

PUBLIC-SECTOR-SOLUTIONS^{Q&As}

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QUESTION 1

A customer wants 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 and county location, the volume of current business (in \$), 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?

- A. OmniChannel for capturing answers, along with a Reference Lookup Matrix to evaluate and recommend a license type
- B. OmniStudio for capturing answers, along with Einstein AI to evaluate and recommend a license type
- C. Lightning Web Component for capturing answers, along with Apex to evaluate and recommend a license type
- D. OmniScript for capturing answers, along with a Decision Matrix to evaluate and recommend a license type

Correct Answer: D

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-solutions/create-and-configure-omni-assessment-tasks>

QUESTION 2

A public sector agency plans to use Public Sector Solutions for grants management. There are no in-house developers in the agency, and they are worried that some of the installation steps may potentially require development skills and the use of developer tools such as VS Code and SalesforceDX.

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

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

Correct Answer: C

Deploying the DataPack Lightning Web Component Files to the Org is a step for Public Sector Solutions setup and installation that requires the use of developer tools such as VS Code and SalesforceDX. DataPack Lightning Web Component

Files are files that contain code for displaying DataPacks on Lightning Pages or Experience Sites. To deploy these files to the org, the agency needs to use a developer tool that supports metadata deployment, such as VS Code and

SalesforceDX.

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

QUESTION 3

The Department of Disaster Assistance would like to use eSignature capabilities to send the agreements/contracts to its customers.

Which eSignature providers are readily available without much coding/configuration using Public Sector Solutions toolkit?(Choose Two) A. eSgnLive

B. Adobe Sign

C. DocuSign

D. Conga

Correct Answer: BC

Adobe Sign or DocuSign are two eSignature providers that are readily available without much coding/configuration using Public Sector Solutions toolkit. Adobe Sign and DocuSign are eSignature solutions that can be integrated with Public Sector Solutions without custom coding. They can help public sector agencies to send, sign, and manage contracts and agreements electronically. Adobe Sign and DocuSign integration can provide features such as sending a contract document for review and signatures to multiple recipients, tracking the signed contract document and updating the contract record status in Salesforce, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it using Adobe Sign Web Forms or DocuSign PowerForms. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_adobe_sign.htm&language=en_UShttps://help.salesforce.com/s/articleView?id=psc_admin_setup_docusign.htm&language=en_US

QUESTION 4

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

Correct Answer: D

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

QUESTION 5

A government agency uses Public Sector Solutions to manage permits and program approvals. The approvals team leader wants to improve team efficiency by ensuring everyone in the approvals team can see a summary of their open applications pending approval, including how long the application has been pending approval and the moment they log in to Salesforce for the day.

In this scenario, which is the correct reporting and analytics solution to provide Approval insights to team members on login?

- A. Create a custom Approvals report using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver role.
- B. Provide CRM Analytics licenses to all team members, create a custom Approvals dashboard using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver profile.
- C. Create a custom Approvals dashboard using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver profile.
- D. Provide CRM Analytics licenses to all team members, create a custom Approvals report using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver role.

Correct Answer: C

Creating a custom Approvals dashboard using standard Salesforce Reports and Dashboards and adding this to a custom Home Page assigned to the Approver profile is the correct reporting and analytics solution to provide Approval insights to team members on login. Salesforce Reports and Dashboards are tools that can be used to create and display data visualizations, such as charts, tables, or metrics. A custom Approvals dashboard can show a summary of open applications pending approval, including how long the application has been pending approval. A custom Home Page is a page that can be customized to show different components, such as dashboards, tasks, or news. A custom Home Page can be assigned to a specific profile, such as the Approver profile, and it can be displayed when users log in to Salesforce. Reference:https://help.salesforce.com/s/articleView?id=sf.reports_dashboards_overview.htm&type=5

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