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QUESTION 1

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

Correct Answer: ABD

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_authoriz
ation.htmandtype=5andlanguage=en_US

QUESTION 2

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 and 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?

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 Al 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 3

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

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

A. Build a digital experience site using pre-configured emergency response management (ERM) specific template

B. Create a custom Case Record Type and leverage a prebuilt Contact Support Form

C. Build a digital experience site using the Help Center template based on the agency\\'s requirement

D. Leverage prebuilt Emergency Service Request flow.

Correct Answer: AD

Building a digital experience site using pre-configured emergency response management (ERM) specific template and leveraging prebuilt Emergency Service Request flow are two correct approaches to meet the objectives of providing a way for citizens to submit a simple emergency request with some basic information. The ERM specific template is a prebuilt template thatcomes 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_resp
onse.htmandtype=5andlanguage=en_US

QUESTION 4

A government agency wants to provide the ability for an external customer to apply for a grant They require data about the applicant their financial status, project plans, and other details, which must match the structure of their paper form lo comply with the Paper Reduction Act. The expectation is that there will be a lot of interest in this grant, and a high volume of applications will occur. It is also required to have pixel-perfect branding of the application within us authenticated website.

What tool(s) would be required to provide an application form like experience to enter this data?

A. OmniChannel, Flows, Apex, and DataLoader

B. Scripts, Einstein AI, Assessments, and Grants

C. OmniScripts, DataRaptors, Integration Procedures, and FlexCards

D. Application Form, Lightning Web Components, Communities, and Applications

Correct Answer: C

OmniScripts, DataRaptors, Integration Procedures, and FlexCards are tools that can be used to provide an application form like experience to enter data. OmniScripts are guided digital forms that can capture data from external customers and provide recommendations based on business logic. DataRaptors are data transformation tools that can map data between different objects or systems. Integration Procedures are integration orchestration tools that can execute

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multiple actions in a sequence, such as calling DataRaptors or external services. FlexCards are reusable UI components that can display data from multiple sources in a single view. Reference:https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/explore-the-components-of-public-sector-solutions

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QUESTION 5

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

Correct Answer: C

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.htmand type=5andlanguage=en_US

QUESTION 6

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

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

A. Enable Orders

B. Enable Assets

C. Enable Person Accounts

D. Ensure the email deliverability access level is set to "All email"

E. Confirm browser settings meet published minimum requirements

Correct Answer: BCD

Enabling Assets, enabling Person Accounts, and ensuring the email deliverability access level is set to "All email" are three tasks that must be completed or checked before installing the Omnistudio Package. Assets are records that

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

QUESTION 7

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

Correct Answer: D

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.htmandtype=5andlanguage=en_US

QUESTION 8

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

A. Service Cloud

B. Experience Cloud

C. Marketing Cloud

D. Admin

Correct Answer: AB

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.htmandlanguage= 5andlanguage=en_US

QUESTION 9

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

Correct Answer: A

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-omnistudio-components

QUESTION 10

apublic sector agency implemented Public Sector Solutions for meeting licensing, permitting, and inspection requirements. The inspection team has requested to make a few changes to the existing inspection form. The System Administrator is unable to see the \\\'Edit" button for the Action Plan template and hence unable to make any changes.

What could be the reason for this?

A. Edit option needs to be added to Action Plan template page layout

B. System Administrator doesn\\\'t have "Edit" permissions to Action Plan template

C. Once published, an Action Plan template cannot be changed.

D. Action Plan template changes have to be requested to Salesforce support team

Correct Answer: C

Once published, an Action Plan template cannot be changed is the reason why the System Administrator is unable to see the `Edit\\\' button for the Action Plan template. An Action Plan template is a predefined set of tasks and subtasks that can be applied to records such as cases or permits. Once an Action Plan template is published, it becomes read-only and cannot be edited or deleted. To make changes to a published Action Plan template, the SystemAdministrator needs to clone it and create a new version of it.
Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_action_plan_tem
plates.htmandtype=5andlanguage=en_US