

Public-Sector-Solutions Dumps

Salesforce Public Sector Solutions Accredited Professional

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NEW QUESTION 1

A government agency has set up a program to provide government funding to local business owners. Grantseekers need to be able to collaborate with their internal stakeholders during the application process. Additionally, Grant Managers overseeing applications within the government agency need to be able to collaborate with other government employees during the application review process.

What solution would a technical consultant recommend to solve the outlined use case?

- A. Handle funding request collaboration through email and log activity on Applications.
- B. Collaborate internally and externally through the Funding Request Application Feed.
- C. Configure Invite Collaborators for Funding Request Applications.
- D. Add a "Requires Collaboration" custom field to the Funding Request object.

Answer: B

Explanation:

Salesforce Public Sector Solutions offer various collaboration tools to enhance communication among stakeholders. For the scenario where grantseekers and grant managers need to collaborate on funding request applications, utilizing the Funding Request Application Feed is the most efficient solution. This feature allows users to communicate in a centralized location attached to the funding request record, ensuring all communication is tracked and accessible within the context of the application. It supports both internal and external collaboration, making it ideal for this use case. This approach aligns with Salesforce's best practices for collaborative engagement on records, leveraging Chatter or similar collaboration feeds to keep all stakeholders informed and engaged without resorting to disparate email threads.

NEW QUESTION 2

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.

Answer: AD

Explanation:

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

NEW QUESTION 3

When configuring an inspection, the administrator wants a violation record to be automatically generated when an inspector indicates that a standard requirement failed or an issue was identified.

What is the recommended approach for configuring the inspection to achieve this requirement?

- A. Create a new violation type record and associate it with an appropriate Assessment Indicator Definition
- B. Select the "Auto-generate" checkbox so it will generate a V record whenever the AID fails.
- C. In the "Results" picklist field of the Inspection Assessment Indicator Object, edit the "Fail" and "issue" picklist values and select the "Violations" checkbox for the values to generate a V record when selected.
- D. Build an auto-launched Flow that will get all the assessment questions in an inspection
- E. For each question that has a result marked as "Issue" or "Fail", generate a V record.
- F. In the AP Template, xxxxx

Answer: C

Explanation:

In Salesforce Public Sector Solutions, automating the creation of violation records when certain conditions are met during an inspection can be efficiently achieved using Salesforce Flow. Building an auto-launched Flow allows for detailed customization and control over the logic and actions performed based on the inspection results. Here???

how to set it up:

- ? Create the Flow:
- ? Define the Trigger:
- ? Get Assessment Questions:
- ? Decision Element:
- ? Create Records:
- ? Activate the Flow:

This method ensures that the logic is flexible and can be modified without changing the underlying data model. It leverages Salesforce's powerful Flow Builder to create sophisticated automation rules.

References:

- ? Salesforce Help: Create an Auto-launched Flow
- ? Salesforce Public Sector Solutions Documentation

NEW QUESTION 4

A public sector agency recently implemented public Sector solutions for the ?? in the cite. A new inspector has been onboarded to conduct the inspections??. Feature. All other inspectors can access Action Plans without any problems.

- A. The ??Enable Notes?? permission has not been selected for the new inspector.
- B. Person Account Models have not been enabled on the org.
- C. The Salesforce use for the new inspector is disabled.
- D. Action Plans Permission set has not been assigned to the new inspector.

Answer: D

Explanation:

In Salesforce Public Sector Solutions, permissions and access control are crucial for ensuring that users can perform their roles effectively. If a new inspector is unable to access Action Plans while other inspectors can, it is likely due to a missing permission set assignment. Specifically, the Action Plans Permission Set must be assigned to the inspector to grant access to the necessary features. Here's how to check and assign the permission set:

? Check User Permissions:

? Assign Action Plans Permission Set:

By ensuring that the new inspector has the Action Plans Permission Set, you will grant them the required access to view and manage Action Plans, just like the other inspectors. References:

? Salesforce Help: Permission Sets

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 5

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

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

Answer: D

Explanation:

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

NEW QUESTION 6

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?

