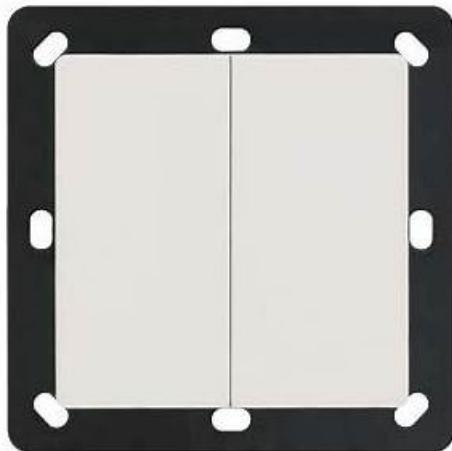


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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q61-Q66):

NEW QUESTION # 61

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

Answer: B

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=psc_admin_setup_community_response.htm&type=5&language=en_US

NEW QUESTION # 62

A Public Sector Organization (PSO) is already using Grants Management from Public Sector Solutions and has users interacting with the PSO digitally via their Experience Cloud site. The Technical Consultant has already configured the site to allow users to create support requests themselves; however, the support team in the PSO often creates Cases on behalf of external users. The PSO has received feedback that users of the Site are unable to see Cases that the support team has created.

What can the Technical Consultant configure to make Cases created by the support team visible to the users of the site?

- A. Create or modify a share group for the Profile used for the Site that gives access to Cases
- **B. Create or modify a sharing set for the Profile used for the Site that gives access to Cases**
- C. Change the Organization-Wide Default settings for Case to Public Read/Write
- D. Create or modify a permission set that gives access to Cases owned by the support team

Answer: B

Explanation:

Sharing sets are used to grant access to records that are associated with a specific user or profile in a community. By creating or modifying a sharing set for the Profile used for the Site, the Technical Consultant can ensure that external users can see Cases that are related to their accounts or contacts, regardless of who created them. Reference: https://developer.salesforce.com/docs/atlas.en-us.psc_api.meta/psc_api/api_psc_overview.htm

NEW QUESTION # 63

A governance agency is implementing Public Sector Solutions and is looking for a solution to automatically read the constituent's date of birth from a scanned document and map it to a field in the Application record using the intelligent Form Reader (IFR).

What three steps should a technical consultant configure to satisfy the agency's use case?

- A. Enable Data Raptor to read information from a scanned document
- **B. Enable Intelligent Form Reader**
- C. Map Form Types to Objects
- **D. Enable OCR Setting in the Document**
- **E. Set Up Data Extraction**

Answer: B,D,E

Explanation:

To automatically read the constituent's date of birth from a scanned document and map it to a field in the Application record using the Intelligent Form Reader (IFR) in Salesforce Public Sector Solutions, the following steps should be configured:

* Enable Intelligent Form Reader:

* Navigate to Setup and search for Intelligent Form Reader.

* Enable the Intelligent Form Reader, which allows the system to process and interpret scanned documents.

* Enable OCR Setting in the Document:

* Ensure that OCR (Optical Character Recognition) settings are enabled for the documents. This allows the system to recognize and extract text from scanned images.

* OCR settings can typically be configured within the document management settings or within the IFR configuration settings.

* Set Up Data Extraction:

* Configure the data extraction rules to specify which data fields need to be extracted from the scanned documents. This involves setting up the templates and rules for extracting specific information such as the date of birth.

* Define the mapping rules to map the extracted data to the corresponding fields in the Application record.

By following these steps, the governance agency can automate the extraction and mapping of constituent data from scanned documents, ensuring accurate and efficient data entry into the system.

References:

* Salesforce Help: Intelligent Form Reader

* Salesforce Help: OCR Settings

* Salesforce Public Sector Solutions Documentation

NEW QUESTION # 64

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. Integration Procedure
- B. FlexCard
- **C. OmniScript**
- D. DataRaptor

Answer: C

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-omniscrypt>

NEW QUESTION # 65

What are two possible use- cases for a FlexCard?

- **A. A homepage widget to quickly launch common processes.**
- B. A widget to ask multiple pages of questions in the application form
- C. A widget to perform inline edits and calculations within a table quickly
- **D. A widget to aggregate complex data models for quick-glance information**

Answer: A,D

Explanation:

FlexCards in Salesforce Public Sector Solutions are used to create highly customizable and dynamic user interfaces. They serve as building blocks to display and interact with data efficiently. Two key use cases for FlexCards include:

* Aggregating Complex Data Models for Quick-Glance Information:

* FlexCards can be designed to pull data from multiple sources and present it in a consolidated, easy-to-understand format. This allows users to quickly get an overview of relevant information without navigating through different sections or records.

* For example, a FlexCard can display a summary of constituent details, open cases, recent interactions, and any pending tasks, all in one place.

* Homepage Widget to Quickly Launch Common Processes:

* FlexCards can be added to the homepage or any other relevant page as actionable widgets. These widgets can include buttons or links to initiate frequently used processes such as creating a new case, scheduling an inspection, or submitting a service request.

* This enhances user productivity by providing quick access to essential functions directly from the homepage.

References:

* Salesforce Help: FlexCards Overview

* Salesforce Public Sector Solutions Documentation

NEW QUESTION # 66

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