

## Easily To Pass New Salesforce Public-Sector-Solutions Dumps with 70 Questions [Q37-Q53]



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### QUESTION 37

A customer has specific steps/tasks that need to be performed every time a new Business License Application comes in. The following actions must be completed:

- \*The applicant must upload an image of their driver's license
- \*The license reviewer must perform a background check within five business/working days
- \*The license reviewer must enter the background check results into an external system manually within two business days of completing the background check
- \*The license reviewer must provide a recommendation to the approver to approve/reject the application & submit it for review

\*The license reviewer may add additional steps/tasks for a particular application as needed Which statement is true regarding Action Plan Templates relative to the business requirements above?

- \* An action plan template can be created (or the business license application object, and a document checklist item for the Image upload can be created
- \* The reviewer users cannot create their own tasks within a predefined action plan template
- \* Action plans cannot have tasks with due dates dependent upon prior tasks within the action plan
- \* A document checklist item for an action plan template cannot be created

Explanation

An action plan template can be created for the business license application object, and a document checklist item for the Image upload can be created is a true statement regarding Action Plan Templates relative to the business requirements above. An action plan template is a predefined set of tasks and subtasks that can be applied to records such as cases or permits. An action plan template can be created for any custom or standard object that supports activities, such as the business license application object. A document checklist item is a type of task that can require users to upload documents or images as part of an action plan template.

Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_action\\_plan\\_templates.htm&type=5&](https://help.salesforce.com/s/articleView?id=psc_admin_setup_action_plan_templates.htm&type=5&)

### QUESTION 38

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?

- \* Files
- \* Attachments
- \* Intelligent Form Reader
- \* Content

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](https://help.salesforce.com/s/articleView?id=psc_admin_setup_intelligent_form_reader.htm&type=5&language=en_US)

### QUESTION 39

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?

- \* VSCode
- \* VSCode and Salesforce DX
- \* Change Sets
- \* ANT Migration Tool

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

#### QUESTION 40

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

#### QUESTION 41

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?

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

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

#### QUESTION 42

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?

- \* Utilize the Funding Program Request object to capture the details
- \* Utilize the Funding Program object to capture the details
- \* Utilize the Funding Request object to capture the details
- \* Utilize the Business Licence Application object to capture the details

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](https://help.salesforce.com/s/articleView?id=psc_admin_setup_funding_request.htm&type=5&language=en_US)

### QUESTION 43

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?

- \* Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community
- \* Salesforce Flows, APEX, Custom Objects, and VisualForce
- \* Salesforce Flows, Customer Community, and Individual Account
- \* Salesforce Flows, Employee and Public Sector Data Models, and Employee Community

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&l](https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&l)

### QUESTION 44

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

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

- \* Recommend using PSS with the Nonprofit Success Pack.
- \* Recommend using PSS with the Outbound Funds Module.
- \* Recommend using PSS with the Grants Management product.
- \* Recommend using PSS with FinancialForce Accounting.

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

### QUESTION 45

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?

- \* Check the entry condition.
- \* Check the Expression Set.
- \* Check the Calculation.
- \* Check the Decision Matrix.

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

#### QUESTION 46

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

#### QUESTION 47

A public sector agency recently implemented Public Sector Solutions for license and permit use cases. The agency is now planning to get certified for ISO 27001 compliance. One of the essential requirements for achieving this certification is demonstrating that enhanced security, data protection, and auditing capabilities are in place for their implementation.

What Salesforce add-on product should a technical consultant recommend for the agency's compliance use cases?

- \* Setup Audit Trail
- \* Field History Tracking
- \* Salesforce Shield
- \* Classic Encryption

Explanation

Salesforce Shield is a Salesforce add-on product that can be used for the agency's compliance use cases.

Salesforce Shield provides enhanced security, data protection, and auditing capabilities for the agency's implementation. It includes three features: Platform Encryption, Event Monitoring, and Field Audit Trail.

Platform Encryption allows the agency to encrypt sensitive data at rest while preserving critical platform functionality. Event Monitoring allows the agency to track and audit user activity and performance across the platform. Field AuditTrail allows the agency to track changes to sensitive data fields over time and set retention policies for field history data.

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

#### QUESTION 48

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](https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&l)

#### QUESTION 49

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 50



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.

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 constituent's data. This means that external users cannot see any grant applications by default, unless they are explicitly shared with them. Reference:

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

## QUESTION 51

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

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

## QUESTION 52

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?

- \* OmniStudio
- \* Action Plans

- \* Data Raptors
- \* Business Rules Engine

Action Plans are part of the Public Sector Solutions package and they are used to automate inspection tasks and workflows. Action Plans allow the government agency to create templates for common inspections, assign tasks to team members, track progress and status, and collaborate on inspections using Chatter. Reference:

<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/automate-inspection-tasks-with-action-plans>

### QUESTION 53

An inspector at a large public sector agency is planning to make a visit to inspect restaurants in the city for compliance purposes.

Which three built-in Lightning Components can they use to conduct efficient visits?

- \* Inspection Tab Container
- \* Inspection Details
- \* Inspection Calendar
- \* Inspection Dynamic Dashboards
- \* Inspection Action

Inspection Tab Container, Inspection Details, and Inspection Action are three built-in Lightning Components that can be used to conduct efficient visits. Inspection Tab Container is a component that can display a tabbed interface for viewing and editing inspection records. Inspection Details is a component that can display the details of an inspection record, such as the inspection type, status, date, and time. Inspection Action is a component that can display the actions that can be performed on an inspection record, such as completing, canceling, or rescheduling the inspection. Reference:

[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_inspection\\_components.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_inspection_components.htm&type=5&language=en_US)

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