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

Answer: DE

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-digital-forms-with-omniscrypt>

NEW QUESTION 7

A Technical Consultant is implementing an experience site for a government agency where they will be accepting grant applications during a specific window of time. The Technical Consultant expects a high volume of interest in this grant offering.

What three steps or tools should be leveraged to ensure the solution can support this surge?

- A. Perform UAT testing to find defects in the code
- B. Set up IP restrictions to control who can access the website and when
- C. Identify expensive processes to offload to asynchronous processes.
- D. Implement CDN and waiting rooms
- E. Analyze and test the application for the expected load with a load testing tool

Answer: CDE

Explanation:

To ensure that a government agency's experience site can handle a high volume of grant applications during a specific window, the following steps or tools should be leveraged:

? Identify expensive processes to offload to asynchronous processes (Option C). This approach helps manage resource-intensive tasks without impacting the user experience on the front end, particularly important during high-traffic periods.

? Implement CDN and waiting rooms (Option D). Content Delivery Networks (CDNs) can significantly improve load times for users by caching content at edge locations closer to users. Waiting rooms can be used to manage access to the site during peak times, preventing overload.

? Analyze and test the application for the expected load with a load testing tool (Option E). Prior to going live, it is crucial to simulate expected traffic using load testing tools to ensure that the site can handle the surge in users without performance degradation.

Option A, while important, primarily focuses on code quality rather than scalability and performance under load. Option B, setting up IP restrictions, does not directly contribute to handling a surge in site traffic but rather controls access based on user location or network, which may not be relevant to the scenario described.

NEW QUESTION 8

Which three require set up to configure a License Authorization?

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

Answer: ABD

Explanation:

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

NEW QUESTION 9

Bobahaven has been using Salesforce Service Cloud for some time and has recently implemented Public Sector Solutions to improve its application and grants management processes. The executive team wants to understand the trends and metrics around Bobahaven's constituent satisfaction with the new system. It is particularly interested in understanding the average time Bobahaven's employees take to resolve constituent service queries now versus their historical performance. Up until now, however, Bobahaven has not been tracking case duration.

In this scenario, which is the correct reporting and analytics solution to provide ongoing trend reporting of case duration while also minimizing customization?

- A. Standard Salesforce Report using the standard Case report type, with a newly created custom field to track case duration for new cases.
- B. Public Sector Case Analytics App, leveraging CRM Analytics' case duration formula
- C. Standard Salesforce Report using the standard Case report type, with a custom formula to calculate case duration.
- D. Public Sector Case Analytics App, with a newly created custom field to track case duration for new cases.

Answer: B

Explanation:

For Bobahaven to understand trends and metrics around constituent satisfaction, especially regarding case resolution times, the Public Sector Case Analytics App within Salesforce CRM Analytics (formerly Einstein Analytics) provides a robust solution. This app includes pre-built analytics templates and formulas, such as a case duration formula, which can measure the time taken to resolve cases without the need for extensive customizations. This solution offers advanced analytics capabilities that can handle complex data calculations and visualizations, enabling Bobahaven's executive team to gain deep insights into performance metrics, including historical and current case resolution times.

NEW QUESTION 10

A Public Sector Organization (PSO) has recently deployed Grants Management from Public Sector Solutions within their Salesforce Org and has launched their publicly available Grants Portal. The PSO would like to ensure that they meet their statutory requirements and perform their due diligence, as they now have Organizations registering via their portal. The PSO's statutory and due diligence processes include verifying the details of the Organization as well as requesting, collecting, and storing documentation about the Organization. The PSO would like to track these activities separately, as these processes can be run in parallel. Which feature available in PSS would the Technical Consultant configure to meet the PSO's requirements?

- A. A Path targeted at Account
- B. A Support Process targeted at Account
- C. An Action Plan targeted at Account
- D. An Action Plan Template targeted at Account

Answer: C

Explanation:

In the context of a Public Sector Organization using Grants Management and needing to track statutory requirements and due diligence processes for organizations registering via their portal, configuring an Action Plan targeted at the Account object is the most suitable solution. Action Plans in Salesforce allow for the creation of standardized, repeatable sets of tasks that can be applied to records. This feature is ideal for managing due diligence processes, as it enables the PSO to define a set of tasks that need to be completed for each organization, track their completion, and ensure consistency in how due diligence is performed. This approach allows these activities to be tracked separately and run in parallel, providing a structured and efficient method for managing statutory and due diligence requirements within the Grants Management framework. This recommendation leverages Salesforce Public Sector Solutions' capabilities to enhance process management and compliance tracking for public sector organizations.

