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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q44-Q49):

NEW QUESTION # 44

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 new pages and deploy components such as OmniScripts and FlexCard within the ...
- B. Create OmniOut components and deploy them to the existing Help Center experience site.
- C. Create a new Application digital experience using the Licenses and Permits Expression ...as OmniScripts and FlexCards to the new experience site.
- D. Create a new Applications digital experience using the licenses and permits Experience ... components to the 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:

Creating a new digital experience tailored for licenses and permits ensures that the specific needs of this functionality are met without interfering with the existing self-service site.

This allows for a focused and optimized user experience.

Licenses and Permits Expression:

Utilizing the Licenses and Permits Expression simplifies the implementation as it is designed specifically for these processes, reducing the need for extensive customization.

OmniScripts and FlexCards:

Deploying OmniScripts and FlexCards within the new experience site ensures a seamless and interactive user interface. These tools are designed to handle complex workflows and data displays efficiently.

OmniScripts can guide users through the application process step-by-step, while FlexCards provide quick-glance information and actionable widgets.

Steps to implement this solution:

Create New Experience Site:

Go to Setup > Digital Experiences > All Sites.

Click New to create a new site and choose a template that fits the application process.

Add Components:

Use OmniStudio tools to create and configure OmniScripts and FlexCards.

Deploy these components to the new experience site.

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

Reference:

Salesforce Help: OmniStudio Components

Salesforce Public Sector Solutions Documentation

NEW QUESTION # 45

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

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

- A. Log History
- B. Record History
- C. Audit Log
- **D. Decision Explainer Log History**

Answer: D

Explanation:

Explanation

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

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

NEW QUESTION # 46

A government agency uses Public Sector Solutions to manage permits and gram 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. 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.
- B. Create a custom Approvals report using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver role.
- C. 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.
- **D. Create a custom Approvals dashboard using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver profile.**

Answer: D

Explanation:

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=sfreports_dashboards_overview.htm&type=5

salesforce.com/s/articleView?id=sfreports_dashboards_overview.htm&type=5

NEW QUESTION # 47

A public sector agency recently implemented Public Sector Solutions for license and permit use cases. The agency is now planning to get certified for ISO 27001 compliance. One of the essential requirements for achieving this certification is demonstrating that enhanced security, data protection, and auditing capabilities are in place for their implementation.

What Salesforce add-on product should a technical consultant recommend for the agency's compliance use cases?

- **A. Salesforce Shield**
- B. Setup Audit Trail
- C. Field History Tracking
- D. Classic Encryption

Answer: A

Explanation:

Explanation

Salesforce Shield is a Salesforce add-on product that can be used for the agency's compliance use cases.

Salesforce Shield provides enhanced security, data protection, and auditing capabilities for the agency's implementation. It includes three features: Platform Encryption, Event Monitoring, and Field Audit Trail.

Platform Encryption allows the agency to encrypt sensitive data at rest while preserving critical platform functionality. Event Monitoring allows the agency to track and audit user activity and performance across the platform. Field Audit Trail allows the agency to track changes to sensitive data fields over time and set retention policies for field history data.

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

NEW QUESTION # 48

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

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

Answer: C,D

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 # 49

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All of these options are discussed in another article in Public-Sector-Solutions this series, In this method, args" contains the command line parameters, but with one key difference from C.

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