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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q20-Q25):

NEW QUESTION # 20

A public sector agency Is looking to digitize Its operations for Emergency Response. As the technical consultant on the project, the expectations are to roll out a public facing portal that allows citizens to submit a simple emergency request with some basic information.

Which two are the correct approaches a consultant should take to meet these objectives?

- A. Build a digital experience site using the Help Center template based on the agency's requirement
- B. Create a custom Case Record Type and leverage a prebuilt Contact Support Form
- C. Leverage prebuilt Emergency Service Request flow.
- D. Build a digital experience site using pre-configured emergency response management (ERM) specific template

Answer: C,D

Explanation:

Building a digital experience site using pre-configured emergency response management (ERM) specific template and leveraging

prebuilt Emergency Service Request flow are two correct approaches to meet the objectives of providing a way for citizens to submit a simple emergency request with some basic information.

The ERM specific template is a prebuilt template that comes with Community Response for Public Sector, 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. The Emergency Service Request flow is a prebuilt flow that comes with the ERM specific template.

It can allow citizens to submit a simple emergency request with some basic information, such as their name, contact details, location, and service type. Reference: <https://help.salesforce.com/s/articleView>

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

NEW QUESTION # 21

A company discovered that Salesforce already has a pre-built DataPack, that comes with industry-standard procedures; system administrator wants to move and deploy the DataPack, to achieve this.

Which tool can be used to deploy the DataPack Lightning Web Component?

- A. Change Sets
- B. **VSCode and Salesforce DX**
- C. ANT Migration Tool
- D. VSCode

Answer: B

Explanation:

To deploy a pre-built DataPack, such as a Lightning Web Component, the combination of Visual Studio Code (VSCode) and Salesforce Developer Experience (Salesforce DX) provides a powerful toolset. VSCode, as an integrated development environment, offers extensive support for Salesforce development, including Lightning Web Components. Salesforce DX enhances this with version control, continuous integration, and deployment capabilities, making it an ideal choice for deploying complex packages like DataPacks. This approach allows system administrators to manage and deploy Salesforce configurations and code with precision and control.

NEW QUESTION # 22

A government agency would like to standardize its grant funding process and is looking for a solution to prioritize and award funds to the most eligible grant-seekers using Public Sector Solutions.

What three components should a technical consultant configure to define applicants' eligibility and help with application prioritization?

- A. **Create an Expression Set using BRE**
- B. Create an Application Form using Web-to-Case
- C. Create an Application Form using Web-to-Lead
- D. **Create an Application Form using OmniScript Designer**
- E. Create a Decision Matrix using BRE

Answer: A,D,E

Explanation:

A Decision Matrix, an Application Form, and an Expression Set are three components that can be configured to define applicants' eligibility and help with application prioritization. A Decision Matrix is a component of Business Rules Engine (BRE) that can evaluate answers based on rules and conditions and provide a decision outcome and explanation. An Application Form is a component of OmniScript Designer that can create guided digital forms that can capture answers from applicants and provide recommendations based on business logic. An Expression Set is a component of BRE that can define expressions that can be reused across multiple rules or matrices. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscrypt>

NEW QUESTION # 23

Often, one permit is dependent on another, and businesses require a specific set of permits to do business. The City of Snaxboro would like to show its constituents all the permits required for different business types, so they know exactly what they need to apply for. What is the recommended approach for building out this functionality?

- A. Create a custom object called "Permit Dependency" and make it a junction object between the Business Type object and Regulatory (§> Authorization Type object. Create a FlexCard that allows the user to select the Business Type from a picklist and display the associated Permit Dependency records. Embed this FlexCard on an Experience site for applicants to use.
- B. Create a new Business Regulatory Authorization Type Dependency record by selecting the Parent Business Regulatory Authorization Type that must be applied first and the Dependent Business Regulatory Authorization Type that must be applied after getting the parent. Ensure the Show Dependent Permits section is available in the portal for applicants to view.
- C. Create an OmniScript with all the applicable Business Types. Based on the Business Type selected, enable a conditional section to display all the associated permits that are required. Embed this OmniScript on the Experience Site for applicants to use by selecting the Business Type and viewing the associated permits.
- D. Create a custom object called Permit Dependency and make it a junction object between the Business Type object and Regulatory Authorization Type object. Configure the Permit Dependency records and embed a list view of the Business Types on the Experience Site for applicants to click and review related dependencies.

Answer: C

Explanation:

For the City of Snaxboro to show constituents the required permits for different business types, an OmniScript is the recommended approach. OmniScript, part of Salesforce's Vlocity tools, allows for the creation of dynamic, guided experiences. By configuring an OmniScript with a selection mechanism for different Business Types and conditional sections that display the associated permits, applicants can easily understand the permit requirements relevant to their business. Embedding this OmniScript on an Experience Site provides a user-friendly interface for constituents to interact with, simplifying the permit application process. This solution leverages Salesforce's capabilities for creating personalized, interactive experiences that guide users through complex processes, making it easier for businesses to comply with regulatory requirements.

NEW QUESTION # 24

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. OmniScript for capturing answers, along with a Decision Matrix to evaluate & recommend a license type
- B. OmniStudio for capturing answers, along with Einstein AI to evaluate & recommend a license type
- C. OmniChannel for capturing answers, along with a Reference Lookup Matrix to evaluate & recommend a license type
- D. Lightning Web Component for capturing answers, along with Apex to evaluate & recommend a license type

Answer: A

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.com>

salesforce.com/content/learn/modules/dynamic-assessments-with-public-sector-solutions/create-and-configure-omni-assessment-tasks

NEW QUESTION # 25

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