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NEW QUESTION: 1

A Public Sector Organization (PSO) is seeking to improve how they manage us community grants and would like to introduce a new portal to allow Organizations to apply for grants. The PSO would also like to improve its internal processes and use the Grants Management package from Public Sector Solutions. The PSO currently uses Salesforce in a minimal capacity, with their staff using the Salesforce Classic UL. In addition to procuring Grants Management licenses, what other three prerequisites should the Technical Consultant advise the PSO are required?

- A. Customer Community Licenses
- B. Enable Chatter
- C. Enable Web-to-Lead
- D. Migrate Users to Lightning Experience
- E. Customer Community Plus Licenses

Answer: ([SHOW ANSWER](#))

Explanation

Customer Community Licenses, enabling Chatter, and migrating users to Lightning Experience are three prerequisites that should be advised to the Public Sector Organization (PSO) before using Public Sector Solutions (PSS) components to create a portal for grant applications. Customer Community Licenses are licenses that can be used to create external users who can access data and records in Salesforce, such as grant applicants. Enabling Chatter is a feature that can be used to enable collaboration and communication among users in Salesforce, such as grant reviewers. Migrating users to Lightning Experience is a process that can be used to switch users from Salesforce

Classic to Lightning Experience, which is the user interface that supports PSS components.

Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_grants_management.htm&type=5&lan

NEW QUESTION: 2

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

Answer: (SHOW ANSWER)

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 CustomerCommunity 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: 3

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.** Send a contract document for review and signatures.

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

Answer: A,B,E (LEAVE A REPLY)

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

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

NEW QUESTION: 4

A government agency recently implemented Public Sector Solutions to drive efficiency in its licensing programs; they are leveraging OmniStudio in their implementation. Post-implementation, some stakeholders still have efficiency concerns with certain parts of licensing processing.

Which OmniStudio feature could a technical consultant recommend to identify potential areas for further Improvement?

- A.** OmniStudio Tracking Service
- B.** Field tracking services
- C.** Event Monitoring
- D.** Roll Up libraries

Answer: A (LEAVE A REPLY)

Explanation

OmniStudio Tracking Service is an OmniStudio feature that can be used to identify potential areas for further improvement in licensing processing. OmniStudio Tracking Service allows the government agency to track and analyze how constituents interact with OmniScripts, DataRaptors, Integration Procedures, FlexCards, and other OmniStudio components. The agency can use this data to optimize the performance, usability, and efficiency of their licensing processes.

Reference:<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/track-and-analyz>

NEW QUESTION: 5

A resident in the city of Richdale has concerns about unnecessary debris from construction at a nearby residence and has filed a complaint with the city. The city uses Public Sector Solutions for LPI (Licensing, Permitting & Inspections) to manage residential construction permits.

What three recommendations should a Technical Consultant provide to the city to handle complaints from residents and tie them back to existing residential construction permits?

- A. Link Inspections and Visits to Permit Applications
- B. Configure Inspections and Visits
- C. Link Cases to Permits
- D. Configure Action Plans on Cases and Permits
- E. Set up Business Rules Engine (BRE) to determine Complaint validity.

Answer: (SHOW ANSWER)

Explanation

Linking inspections and visits to permit applications allows the city to track the progress and status of the inspections related to the complaints. Configuring inspections and visits enable the city to define the inspection types, schedules, checklists, and outcomes.

Configuring action plans on cases and permits allows the city to automate the inspection tasks and workflows, assign them to inspectors, and collaborate on them using Chatter.

Reference:

<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/configure-inspections-and->

NEW QUESTION: 6

Bobahaven has purchased the Licenses, Permits, and inspections modules of Public Sector Solutions and is eager to transform its constituents' experience by providing authenticated digital permit applications and self-service for constituents. Bobahaven's marketing team has provided the consultant with branding guidelines and asset files. The project sponsor has indicated that while brand standards are important to comply with, the speed to market of this constituent digital experience is a higher priority.