NEW QUESTION 10

A Public Sector Organization (PSO) would like to enhance its publicly available website, built in Experience Cloud, to allow constituents to report their concerns about someone's health or safety. The PSO is already using Public Sector Solutions. The requirement from the PSO is that the constituent should be able to report their concerns both as authenticated users and anonymously. Additionally, internal staff should be able to separately track their investigations and any follow-up in a separate Case.

Leveraging Public Sector Solutions functionality, what configuration should the Technical Consultant use to meet the requirements?

- A. Use the Complaint Case and Case objects.
- B. Use record types on Case, one for the constituents and one for internal staff
- C. Use the Public Complaint and Case objects.

D. Use a custom object for the Complaint with a lookup relationship to Case.

Answer: C

Explanation:

For a Public Sector Organization enhancing its website to allow both authenticated and anonymous reporting of health or safety concerns, the appropriate configuration using Salesforce Public Sector Solutions would involve:

? Using the Public Complaint and Case objects (Option C). Salesforce Public Sector Solutions includes specialized objects like Public Complaint, which is designed to handle situations where the public can report issues. These can be configured to allow anonymous entries while maintaining the capability to create and track related Cases for internal follow-up. This setup enables the organization to efficiently manage and segregate public inputs from internal case management processes.

Options A, B, and D do not fully address the requirements:

? Option A and B involve using only the Case object or different record types on the Case object. While these configurations could segment reports internally, they do not cater specifically to the need for public input, particularly anonymous reporting.

? Option D suggests creating a custom object for the Complaint with a lookup relationship to Case, which would require additional customization and might not leverage existing functionality as efficiently as using Public Complaint.

NEW QUESTION 13

The City of Snaxboro has several License and Permit forms that are long and complex. Applicants often fill out these forms incorrectly and forget to submit key pieces of information, resulting in requests for more information on their applications. The city wants to use Public Sector Solutions and digitize these forms to increase the accuracy of information submitted by applicants and reduce processing times.

What three recommendations should a Technical Consultant provide to the city to achieve this?

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

Answer: CDE

Explanation:

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

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

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

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

Options A and B were not selected because:

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

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

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

NEW QUESTION 17

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

What should the Administrator check for next?

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

Answer: A

Explanation:

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

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

NEW QUESTION 22

Foodvania is using Business Rules Engine (BRE) to help with the application review process in their Public Sector Solutions implementation. The Administrator of Foodvania's Salesforce instance has been tasked with finding out why some applications are being prioritized incorrectly.

Where in the current configuration would an Administrator look to find a plausible explanation for the incorrect prioritization?

- A. Check the entry condition.
- B. Check the Expression Set.
- C. Check the Calculation.
- D. Check the Decision Matrix.

Answer: D

Explanation:

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

NEW QUESTION 25

A government agency is planning a Public Sector Solutions implementation. What are three main constraints that government agencies often have in project implementation?

- A. Workshops, Schedule and Cost
- B. Scope, Tools and Cost
- C. Scope, Resources and Cost
- D. Scope, Schedule and Cost

Answer: D

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&language=en_US

NEW QUESTION 27

What are the three different key modules of Public Sector Solutions: Business Rules Engine?

- A. Expression Maps
- B. Expression Sets
- C. Decision Table
- D. Decision Matrix
- E. Decision Tree

Answer: BCD

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 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?

- A. Link Inspections and Visits to Permit Applications
- B. Configure Inspections and Visits
- C. Link Cases to Permits
- D. Configure Action Plans on Cases and Permits
- E. Set up Business Rules Engine (BRE) to determine Complaint validity.

Answer: ABD

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 enables the 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-visits>

NEW QUESTION 37

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?

