configure Inspections and Visits
* Link Cases to Permits
* Configure Action Plans on Cases and Permits
* Set up Business Rules Engine (BRE) to determine Complaint validity.

Explanation

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

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

QUESTION 29

A government agency recently migrated to Salesforce and is very excited to be on board, but their System Administrators have doubts about installing the Omnistudio package.

Which three tasks must be completed or checked before installing the Omnistudio Package?

* Enable Orders
* Enable Assets
* Enable Person Accounts
* Ensure the email deliverability access level is set to “All email”
* Confirm browser settings meet published minimum requirements

Explanation

Enabling Assets, enabling Person Accounts, and ensuring the email deliverability access level is set to “All email” are three tasks that must be completed or checked before installing the Omnistudio Package. Assets are records that represent products or services sold to customers. Assets must be enabled to use some features of Omnistudio, such as FlexCards or DataRaptors. Person Accounts are records that store information about individual people who are not associated with a business account. Person Accounts must be enabled to use some features of Omnistudio, such as OmniScripts or DataPacks. Email deliverability access level determines what types of email can be sent from Salesforce. The email deliverability access level must be set to “All email” to install Omnistudio Package successfully.

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

QUESTION 30

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?

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

Explanation

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

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

QUESTION 31

A customer warns to provide recommendations to the public on what kind of license is required for their business (three types). Key attributes are required to determine the correct license type, such as city & county location, the volume of current business (in S), and the size of the building. The rules often change for the thresholds for the volume and size of the building, so the business needs to be able to update these rules easily.

What declarative components would be required to ask the public these questions and provide a recommendation based on the current rules?
* OmniChannel for capturing answers, along with a Reference Lookup Matrix to evaluate & recommend a license type
* OmniStudio for capturing answers, along with Einstein Al to evaluate & recommend a license type
* Lightning Web Component for capturing answers, along with Apex to evaluate & recommend a license type
* OmniScript for capturing answers, along with a Decision Matrix to evaluate & recommend a license type
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-soluti

QUESTION 32

A government agency would like 10 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?
* Create a Decision Matrix using BRE
* Create an Application Form using OmniScript Designer
* Create an Application Form using Web-to-Case
* Create an Expression Set using BRE
* Create an Application Form using Web-to-Lead
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-di

QUESTION 33

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?
* Activate DataPack OmniScripts and Integration Procedures
* Installation of OmniStudio Package in the org
* Deploy the DataPack Lightning Web Component Files to the Org
* Download Public Sector Sample DataPacks from Process Library
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

QUESTION 34

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?
* Salesforce Flow
* Product Schedule
* Person Accounts
* Custom Object for Applications
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&

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