Which two Experience Site templates will the consultant select for building and deploying an authenticated digital experience with some custom branding but with an emphasis on an accelerated development timeframe?

- A. Select the BYO (Lightning Web Runtime) template and deploy custom-built Lightning Components.
- B. Select the Licenses and Permits Experience Site template, and customize the theme.
- C. Select the Help Center Experience Site template, and customize the theme.

D. Select the BYO (Aura) template and deploy a mix of custom-built Lightning Components with standard components.

Answer: B,C (LEAVE A REPLY)

Explanation

The Licenses and Permits Experience Site template and the Help Center Experience Site template are two templates that can be used to build and deploy an authenticated digital experience with some custom branding but with an emphasis on an accelerated development timeframe. These templates come with prebuilt pages, components, and themes that can be customized to match Bobahaven's branding guidelines and asset files. The Licenses and Permits Experience Site template can be used to allow constituents to apply online for grants and check the progress of grant applications. The Help Center Experience Site template can be used to provide self-service resources such as articles, FAQs, and chat.

Reference:<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-an-experi>

NEW QUESTION: 7

Foodvania has adopted Salesforce Public Sector Solutions to get relief to small businesses experiencing hardship due to the pandemic. Foodvania would like the recipients to apply for relief in a self-service portal, allowing for the upload of supporting documentation and the capability to check the status of their application.

What should the consultant recommend using?

- A.** The consultant should recommend the Outbound Funds Module Which Includes the Grants Portal feature and the procurement for an allotment to Experience Cloud licenses so as the recipients may review their applications status
- B.** The consultant should recommend the Grants Management product which Includes the Grants Portal feature
- C.** The consultant should recommend the Outbound Funds Module Which Includes the Grants Portal feature
- D.** The consultant should recommend the Grants Management product with the Outbound Funds Module to give the recipients the capability to review their applications status.

Answer: (SHOW ANSWER)

Explanation

The consultant should recommend the Grants Management product which includes the Grants Portal feature to allow the recipients to apply for relief in a self-service portal, allowing for the upload of supporting documentation and the capability to check the status of their application. Grants Management is a prebuilt app that comes with Public Sector Solutions. It can help publicsector agencies to manage the entire grant lifecycle, from application to award to reporting. Grants Portal is a component of Grants Management that can help public sector agencies to create a digital experience site for grant applicants or

recipients. Grants Portal can allow the recipients to apply for relief in a self-service portal, upload supporting documentation, and check the status of their application.

Reference:[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=psc_admin_setup_grants_management.htm&type=5&lan)

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

NEW QUESTION: 8

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

Answer: D (LEAVE A REPLY)

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: 9

The City of Bobahaven is setting up Employee Experience Management and needs to ensure that sensitive HR data is protected.

What configuration should the Technical Consultant perform to assist with meeting this requirement?

- A. Mirror the Org Chart into The Role Hierarchy
- B. Disable all approval processes on the Case object
- C. Set the Organization-Wide Defaults (OWD) for the Case object to private
- D. Disable the Grant Access Using Hierarchies setting on the Case object

Answer: C (LEAVE A REPLY)

Explanation

Setting the Organization-Wide Defaults (OWD) for the Case object to private is a configuration that can help to protect sensitive HR data in Employee Experience Management. Employee Experience Management 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. The Case object is a standard object that can be used to track employee requests or issues in Employee Experience Management. Setting the OWD for the Case object to private means that only the owner of the case and users above them in the role hierarchy can access the case record by default. This can prevent unauthorized access to sensitive HR data by other users.

Reference:[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&l)

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

NEW QUESTION: 10

What 2 core Salesforce Clouds is Public Sector Solutions based on?

- A. Service Cloud
- B. Experience Cloud
- C. Marketing Cloud
- D. Admin

Answer: A,B (LEAVE A REPLY)

Explanation

Service Cloud and Experience Cloud are two core Salesforce Clouds that Public Sector Solutions is based on.

