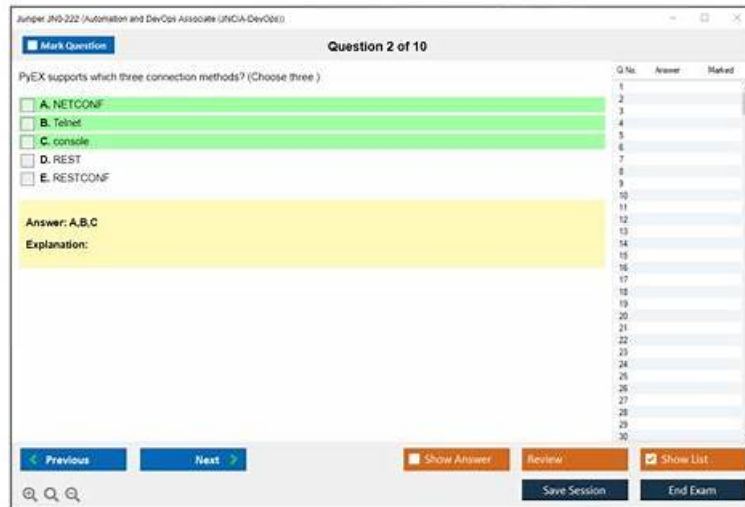


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## Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q17-Q22):

### NEW QUESTION # 17

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

**Answer: D**

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](https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/secure-data-with-platform-encryption)

### NEW QUESTION # 18

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 the\* 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 an authenticated Experience site page for constituents.
- C. Implement Salesforce Knowledge, and publish articles to the Bobahaven public website via Lightning Out.
- **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 # 19

A government agency wants to digitize hundreds of PDF forms for its employees.

Which Employee Experience for Public Sector feature(s) are most important to address this opportunity?

- A. Salesforce Flows, APEX, Custom Objects, and VisualForce
- B. Salesforce Flows, Employee and Public Sector Data Models, and Employee Community
- C. Salesforce Flows, Customer Community, and Individual Account
- **D. Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community**

**Answer: D**

Explanation:

Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community are the most important features of Employee Experience for Public Sector to address the opportunity of digitizing hundreds of PDF forms for employees. Employee Experience for Public Sector 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. Salesforce OmniStudio is a component of Public Sector Solutions that can help public sector agencies to create guided digital forms using OmniScripts. Flows are tools that can help public sector agencies to automate business processes using flows. Employee and Public Sector Data Models are components of Public Sector Solutions that can help public sector agencies to store and organize data using standard and custom objects. Employee Community is a component of Public Sector Solutions that can help public sector agencies to create a digital experience site for employees to access resources and services. Reference: [https://help.salesforce.com/s/articleView?id=pssc\\_admin\\_setup\\_employee\\_experience.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=pssc_admin_setup_employee_experience.htm&type=5&language=en_US)

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[htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=pssc_admin_setup_employee_experience.htm&type=5&language=en_US)

### NEW QUESTION # 20

What are the two key document types that a consultant.... Implementation?

- A. Budget plan
- B. Functional requirements specification (FRS)
- C. Marketing plan
- D. User Stories

**Answer: B,D**

Explanation:

In a Salesforce implementation, particularly for Public Sector Solutions, having clear and structured documentation is critical for the success of the project. Two key document types that a consultant should use are:

\* User Stories:

\* User Stories are brief descriptions of features or functionalities from the perspective of the end- user. They help in understanding the user's needs and ensure that the development team is aligned with the expected outcomes.

\* Each User Story typically follows the format: "As a [role], I want [feature] so that [benefit]." This ensures that the requirements are user-centric and provides clear acceptance criteria.

\* Functional Requirements Specification (FRS):

\* An FRS is a detailed document that describes the functionality required in the system. It outlines the technical and functional specifications needed to meet the user stories.

\* The FRS provides a comprehensive guide for developers, detailing what needs to be built, including user interfaces, data models, workflows, and business rules. It ensures that all stakeholders have a clear understanding of the system's functionality.

These documents are essential as they provide a blueprint for the implementation, ensuring all requirements are captured, understood, and agreed upon by all stakeholders.

References:

\* Salesforce Help: Writing User Stories

\* Salesforce Help: Functional Requirements

### NEW QUESTION # 21

What are the three different key modules of Public Sector Solutions: Business Rules Engine?

- A. Decision Tree
- B. Expression Maps
- C. Decision Matrix
- D. Decision Table
- E. Expression Sets

**Answer: C,D,E**

Explanation:

Expression Sets, Decision Table, and Decision Matrix are three different key modules of Public Sector Solutions: Business Rules Engine (BRE). Expression Sets are modules that can define expressions that can be reused across multiple rules or matrices.

Decision Table is a module that can evaluate data based on rows of conditions and actions in a tabular format. Decision Matrix is a module that can evaluate data based on columns of conditions and outcomes in a tabular format. Reference:

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

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

### NEW QUESTION # 22

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