- A. Community Response for Public Sector
- B. Emergency Response for Public Sector
- C. Volunteer Management for Community

D. Public Sector for Community

Answer: C

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_US

NEW QUESTION 40

To allow a user to access the Public Sector Solutions Employee Experience pre-built application. Which three permission sets need to be assigned?

- A. Employee Experience Community Access
- B. Employee Productivity Plus User Data Access
- C. Employee Experience for Public Sector
- D. Employee Productivity Plus Access
- E. Public Sector Solutions User Access

Answer: ACD

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&language=en_US

NEW QUESTION 45

A government agency is implementing Public Sector Solutions and their intake officer is looking to create a document checklist and review business license applications only. The agency is looking to create a document type for business license applications using the Intelligent Document Automation (IDA) and restrict the record access to the intake officer only. What are the three steps a technical consultant should configure to satisfy the agency's use case?

- A. Assign permissions and permission sets for application forms
- B. Enable Intelligent Document Automation
- C. Turn on Document Checklist
- D. Create a document type under Notes and Attachment
- E. Create a Document Type

Answer: BCE

Explanation:

To create a document checklist for business license applications with restricted access to an intake officer, the following steps are crucial: Firstly, enabling Intelligent Document Automation (IDA) in Salesforce allows for the automation and management of document processes. Secondly, turning on the Document Checklist feature enables the creation of checklists associated with specific processes, such as business license applications. Lastly, creating a Document Type specific to business license applications allows for the categorization and management of documents within this process. These steps ensure that only the necessary documents are reviewed by the designated intake officer, enhancing the efficiency and security of the document review process.

NEW QUESTION 46

A government agency is evaluating the use of Public Sector Solutions. Their legacy solution has been in place for over 20 years; many of their current processes and files are still manual and paper-based. The agency would like to digitize and automate more of its processes and files going forward. Which Public Sector Solution should a Technical Consultant recommend for this use case?

- A. Workflows
- B. Smart Forms
- C. Business Rule Engine
- D. Intelligent Document Automation

Answer: D

Explanation:

For a government agency looking to digitize and automate manual and paper-based processes, Intelligent Document Automation (IDA) is a highly recommended solution within the Salesforce Public Sector Solutions suite. IDA allows organizations to convert paper documents into digital format, automate the extraction of data from these documents, and streamline document processing workflows. This capability is crucial for an agency with a legacy system looking to modernize its operations. IDA can significantly reduce manual data entry, improve data accuracy, and accelerate processing times for various applications and documents. This recommendation aligns with Salesforce's emphasis on digital transformation and process automation, leveraging advanced technologies like AI and machine learning to optimize public sector operations.

NEW QUESTION 48

What 2 core Salesforce Clouds is Public Sector Solutions based on?

- A. Service Cloud
- B. Experience Cloud
- C. Marketing Cloud
- D. Admin

Answer: AB

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 50

A public sector agency has implemented Public Sector Solutions for managing their Grants program. The agency authorities have received a complaint from an applicant whose eligibility was declined for the program.

How should the agency authorities check how the eligibility was determined for this application record?

- A. Use Salesforce debug logs using Developer Console to understand how the eligibility is being determined
- B. Use Decision Explorer to understand how the decision was made
- C. Do testing with relevant data sets and check how each test behaves
- D. Use Public Sector Solutions - Selection Explorer to understand how the selection was made

Answer: B

Explanation:

When an applicant's eligibility for a grant program is declined, and the decision needs to be reviewed or explained within Salesforce Public Sector Solutions, the appropriate tool to use is the Decision Explorer (Option B). This functionality is part of Salesforce's intelligent decision-making tools that provide insights into how decisions were derived based on the configured criteria and data inputs. The Decision Explorer allows administrators or authorized users to review the decision-making process in detail, identifying exactly why an application was declined based on eligibility or other criteria. Other options like using Salesforce debug logs (Option A) or testing with relevant data sets (Option C) are less direct and can be more time-consuming without providing the specific, user-friendly explanations that the Decision Explorer offers. The Selection Explorer (Option D) is not specifically a standard Salesforce tool under this name, making Option B the most accurate and relevant choice.

