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## Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q92-Q97):

### NEW QUESTION # 92

An agency plans to roll out Public Sector Solutions for implementing Licensing and Inspections. As part of the rollout strategy, one of the features they need to enable is Person Accounts.

Which statement is true regarding Person Accounts?

- A. After Person Accounts is enabled in an org, it can be disabled again.

- B. Person Accounts bring together fields from Opportunity and Contact.
- **C. The Person Account model uses the standard Account object to hold the details about a person.**
- D. Record Types are not supported for Person Accounts.

**Answer: C**

Explanation:

The statement about Person Accounts that is accurate within the Salesforce ecosystem is that the Person Account model uses the standard Account object to hold the details about a person (Option D). Person Accounts are a specific Salesforce feature that combines the properties of Accounts and Contacts into a single record. This allows organizations to manage individual consumer data more effectively, especially useful in scenarios like licensing and inspections where individuals act as customers.

\* Option A is incorrect as once Person Accounts are enabled in a Salesforce org, they cannot be disabled.

\* Option B is incorrect because Person Accounts do not specifically bring together fields from Opportunity and Contact; they are a fusion of Account and Contact.

\* Option C is incorrect as record types are indeed supported for Person Accounts, allowing for further customization and segmentation within the Person Account model.

### NEW QUESTION # 93

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 & SalesforceDX.

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

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

**Answer: B**

Explanation:

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 & 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 & SalesforceDX. Reference:

<https://help.salesforce.com/s>

[/articleView?id=psc\\_admin\\_setup\\_datapack\\_lwc.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_datapack_lwc.htm&type=5&language=en_US)

### NEW QUESTION # 94

A public sector agency recently implemented Public Sector Solutions for Licenses, Permits, and Inspections.

The agency now wants to enable analytics to gather key metrics on the number of licenses issued, the number of permits revoked, and the number of inspections made per month. The agency has enabled analytics by turning on the "Enable CRM Analytics" setting. The agency wants to set up administrator users who will create and manage the Analytics for Licenses, Permits, and Inspections app.

What two permission sets are required to set up the administrator users for analytics?

- **A. CRM Analytics Admin**
- B. CRM Analytics LPI Admin
- C. CRM Analytics Plus Admin
- **D. CRMA for Public Sector Admin**

**Answer: A,D**

Explanation:

To set up administrator users for managing the Analytics for Licenses, Permits, and Inspections app, the required permission sets include CRMA for Public Sector Admin and CRM Analytics Admin. The CRMA for Public Sector Admin permission set is tailored to administrators managing Public Sector Solutions, providing necessary access and permissions for public sector-specific analytics configurations. The CRM Analytics Admin permission set grants comprehensive administrative capabilities within CRM Analytics, enabling users to create, manage, and deploy analytics applications and dashboards. Together, these permission sets equip

administrators with the full range of tools needed to effectively oversee analytics in the context of Licenses, Permits, and Inspections.

#### NEW QUESTION # 95

A government agency wants to provide the ability for an external customer to apply for a grant. They require data about the applicant's financial status, project plans, and other details, which must match the structure of their paper form to 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 its 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. OmniScripts, DataRaptors, Integration Procedures, and FlexCards**
- C. Scripts, Einstein AI, Assessments, and Grants
- D. Application Form, Lightning Web Components, Communities, and Applications

**Answer: B**

Explanation:

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 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>

#### NEW QUESTION # 96

Bobahaven has implemented Public Sector Solutions to manage constituent applications for permits and licenses. However, they have noticed their call center is receiving a large number of phone calls asking similar questions about the new permit and license application processes. Bobahaven is looking for advice on providing up-to-date information about permit and license processes to constituents so their call center inbound call numbers can be reduced.

Which solution would allow constituents to find answers to their questions before beginning the application process while reducing implementation and maintenance costs?

- A. Implement Salesforce Knowledge, and publish articles to the Bobahaven public website CMS via outbound API calls.
- B. Implement Salesforce Knowledge, and publish articles to the Bobahaven public website via Lightning Out.
- C. Implement Salesforce Knowledge, and publish articles to an authenticated Experience site page for constituents.
- **D. Implement Salesforce Knowledge, and publish articles to an unauthenticated Experience site page for constituents.**

**Answer: D**

Explanation:

Salesforce Knowledge is a feature that allows Bobahaven to create, manage, and publish articles that provide up-to-date information about permit and license processes to constituents. By publishing articles to an unauthenticated Experience site page, Bobahaven can reduce the implementation and maintenance costs by not requiring login or user management for the site visitors. Constituents can access the articles before beginning the application process and find answers to their questions without calling the call center.

Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscrypt>

#### NEW QUESTION # 97

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