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Vendor:Salesforce

Exam Code:PUBLIC-SECTOR-SOLUTIONS

Exam Name:SalesforcePublic Sector Solutions
Accredited Professional

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QUESTION 1

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

Correct Answer: C

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&dtty=pe=5

QUESTION 2

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.

Correct Answer: C

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&language=en_US&type=5

QUESTION 3

The City of Snaxboro has implemented CRM Analytics for Public Sector but keeps getting an error message when creating the Analytics (or the Licensing, Permits, and inspections app). They have verified that their users have the appropriate permission sets assigned. What is the most probable cause for the error message?

- A. There are no Visit records.
- B. There are no active Action Plan Templates.
- C. Person Accounts have not been enabled.
- D. There are no Violation records.

Correct Answer: A

There are no Visit records is the most probable cause for the error message when creating the Analytics for the Licensing, Permits, and Inspections app. CRM Analytics for Public Sector is a prebuilt app that comes with Public Sector Solutions and it can provide reports and dashboards for licensing, permitting, and inspections data. However, if there are no Visit records in the org, the Analytics app cannot generate any data and will show an error message. To fix this issue, the City of Snaxboro needs to create some Visit records or import some sample data. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_crm_analytics.htm&language=en_US&type=5

QUESTION 4

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

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

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

Correct Answer: C

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&language=en_US&type=5

QUESTION 5

A customer wants to implement a customer community. Authenticated users will be able to log cases, manage their account and contact information, and apply/view their grant applications.

What two security settings should be configured to ensure the community is secure and no extra information is available to the authenticated community users?

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

Correct Answer: BC

Org-wide defaults for external users determine the baseline level of access that guest users and authenticated community users have to records they do not own. Setting them to Hidden for everything means that external users cannot see any records by default, unless they are explicitly shared with them. Sharing sets are used to grant access to records that are associated with a specific user or profile in a community. By setting up sharing sets, the authenticated community users can access their own Cases, Applications, and Accounts, but not those of other users.

References:https://help.salesforce.com/s/articleView?id=psc_admin_concept_psc_overview.htm&type=5&language=en_UShttps://developer.salesforce.com/docs/atlas.en-us.psc_api.meta/psc_api/api_psc_overview.htm

QUESTION 6

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

Correct Answer: ABD

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

a business account, such as citizens or volunteers. Enabling Web-to-Case is a feature that can be used to create cases from web forms submitted by external users, such as emergency service requests.

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

QUESTION 7

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 and SalesforceDX.

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

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

Correct Answer: C

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 and 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 and

SalesforceDX.

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

QUESTION 8

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

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

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

Correct Answer: D

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

QUESTION 9

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

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

- A. Enable Orders
- B. Enable Assets
- C. Enable Person Accounts
- D. Ensure the email deliverability access level is set to "All email"
- E. Confirm browser settings meet published minimum requirements

Correct Answer: BCD

Enabling Assets, enabling Person Accounts, and ensuring the email deliverability access level is set to "All email" are three tasks that must be completed or checked before installing the Omnistudio Package. Assets are records that represent products or services sold to customers. Assets must be enabled to use some features of Omnistudio, such as FlexCards or DataRaptors. Person Accounts are records that store information about individual people who are not associated with a business account. Person Accounts must be enabled to use some features of Omnistudio, such as OmniScripts or DataPacks. Email deliverability access level determines what types of email can be sent from Salesforce. The email deliverability access level must be set to "All email" to install Omnistudio Package successfully. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_omnistudio.htm&type=5&language=en_US

QUESTION 10

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

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

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

Correct Answer: AD

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

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

QUESTION 11

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

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

Correct Answer: B

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

Grants Portal is a component of Grants Management that can help public sector agencies to create a digital experience site for grant applicants or recipients. Grants Portal can allow the recipients to apply for relief in a self-service portal,

upload supporting documentation, and check the status of their application.

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

QUESTION 12

A government-supported agency that helps constituents track the status of their claims is using Public Sector Solutions. For claim assessors to review and process claims, it is crucial to see the applications' Decision Logs.

Which component can be added to see the history of Decision Explanations for a claim?

- A. Decision Explainer Log History

B. Log History

C. Audit Log

D. Record History

Correct Answer: A

Decision Explainer Log History is a component that can be added to see the history of Decision Explanations for a claim. Decision Explainer Log History displays a list of Decision Explanations that have been generated for a claim by a Decision Matrix or a Business Rules Engine (BRE). It shows the date, time, user, rule name, rule outcome, and explanation text for each Decision Explanation.

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