NEW QUESTION 53

A Public Sector Organization (PSO) is currently managing an ongoing emergency by utilizing Emergency Response Management. The PSO would like to .. further insights and use their data in Salesforce to help them analyze their data and understand where they need to increase their focus.

What are two preconfigured Dashboards available in the Emergency Response Management package that the Technical Consultant can recommend to the PSO for rapid rollout?

- A. Global Emergency View
- B. Visits
- C. Emergency Hotspots
- D. Emergency Requests Overview

Answer: AC

Explanation:

For a Public Sector Organization utilizing Emergency Response Management within Salesforce, the preconfigured dashboards like Global Emergency View and Emergency Hotspots are invaluable tools. The Global Emergency View dashboard provides a comprehensive overview of emergency incidents globally, enabling the organization to monitor situations across different regions. The Emergency Hotspots dashboard focuses on identifying and visualizing areas with high levels of emergency activity, helping the organization to pinpoint where resources and attention are most needed. These dashboards, available within the Emergency Response Management package, facilitate rapid deployment and immediate insights into ongoing emergencies, supporting effective and data-driven response strategies.

NEW QUESTION 57

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.

Answer: A

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=en_US

NEW QUESTION 58

A government agency plans to implement Public Sector Solutions to manage their grant programs. The agency has decided to use its existing public-facing portal that resides outside the Salesforce platform. The agency needs to allow constituents to submit their grant applications from their existing portal and integrate submitted application data into the appropriate Public Sector Solutions objects in Salesforce.

What OmniStudio feature can be leveraged to meet this requirement?

- A. OmniOut
- B. FlexCards

- C. DataRaptor
- D. Integration Procedure

Answer: C

Explanation:

For integrating data from an external portal into Salesforce's Public Sector Solutions objects, the most effective OmniStudio feature is DataRaptor (Option C). DataRaptors are a tool within OmniStudio designed to streamline and simplify data integration, transformation, and loading processes between external systems and Salesforce. They provide a no-code solution that allows complex data manipulation and integration without the need for extensive programming, making them ideal for scenarios where external data from an agency's public-facing portal needs to be accurately and efficiently mapped to Salesforce objects. OmniOut (Option A) is not a recognized OmniStudio tool; FlexCards (Option B) are used for data visualization and user interaction rather than data integration; Integration Procedure (Option D) could theoretically be used for integrating data but is more complex and less specific to data integration tasks compared to DataRaptors.

NEW QUESTION 61

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?

- A. Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community
- B. Salesforce Flows, APEX, Custom Objects, and VisualForce
- C. Salesforce Flows, Customer Community, and Individual Account
- D. Salesforce Flows, Employee and Public Sector Data Models, and Employee Community

Answer: A

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&language=en_US

NEW QUESTION 66

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?

- 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

Answer: C

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=en_US

NEW QUESTION 71

A Public Sector Organization (PSO) has installed Grants Management and would like to ensure that users cannot self-register on the Experience Cloud site, as the PSO would like to register users for now manually. What configuration should the Technical Consultant perform to meet this requirement?

- A. Enable self-registration in the Digital Experiences setup menu
- B. Update the appropriate contact page layouts and add the 'Register User' action
- C. Update the appropriate contact page layouts and add the 'Enable Customer User' action
- D. Enable manual registration in the Digital Experiences setup menu

Answer: C

Explanation:

In Salesforce Public Sector Solutions, particularly when dealing with the Grants Management and Experience Cloud, controlling user registration is crucial. To ensure that users cannot self-register and instead are manually registered by the Public Sector Organization, the following steps should be taken:

- ? Disable Self-Registration:
- ? Manual User Registration:

By updating the contact page layouts to include the 'Enable Customer User' action, administrators can manually control which contacts are enabled as users for the Experience Cloud site. This method is straightforward and aligns with standard Salesforce practices for managing user access in Experience Cloud.

References:

- ? Salesforce Help: Experience Cloud Sites Login and Registration
- ? Salesforce Help: Enable Customer User
- ? Salesforce Grants Management Documentation

NEW QUESTION 75

Bobahaven has implemented the Licenses, Permits, and Inspections modules of Salesforce Public Sector Solutions to enable their permit application and approval processes. Bobahaven's contact center management team has noticed an increase in complaints to the contact center regarding lengthy application response times. Bobahaven has asked for guidance on identifying applications that are taking longer than the published Service Level Agreement (SLA) for approval times and proactively resolving these to improve the constituent experience. What should a technical consultant recommend to Bobahaven to solve this problem?

