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## Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q69-Q74):

### NEW QUESTION # 69

A government agency just implemented Salesforce Emergency Response Management (ERM). However, the internal users are unable to see any Emergency Response related functionalities.

What is the root cause for the access issue? Choose?

- A. The internal users are missing the Emergency Management Response permission set license.
- B. The Organization Wide Defaults for ERM objects were set to Public
- C. The internal users are missing the Emergency Response Management permission set
- D. The internal users' role hierarchy has been set incorrectly

**Answer: C**

Explanation:

When internal users are unable to access functionalities related to Salesforce Emergency Response Management (ERM), the most common and likely issue is related to permissions. Option B, stating that internal users are missing the Emergency Response Management permission set, is the correct answer. This permission set is essential for users to access and operate the ERM functionalities within Salesforce. It enables users to view, edit, and manage emergency response-related data and workflows, which

are critical during crisis management scenarios.

The role hierarchy issue (Option A) and the licensing problem (Option C) could also potentially cause access problems, but these are generally less common compared to missing permission sets. Option D, regarding the Organization Wide Defaults being set to Public, would not restrict access; if anything, it would make ERM data more accessible, which is opposite to the problem described. These explanations align with best practices and typical configuration requirements in Salesforce Public Sector Solutions, focusing on ensuring that the necessary permissions and access controls are correctly implemented.

#### NEW QUESTION # 70

The employee object has to be linked to the person account to use the Public Sector data model with the Employee data model. How should the employee object be linked with other objects?

- A. Contact -> Individual <- Employee
- B. PersonAccount->User->Employee
- C. PersonAccount -> Individual <- Employee.
- D. User -> Individual <- Custom employee object

**Answer: C**

Explanation:

Linking the Employee object with the PersonAccount in the context of the Public Sector data model involves leveraging the Individual object as a junction. The PersonAccount represents the personal details of an individual, while the Individual object in Salesforce acts as a standard mechanism to store privacy and personal data consent information. By associating the Employee custom object with the Individual object, which in turn is linked to the PersonAccount, a comprehensive data model is established. This structure supports the management of employee data in alignment with personal accounts, facilitating a unified view of individuals as both constituents and employees within the public sector framework. This setup respects Salesforce's design principles for data models, ensuring data integrity and privacy compliance.

#### NEW QUESTION # 71

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. OmniStudio for capturing answers, along with Einstein AI to evaluate & recommend a license type
- B. Lightning Web Component for capturing answers, along with Apex to evaluate & recommend a license type
- C. OmniChannel for capturing answers, along with a Reference Lookup Matrix 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.salesforce.com/content/learn/modules/dynamic-assessments-with-public-sector-solutions/create-and-configure-omni-assessment-tasks>

#### NEW QUESTION # 72

Bobahaven wants to implement the Grants Management module of Public Sector Solutions. They would like to allow constituents to apply online for grants and check the progress of grant applications. The Chief Marketing Officer and Head of Constituent Services have expressed their concerns about the security of the solution. They want to ensure they comply with privacy regulations around the storage and use of constituent's data, and they are wondering how to protect against bots potentially spamming the application forms.

What should the Technical Consultant suggest to Bobahaven to protect the application forms?

- A. Implement spam checking for Bobahaven's Experience Site forms using CAPTCHA.
- B. Set the external organization-wide default sharing settings for grant applications objects to Private.
- C. Deploy grant application OmniScripts on Bobahaven's Experience Site pages set to "Requires Login."
- D. Enable the Salesforce Spam Check for Experience Sites.
- E. Provide constituents with a search page on Bobahaven's website to look up application reference numbers and check the applications progress.

**Answer: A,B**

Explanation:

Implementing spam checking for Bobahaven's Experience Site forms using CAPTCHA can help prevent bots from submitting fake or malicious grant applications. CAPTCHA is a feature that requires users to prove that they are human by solving a simple challenge before submitting a form. Setting the external organization-wide default sharing settings for grant applications objects to Private can help protect the privacy of the constituents' data. This means that external users cannot see any grant applications by default, unless they are explicitly shared with them. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscrypt>

### NEW QUESTION # 73

A Technical Consultant at the Department of Disaster Assistance is designing a solution for the eSignature related use cases. As part of the research, the architect discovered that Public Sector Solutions provide DocuSign integration without custom coding Which of the three functionalities is readily available with this functionality?

- A. Automatically invalidate a contract document that is pending signatures if a new contract document supersedes it.
- B. Ability/Request to update the contents of the documents before signing by the reviewer
- C. Send a contract document for review and signatures.
- D. Approval process to invalidate a contract document that is pending signatures if a new contract document supersedes it.
- E. Track the signed contract document and update the contract record status.

**Answer: A,C,E**

Explanation:

Sending a contract document for review and signatures, tracking the signed contract document and updating the contract record status, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it are three functionalities that are readily available with DocuSign integration. DocuSign is an eSignature solution that can be integrated with Public Sector Solutions without custom coding. It can help public sector agencies to send, sign, and manage contracts and agreements electronically. DocuSign integration can provide features such as sending a contract document for review and signatures to multiple recipients, tracking the signed contract document and updating the contract record status in Salesforce, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it using DocuSign PowerForms. Reference: [https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_docusign.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_docusign.htm&type=5&language=en_US)

### NEW QUESTION # 74

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