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## Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q86-Q91):

### NEW QUESTION # 86

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 a new Applications digital experience using the licenses and permits Experince ... components to the 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 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:

\* 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.

References:

\* Salesforce Help: OmniStudio Components

\* Salesforce Public Sector Solutions Documentation

**NEW QUESTION # 87**

A public sector entity is looking to implement an Emergency Response management package. Which two features are available as part of the package for Volunteer Management?

- **A. Automatically update the number of registered volunteers and volunteers needed when shifts are canceled**
- **B. Volunteers can sign up for volunteer projects and can report time spent on volunteer activities**
- C. Volunteers can automatically claim reimbursements for the expenses.
- D. Chatbot for volunteers

**Answer: A,B**

Explanation:

In the Emergency Response Management package, key features for Volunteer Management include the automatic update of volunteer counts and the ability for volunteers to engage actively with projects. When volunteer shifts are canceled, the system automatically adjusts the count of registered volunteers and the number of volunteers needed, ensuring accurate and real-time management of volunteer resources.

Additionally, volunteers have the capability to sign up for projects and log their activity time, fostering an interactive and accountable volunteering environment. These features support effective and efficient volunteer coordination during emergency response efforts.

**NEW QUESTION # 88**

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 & 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 & recommend a license type
- B. OmniStudio for capturing answers, along with Einstein AI to evaluate & recommend a license type
- C. Lightning Web Component for capturing answers, along with Apex to evaluate & recommend a license type
- D. **OmniScript for capturing answers, along with a Decision Matrix to evaluate & recommend a license type**

**Answer: D**

Explanation:

OmniScript is a feature of OmniStudio, which is part of the Public Sector Solutions package. OmniScript allows the customer to create guided digital forms that can capture answers from the public and provide recommendations based on business logic.

Decision Matrix is a component of OmniScript that can evaluate answers based on rules and conditions and recommend a license type accordingly. Reference: <https://trailhead.com>

[salesforce.com/content/learn/modules/dynamic-assessments-with-public-sector-solutions/create-and-configure-omni-assessment-tasks](https://salesforce.com/content/learn/modules/dynamic-assessments-with-public-sector-solutions/create-and-configure-omni-assessment-tasks)

### NEW QUESTION # 89

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 Violation records.
- C. There are no active Action Plan Templates.
- D. Person Accounts have not been enabled.

**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](https://help.salesforce.com/s/articleView?id=psc_admin_setup_crm_analytics.htm&type=5&language=en_US)

### NEW QUESTION # 90

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

**Answer: A**

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 Explainer (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 Explainer 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 Explainer offers. The Selection Explainer (Option D) is not specifically a standard Salesforce tool under this name, making Option B the most accurate and relevant choice.

## NEW QUESTION # 91

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