- A. Implement Entitlements and Milestones for Applications, including internal notifications and escalations after the application has breached the agreed SLA.
- B. Implement Entitlements and Milestones for Applications, including internal notifications and escalations when the application is about to breach the agreed SLA.
- C. Implement Cases with Entitlements and Milestones, including internal notifications and escalations when the application is about to breach the agreed SLA.
- D. Implement Cases with Entitlements and Milestones, including internal notifications and escalations after the ??application has breached the agreed SLA.

Answer: B

Explanation:

To address the issue of lengthy application response times and improve the constituent experience, it is essential to implement a proactive solution that monitors application processing against the Service Level Agreements (SLAs). Entitlements and Milestones in Salesforce provide the necessary tools to achieve this:

? Entitlements and Milestones:

? Proactive Notifications and Escalations:

? Steps to Implement:

By implementing entitlements and milestones with proactive notifications and escalations, Bobahaven can effectively manage application processing times, ensuring adherence to SLAs and enhancing the overall constituent experience.

References:

? Salesforce Help: Entitlements and Milestones

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 80

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?

- A. Configuring more than ten different OmniScript Application forms and making them available on an Experience Site for external users to apply.
- B. Configuring an Application Object Usage Record to track the number of applications processed for License & Permit Management and Emergency Response Management.
- C. Configuring Business Regulatory Authorization Type Dependencies for external users to view on the Experience site when searching for a specific Permit to apply for.
- D. Configuring multiple record types for the Individual Application and the Business License Application for both License & Permit Management and Emergency Response Management.

Answer: A

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 Customer Community 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

NEW QUESTION 85

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?

- A. Workflow Field Updates
- B. Data matrices
- C. Process Builder
- D. Decision Matrices

Answer: D

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&language=en_US

NEW QUESTION 88

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

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

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

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

D. Implement a Flow to identify applications over 12 months and assign ownership of the application to the user's manager for approval.

Answer: B

Explanation:

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

? Approval Process:

? Steps to Implement:

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

References:

? Salesforce Help: Approval Processes

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 89

Which three work.com managed packages/features can be installed as part of the Employee Experience for Public Sector?

- A. Workplace Strategy Planner
- B. HR Service Center
- C. Employee Workspace
- D. Workplace Command Center
- E. Employee Concierge

Answer: BCE

Explanation:

In the context of Salesforce's Work.com solutions tailored for Public Sector and focusing on Employee Experience, the relevant managed packages/features to be installed include:

? HR Service Center (Option B), which offers a centralized platform for managing all

HR-related inquiries and processes, enhancing employee access to HR services and information.

? Employee Workspace (Option C), which provides employees with a personalized and engaging workspace where they can access tools, communications, and resources necessary for their daily operations and collaboration needs within the public sector.

? Employee Concierge (Option E), which serves as a comprehensive resource for employees to find information, access services, and get questions answered, effectively acting as a digital HR assistant.

Workplace Strategy Planner (Option A) and Workplace Command Center (Option D) are also parts of the broader Work.com capabilities but are not specifically part of the Employee Experience package for Public Sector. They are more aligned with workplace readiness and response rather than daily employee engagement and services.

NEW QUESTION 92

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

How can the agency execute and confirm samples?

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

Answer: B

Explanation:

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

NEW QUESTION 97

A government agency does not have a universal requirement for storing a grantee's data after a grant has been fully disbursed and closed. Some grantees may ask to have their data maintained if involved in legal proceedings.

How can a government agency best comply with the grantee's request for historical data storage while at the same time adhering to the request not to use/process the historical data?

- A. Export the grantee's data to retain it.
- B. Keep the data in Salesforce and make it invisible to the users and system to restrict the processing of the data.
- C. Assign the data to a specific public group and make those records inactive
- D. Export the grantee's data to retain it
- E. Then, delete their data from Salesforce.

