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Salesforce Public Sector Solutions Accredited Professional Sample Questions

(Q81-Q86):

NEW QUESTION # 81

A government agency plans to implement Public Sector Solutions to manage their grant programs. The agency has decided to use its existing public-facing portal that resides outside the Salesforce platform. The agency needs to allow constituents to submit their grant applications from their existing portal and integrate submitted application data into the appropriate Public Sector Solutions objects in Salesforce.

What OmniStudio feature can be leveraged to meet this requirement?

- A. DataRaptor
- B. FlexCards
- C. OmniOut
- D. Integration Procedure

Answer: A

Explanation:

For integrating data from an external portal into Salesforce's Public Sector Solutions objects, the most effective OmniStudio feature is DataRaptor (Option C). DataRaptors are a tool within OmniStudio designed to streamline and simplify data integration, transformation, and loading processes between external systems and Salesforce. They provide a no-code solution that allows complex data manipulation and integration without the need for extensive programming, making them ideal for scenarios where external data from an agency's public-facing portal needs to be accurately and efficiently mapped to Salesforce objects. OmniOut (Option A) is not a recognized OmniStudio tool; FlexCards (Option B) are used for data visualization and user interaction rather than data integration; Integration Procedure (Option D) could theoretically be used for integrating data but is more complex and less specific to data integration tasks compared to DataRaptors.

NEW QUESTION # 82

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

Answer: C

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-platform-encryption

NEW QUESTION # 83

A public sector agency has implemented Public Sector Solutions for Licenses & Permits. After the intake of the Permit application, an applicant needs to pay permit fees. This step requires checking permit fees associated with the type of permit in an external system and, at the same time, applying an applicable discount on fees based on the site/ address (this data resides in a custom object).

What feature of Public Sector Solutions can be leveraged to meet this requirement?

- A. OmniScript
- B. DataRaptor
- C. Integration Procedure

- D. FlexCard

Answer: A

Explanation:
OmniScript is a feature of OmniStudio, which is part of the Public Sector Solutions package. OmniScript allows the public sector agency to create guided digital forms that can integrate with external systems and custom objects. OmniScript can be used to check permit fees from an external system and apply discounts based on site/address data from a custom object. Reference: https://trailhead.salesforce.com/content/learn
/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscript

NEW QUESTION # 84
A customer wants to implement a customer community. Authenticated users will be able to log cases, manage their account and contact information, and apply/view their grant applications.
What two security settings should be configured to ensure the community is secure and no extra information is available to the authenticated community users?

- A. Set Org-Wide Defaults for External Users to Hidden for everything
- B. Set up Sharing Rules to grant authenticated users access to their Cases. Applications, and Accounts
- C. Set up Sharing Sets to grant authenticated users access to their Cases, Applications, and Accounts
- D. Set Org-Wide Defaults for External Users to Private for everything

Answer: A,C

Explanation:
Org-wide defaults for external users determine the baseline level of access that guest users and authenticated community users have to records they do not own. Setting them to Hidden for everything means that external users cannot see any records by default, unless they are explicitly shared with them. Sharing sets are used to grant access to records that are associated with a specific user or profile in a community. By setting up sharing sets, the authenticated community users can access their own Cases, Applications, and Accounts, but not those of other users. References: https://help.salesforce.com/s/articleView?
id=psc_admin_concept_psc_overview.htm&type=5&language=en_US https://developer.salesforce.com/docs
/atlas.en-us.psc_api.meta/psc_api/api_psc_overview.htm

NEW QUESTION # 85
Bobahaven has been using Salesforce Service Cloud for some time and has recently implemented Public Sector Solutions to improve its application and grants management processes. The executive team wants to understand the trends and metrics around Bobahaven's constituent satisfaction with the new system. It is particularly interested in understanding the average time Bobahaven's employees take to resolve constituent service queries now versus their historical performance. Up until now, however, Bobahaven has not been tracking case duration.
In this scenario, which is the correct reporting and analytics solution to provide ongoing trend reporting of case duration while also minimizing customization?

- A. Public Sector Case Analytics App, leveraging CRM Analytics' case duration formula
- B. Standard Salesforce Report using the standard Case report type, with a newly created custom field to track case duration for new cases.
- C. Standard Salesforce Report using the standard Case report type, with a custom formula to calculate case duration.
- D. Public Sector Case Analytics App, with a newly created custom field to track case duration for new cases.

Answer: A

Explanation:
For Bobahaven to understand trends and metrics around constituent satisfaction, especially regarding case resolution times, the Public Sector Case Analytics App within Salesforce CRM Analytics (formerly Einstein Analytics) provides a robust solution. This app includes pre-built analytics templates and formulas, such as a case duration formula, which can measure the time taken to resolve cases without the need for extensive customizations. This solution offers advanced analytics capabilities that can handle complex data calculations and visualizations, enabling Bobahaven's executive team to gain deep insights into performance metrics, including historical and current case resolution times.

NEW QUESTION # 86

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