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## Salesforce Public-Sector-Solutions Valid Exam Experience - Public-Sector-Solutions New Dumps Ebook

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### SalesforcePublic Sector Solutions Accredited Professional Sample Questions (Q21-Q26):

#### **NEW QUESTION #21**

A public sector agency recently implemented public Sector Solutions for the inspection and license renewal of food outlets in the city. The want to set up dynamic assessments where assessment questions are categorized for use in different scenarios depending on whether the outlet is take-way, dining, or a combination of both.

The categorization only applies to specific questions in the assessment.

Two which objects should they add new categories?

- A. Assessment Task Definition
- B. Assessment Question
- C. Assessment indicator Definition
- D. Action Plan

#### Answer: B,C

#### Explanation:

For a public sector agency implementing dynamic assessments within Salesforce Public Sector Solutions, the appropriate categorization should be applied to the following objects:

- \* Assessment Question:
- \* The Assessment Question object is used to define individual questions that will be asked during an assessment. By adding categories to these questions, the agency can dynamically include or exclude questions based on the specific scenario (e.g., takeaway, dining, or both).
- \* This allows for flexibility and ensures that only relevant questions are presented based on the type of food outlet being inspected.
- \* Assessment Indicator Definition:
- \* The Assessment Indicator Definition object is used to define criteria and indicators that aggregate assessment questions. Adding categories to these definitions helps in organizing and applying specific sets of questions and indicators based on the context of the assessment.
- \* This ensures that the assessments are dynamic and can adapt to different scenarios without requiring separate templates for each type of outlet.

By categorizing both Assessment Questions and Assessment Indicator Definitions, the agency can create a robust and flexible assessment process that adapts to various inspection contexts efficiently.

#### References:

- \* Salesforce Help: Assessment Questions
- \* Salesforce Help: Assessment Indicator Definition
- \* Salesforce Public Sector Solutions Documentation

#### **NEW QUESTION #22**

A Public Sector Organization (PSO) is responding to an emergency and wants to provide a way for constituents and businesses to access resources and submit requests for services and programs. The PSO wants to leverage Public Sector Solutions (PSS) components, where possible, and offer a digital experience to end users.

What three prerequisite items should the Technical Consultant advise the PSO to configure so that PSS components can be used?

- A. Install the ERM for PSS Unmanaged Package
- B. Enable Web-to-Case
- C. Install the ERM for PSS Managed Package
- D. Enable Person Account
- E. Enable Email-to-Case

#### Answer: B,C,D

#### Explanation:

Installing the ERM for PSS Managed Package, enabling Person Accounts, and enabling Web-to-Case are three prerequisite items that should be configured so that PSS components can be used to respond to an emergency. The ERM for PSS Managed Package is a package that contains the Emergency Response Management (ERM) app, which is a prebuilt app that comes with Public Sector

Solutions. It can help public sector agencies to create and manage emergency response programs and services, and enable citizens to access resources and submit requests. Enabling Person Accounts is a feature that can be used to store information about individual people who are not associated with a business account, such as citizens or volunteers. Enabling Web-to-Case is a feature that can be used to create cases from web forms submitted by external users, such as emergency service requests. Reference: https://help.salesforce.com/s/articleView?

id=psc admin setup community response.htm&type=5&language=en US

#### **NEW OUESTION #23**

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 requireschecking 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-di

#### **NEW QUESTION #24**

A Consultant supports the City of Snaxboro in setting up a new Licensing & Permitting system. The City is already using Public Sector Solutions for Emergency Response Management capabilities and is planning to use the Licensing & Permitting capabilities available in the same Salesforce instance.

Which of the following configurations directly impacts the City's Salesforce licensing cost?

- A. Configuring an Application Object Usage Record to track the number of applications processed for License & Permit Management and Emergency Response Management.
- B. Configuring multiple record types for the Individual Application and the Business License Application for both License & Permit Management and Emergency Response Management.
- C. Configuring more than ten different OmnlScript Application forms and making them available on an Experience Site for external users to apply.
- D. Configuring Business Regulatory Authorization Type Dependencies for external users to view on the Experience site when searching for a specific Permit to apply for.

#### Answer: C

#### Explanation:

Configuring more than ten different OmniScript Application forms and making them available on an Experience Site for external users to apply is a configuration that directly impacts the City's Salesforce licensing cost. OmniScript Application forms are guided digital forms that can be used to capture data from external users, such as license or permit applicants. Experience Site is a digital experience site that can be used to communicate with external users and provide access to Salesforce data and functionality. Configuring more than ten different OmniScript Application forms and making them available on an Experience Site requires Customer Community Plus licenses, which are based on user counts and have higher costs than Customer Community licenses, which are based on logins or page views.

Reference:https://help.salesforce.com/s/articleView?id=sf.networks\_license\_types.htm&type=5

#### **NEW QUESTION #25**

A Consultant has been asked to create a widget that aggregates and calculates information from multiple unrelated objects. Working with OmniStudio, which tool can accomplish this declaratively?

- A. Apex Classes
- B. Integration Procedures
- C. MuleSoft Integration
- D. SOQL Queries

#### Answer: B

#### Explanation:

When tasked with creating a widget in OmniStudio that aggregates and calculates information from multiple unrelated objects, the most appropriate tool to accomplish this declaratively isIntegration Procedures (Option A). Integration Procedures in OmniStudio are designed to handle complex data operations that involve multiple objects, potentially including data aggregation, transformation, and logic application, without requiring custom code.

- \* Option B, MuleSoft Integration, is primarily used for connecting Salesforce with external systems, not for aggregating data within Salesforce.
- \* Option C, SOQL Queries, can retrieve data but do not themselves handle complex multi-object calculations and logic in a declarative manner.
- \* Option D, Apex Classes, are a coding solution, not declarative, and would be used when more complex custom behavior that cannot be achieved declaratively is required.

Integration Procedures allow a declarative approach, fitting the need to work with multiple objects effectively and efficiently within the Salesforce platform

#### **NEW QUESTION #26**

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