Answer: A

Explanation:

To comply with the grantee's request for historical data storage while adhering to the restriction on data processing, the best approach is to keep the data within Salesforce but make it inaccessible to users and the system for processing. This can be achieved by implementing strict access controls and visibility settings, possibly leveraging Salesforce's data access and security models such as record-level access, field-level security, and sharing rules. This method ensures that the data remains within the Salesforce ecosystem for reference, should it be needed for legal proceedings, but is not actively processed or visible in day-to-day operations. This approach aligns with Salesforce's robust data security and privacy features, allowing organizations to maintain

compliance with data protection regulations while retaining necessary data.

NEW QUESTION 102

A customer requires an onsite inspection for every business license application with a retail location. They want to establish a consistent checklist for the inspection, with visibility to the applicable regulatory codes for each checklist item. They also require signatures from the inspected business location owner and the inspector.

What Action Plan Template and target object should be used for this use case?

- A. Action Plan Template with Type="Industries\ Target Object="Visit"
- B. Action Plan Template with Type="Visit Execution", Target Object = "Business License Application"
- C. Action Plan Template with Type="Industries", Target Object="Business License Application"
- D. Action Plan Template with Type = "Visit Execution", Target Object = "Visit"

Answer: D

Explanation:

For the customer requirement of onsite inspections for business license applications with retail locations, the appropriate solution involves an Action Plan Template with a type of "Visit Execution" targeting the "Visit" object. This configuration allows for the establishment of a standardized inspection checklist linked to each visit or inspection event. The "Visit" object serves as the foundation for capturing inspection details, including regulatory code visibility and signature requirements from both the business owner and the inspector. This approach ensures consistency and thoroughness in the inspection process, aligning with regulatory compliance and operational efficiency goals.

NEW QUESTION 106

The Department of Disaster Assistance is implementing Grants 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 this task?

- A. Create a guided omniscrypt guided process to define due diligence steps, related tasks, and documents to collect.
- B. Develop a standard set of processes/guides to coach the reviewers and ask them to follow them without fail.
- C. Use Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect.
- D. Use a screen flow on Accounts to define due diligence steps, related tasks, and documents to collect.

Answer: C

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=en_US

NEW QUESTION 111

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

Answer: BCD

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=en_US

NEW QUESTION 114

What is right order of the grantmaking lifecycle?

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

Answer: B

Explanation:

The grantmaking lifecycle in Salesforce Public Sector Solutions follows a specific sequence to ensure a structured and effective process. The correct order is:
? Plan: This initial phase involves defining the goals, objectives, and criteria for the grant. It includes the preparation of necessary documentation and the establishment of timelines and budgets.
? Engage: In this phase, the organization reaches out to potential applicants and stakeholders. This includes marketing the grant opportunity, conducting informational sessions, and providing support to applicants during the application process.

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

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

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

References:

? Salesforce Help: Grants Management Lifecycle

? Salesforce Grants Management Documentation

NEW QUESTION 117

Bobahaven has previously implemented Salesforce Service Cloud to??

Constituent self-service digital experience. This was implemented previously ??.. now ready to implement the public sector Solutions License, Permits??

What is the right solution for this requirement that minimizes customization and site??.

A. Create a new Applications digital experience using the licenses and permits Experience?? components to the experience site.

B. Create new pages and deploy components such as OmniScripts and FlexCard within the ??

C. Create a new Application digital experience using the Licenses and Permits Expression??as OmniScripts and FlexCards to the new experience site.

D. Create OmniOut components and deploy them to the existing Help Center experience site.

Answer: C

Explanation:

For Bobahaven to implement Salesforce Public Sector Solutions for licenses and permits while minimizing customization and leveraging existing components, the best approach is to create a new digital experience specifically for applications. Here??s why:

? New Digital Experience:

? Licenses and Permits Expression:

? OmniScripts and FlexCards: Steps to implement this solution:

? Create New Experience Site:

? Add Components:

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

? Salesforce Help: OmniStudio Components

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 122

A government agency runs various research and grant programs for scholars. They have decided to use the Individual Application object in Grants Management for Public Sector

Solutions. Which Salesforce features must be enabled to support this use case?

