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Last Public-Sector-Solutions practice test reviews: Practice Test Salesforce dumps Try Public-Sector-Solutions Free Now! Real Exam Question Answers Updated [Jan 07, 2024 NEW QUESTION 12

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
Explanation

Intelligent Form Reader is a feature that can be used to automate the validation of an applicant's date of birth from a driver's license or passport. Intelligent Form Reader is a component of OmniStudio, which is part of Public Sector Solutions. It allows users to upload documents or images and extract data from them using optical character recognition (OCR) or artificial intelligence (AI). It can also validate the extracted data against Salesforce records or external sources.

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

NEW QUESTION 13

What 2 core Salesforce Clouds is Public Sector Solutions based on?
* Service Cloud
* Experience Cloud
* Marketing Cloud
* Admin
Explanation

Service Cloud and Experience Cloud are two core Salesforce Clouds that Public Sector Solutions is based on.

Service Cloud is a Salesforce Cloud that can help public sector agencies to provide customer service and support, such as managing cases, creating knowledge articles, or using chatbots. Experience Cloud is a Salesforce Cloud that can help public sector agencies to create digital experience sites for external users, such as constituents, businesses, or employees. Public Sector Solutions is based on Service Cloud and Experience Cloud, and it provides additional features and components that are tailored for the delivery of government services. Reference:

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

NEW QUESTION 14

A Public Sector Organization (PSO) is seeking to improve how they manage us community grants and would like to introduce a new portal to allow Organizations to apply for grants. The PSO would also like to improve its internal processes and use the Grants Management package from Public Sector Solutions. The PSO currently uses Salesforce in a minimal capacity, with their staff using the Salesforce Classic UL. In addition to procuring Grants Management licenses, what other three prerequisites should the Technical Consultant advise the PSO are required?
* Customer Community Licenses
* Enable Chatter
* Enable Web-to-Lead
* Migrate Users to Lightning Experience
* Customer Community Plus Licenses
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&lan

NEW QUESTION 15

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?
* There are no Visit records.
* There are no active Action Plan Templates.
* Person Accounts have not been enabled.
* There are no Violation records.
Explanation

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&type=5&language

NEW QUESTION 16

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

NEW QUESTION 17

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
Explanation

The “Funding Request” object is the best solution to capture the fund-related requirements, objectives, and supporting documents. The “Funding Request” object is a standard object that comes with Public Sector Solutions. It can be used to track requests for funding from different sources, such as government agencies or external organizations. The “Funding Request” object can store information such as the funding program, the funding amount, the funding status, the funding requestor, and the funding recipient. It can also have related records such as documents, tasks, or disbursements. Reference:

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

NEW QUESTION 18

Bobahaven has purchased the Licenses, Permits, and inspections modules of Public Sector Solutions and Is eager to transform its constituents’ experience by providing authenticated digital permit applications and self-service for constituents Bobahaven’s marketing team has provided the consultant with branding guidelines and asset files. The project sponsor has indicated thai while brand standards are important to comply with, the speed to market of this constituent digital experience is a higher priority.

Which two Experience Site templates will the consultant select for building and deploying an authenticated digital experience with some custom branding but with an emphasis on an accelerated development timeframe?
* Select the BYO (Lightning Web Runtime) template and deploy custom-built Lightning Components.
* Select the Licenses and Permits Experience Site template, and customize the theme.
* Select the Help Center Experience Site template, and customize the theme.
* Select the BYO (Aura) template and deploy a mix of custom-built Lightning Components with standard components.
Explanation

The Licenses and Permits Experience Site template and the Help Center Experience Site template are two templates that can be used to build and deploy an authenticated digital experience with some custom branding but with an emphasis on an accelerated development timeframe. These templates come with prebuilt pages, components, and themes that can be customized to match Bobahaven’s branding guidelines and asset files.

The Licenses and Permits Experience Site template can be used to allow constituents to apply online for grants and check the progress of grant applications. The Help Center Experience Site template can be used to provide self-service resources such as articles, FAQs, and chat.

Reference:https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-an-experi

NEW QUESTION 19

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

NEW QUESTION 20

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&

NEW QUESTION 21

A government agency is planning for a project Implementation. The project has to comply with regulations for storing protected health information (PHI). What are two different Salesforce security tools that can be used to meet this requirement?
* Field Audit Trail
* Setup Audit Trail
* Event Monitoring
* Platform Encryption
Explanation

Field Audit Trail and Platform Encryption are two different Salesforce security tools that can be used to meet the requirement of storing protected health information (PHI). Field Audit Trail allows government agencies to track changes to sensitive data fields over time and set retention policies for field history data. Platform Encryption allows government agencies to encrypt sensitive data at rest while preserving critical platform functionality.

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

NEW QUESTION 22

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

NEW 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

NEW QUESTION 24

A public sector agency has implemented Public Sector Solutions for Licenses & Permits. After the intake of the Permit application, an applicant needs to pay permit fees. This step requireschecking 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?
* Integration Procedure
* FlexCard
* OmniScript
* DataRaptor
Explanation

OmniScript is a feature of OmniStudio, which is part of the Public Sector Solutions package. OmniScript allows the public sector agency to create guided digital forms that can integrate with external systems and custom objects. OmniScript can be used to check permit fees from an external system and apply discounts based on site/address data from a custom object.

Reference:https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-di

NEW 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

NEW QUESTION 26

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 tor this use case?
* Application form using Omniscripts and embed the license fee logic using integration procedures
* Application form using Flows and embed the Business Rules Engine to derive the license fee in the process.
* Application form using Omniscripts and embed the Business Rules Engine to derive the license fee in the process
* Application form using Omniscripts and embed the license fee logic using triggered flows
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_UShttps:

NEW QUESTION 27

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

NEW QUESTION 28

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

Which Business Rules Engine tool is used here?
* Workflow Field Updates
* Data matrices
* Process Builder
* Decision Matrices
Explanation

Decision Matrices are Business Rules Engine tools that are used to automatically map and set the fees for each application. A Decision Matrix can evaluate answers based on rules and conditions and provide a decision outcome and explanation. For example, a Decision Matrix can determine the fee amount based on the type of license, the city & county location, the volume of current business, and the size of the building.

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

NEW QUESTION 29

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

NEW QUESTION 30

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

NEW QUESTION 31

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

NEW QUESTION 32

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?
* Set up Sharing Rules to grant authenticated users access to their Cases. Applications, and Accounts
* Set Org-Wide Defaults for External Users to Hidden for everything
* Set up Sharing Sets to grant authenticated users access to their Cases, Applications, and Accounts
* Set Org-Wide Defaults for External Users to Private for everything
Explanation

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_US

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