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## Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q23-Q28):

### NEW QUESTION # 23

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 Business Regulatory Authorization Type Dependencies for external users to view on the Experience site when searching for a specific Permit to apply for.
- C. Configuring multiple record types for the Individual Application and the Business License Application for both License & Permit Management and Emergency Response Management.
- D. Configuring an Application Object Usage Record to track the number of applications processed for 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](https://help.salesforce.com/s/articleView?id=sf.networks_license_types.htm&type=5)

#### NEW QUESTION # 24

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

**Answer: B**

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

#### NEW QUESTION # 25

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 manual 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 self-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:
- \* Navigate to Setup > Digital Experiences > All Sites.
- \* Select the relevant Experience Cloud site.
- \* Under Administration > Login & Registration, ensure that self-registration is disabled.
- \* Manual User Registration:
- \* Go to Setup > Object Manager > Contact > Page Layouts.
- \* Select the appropriate page layout(s) where you want to add the manual registration action.
- \* Add the 'Enable Customer User' quick action to the page layout. This action allows administrators to manually create user records from contacts.

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 # 26

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

**Answer: A**

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=pse\\_admin\\_setup\\_community\\_response.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=pse_admin_setup_community_response.htm&type=5&language=en_US)

### NEW QUESTION # 27

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

**Answer: A,C,E**

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 # 28

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