A. Salesforce Flow

B. Product Schedule

C. Person Accounts

D. Custom Object for Applications

Answer: C

Explanation:

Person Accounts are a Salesforce feature that must be enabled to support the use case of using the Individual Application object in Grants Management for Public Sector Solutions. Person Accounts are a type of account that can store information about individual people, such as scholars, who are not associated with a business account. The Individual Application object is a child object of the Account object and it can be used to track grant applications from individual applicants. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_individual_applications.htm&type=5&language=en_US

NEW QUESTION 123

The employee object has to be linked to the person account to use the Public Sector data model with the Employee data model.

How should the employee object be linked with other objects?

A. PersonAccount -> Individual <- Employee.

B. PersonAccount->User->Employee

C. User -> Individual <- Custom employee object

D. Contact -> Individual <- Employee

Answer: A

Explanation:

Linking the Employee object with the PersonAccount in the context of the Public Sector data model involves leveraging the Individual object as a junction. The PersonAccount represents the personal details of an individual, while the Individual object in Salesforce acts as a standard mechanism to store privacy and personal data consent information. By associating the Employee custom object with the Individual object, which in turn is linked to the PersonAccount, a comprehensive data model is established. This structure supports the management of employee data in alignment with personal accounts, facilitating a unified view of individuals as both constituents and employees within the public sector framework. This setup respects Salesforce's design principles for data models, ensuring data integrity and privacy compliance.

NEW QUESTION 126

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?

A. Create a master-detail relationship between Regulatory Code and Assessment Indicator

B. Use the Regulatory Code Assessment Indicator junction object

- C. Use the Assessment Indicator Regulatory Code junction object
- D. Create a lookup relationship on both objects to a junction object called Regulatory CodeMap

Answer: C

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-components-of-public-sector-solutions>

NEW QUESTION 127

A government agency recently implemented Public Sector Solutions to drive efficiency in its licensing programs; they are leveraging OmniStudio in their implementation. Post-implementation, some stakeholders still have efficiency concerns with certain parts of licensing processing. Which OmniStudio feature could a technical consultant recommend to identify potential areas for further improvement?

- A. OmniStudio Tracking Service
- B. Field tracking services
- C. Event Monitoring
- D. Roll Up libraries

Answer: A

Explanation:

OmniStudio Tracking Service is an OmniStudio feature that can be used to identify potential areas for further improvement in licensing processing. OmniStudio Tracking Service allows the government agency to track and analyze how constituents interact with OmniScripts, DataRaptors, Integration Procedures, FlexCards, and other OmniStudio components. The agency can use this data to optimize the performance, usability, and efficiency of their licensing processes. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/track-and-analyze-omni-studio-components>

NEW QUESTION 130

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?

- A. Utilize the "Funding Program Request" object to capture the details
- B. Utilize the "Funding Program" object to capture the details
- C. Utilize the "Funding Request" object to capture the details
- D. Utilize the "Business Licence Application" object to capture the details

Answer: C

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 134

A governance agency is implementing Public Sector Solutions and is looking for a solution to automatically read the constituent's date of birth from a scanned document and map it to a field in the Application record using the Intelligent Form Reader (IFR). What three steps should a technical consultant configure to satisfy the agency's use case?

- A. Enable Intelligent Form Reader
- B. Enable OCR Setting in the Document
- C. Map Form Types to Objects
- D. Enable Data Raptor to read information from a scanned document
- E. Set Up Data Extraction

Answer: ABE

Explanation:

To automatically read the constituent's date of birth from a scanned document and map it to a field in the Application record using the Intelligent Form Reader (IFR) in Salesforce Public Sector Solutions, the following steps should be configured:

- ? Enable Intelligent Form Reader:
- ? Enable OCR Setting in the Document:
- ? Set Up Data Extraction:

By following these steps, the governance agency can automate the extraction and mapping of constituent data from scanned documents, ensuring accurate and efficient data entry into the system.

References:

- ? Salesforce Help: Intelligent Form Reader
- ? Salesforce Help: OCR Settings
- ? Salesforce Public Sector Solutions Documentation

NEW QUESTION 138

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