Service Cloud is a Salesforce Cloud that can help public sector agencies to provide customer service and support, such as managing cases, creating knowledge articles, or using chatbots. Experience Cloud is a Salesforce Cloud that can help public sector agencies to create digital experience sites for external users, such as constituents, businesses, or employees. Public Sector Solutions is based on Service Cloud and Experience Cloud, and it provides additional features and components that are tailored for the delivery of government services. Reference:

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

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

NEW QUESTION: 11

A customer has specific steps/tasks that need to be performed every time a new Business License Application comes in. The following actions must be completed:

- *The applicant must upload an image of their driver's license
- *The license reviewer must perform a background check within five business/working days
- *The license reviewer must enter the background check results into an external system manually within two business days of completing the background check
- *The license reviewer must provide a recommendation to the approver to approve/reject the application & submit it for review
- *The license reviewer may add additional steps/tasks for a particular application as needed

Which statement is true regarding Action Plan Templates relative to the business requirements above?

- A.** An action plan template can be created (or the business license application object, and a document checklist item for the Image upload can be created
- B.** The reviewer users cannot create their own tasks within a predefined action plan template
- C.** Action plans cannot have tasks with due dates dependent upon prior tasks within the action plan
- D.** A document checklist item for an action plan template cannot be created

Answer: A (LEAVE A REPLY)

Explanation

An action plan template can be created for the business license application object, and a document checklist item for the Image upload can be created is a true statement regarding Action Plan Templates relative to the business requirements above. An action plan template is a predefined set of tasks and subtasks that can be applied to records such as cases or permits. An action plan template can be created for any custom or standard object that supports activities, such as the business license application object. A document checklist item is a type of task that can require users to upload documents or images as part of an action plan template.

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

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

NEW QUESTION: 12

The Department of Disaster Assistance is implementing Grams Management using Public Sector Solutions.

One of the pain points in the current process is that every grant application reviewer follows a different business process to review the applications received. A solution has been engaged to standardize this process using the Public Sector Solution toolkit. What should be the best solution to achieve this task?

- A.** Create a guided omniscrypt guided process to define due diligence steps, related tasks, and documents to collect.
- B.** Develop a standard set of processes/guides to coach the reviewers and ask them to follow them without fail.
- C.** Use Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect.
- D.** Use a screen flow on Accounts to define due diligence steps, related tasks, and documents to collect.

Answer: C (LEAVE A REPLY)

Explanation

Using Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect is the best solution to standardize the business process for reviewing grant applications. Action Plans are a feature of Public Sector Solutions that can help public sector agencies to create and manage tasks and subtasks for different types of

records, such as accounts or cases. Action Plans can be used to define due diligence steps, such as verifying eligibility or checking references, related tasks, such as sending emails or making calls, and documents to collect, such as financial statements or tax returns. Action Plans can also be applied to grant applications using the Account object, which is a standard object that can store information about grant applicants or recipients.

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

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

NEW QUESTION: 13

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

Answer: A,D (LEAVE A REPLY)

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

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

NEW QUESTION: 14

A government agency is planning a Public Sector Solutions implementation. What are three main constraints that government agencies often have in project implementation?

- A.** Workshops, Schedule and Cost
- B.** Scope, Tools and Cost
- C.** Scope, Resources and Cost

D. Scope, Schedule and Cost

Answer: D (LEAVE A REPLY)

Explanation

Scope, schedule and cost are the three main constraints that government agencies often have in project implementation. Scope defines the goals, deliverables, and requirements of the project. Schedule defines the timeline, milestones, and dependencies of the project. Cost defines the budget, resources, and risks of the project. These three constraints are also known as the project management triangle or the triple constraint.

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

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

NEW QUESTION: 15

A public sector agency plans to use Public Sector Solutions for grants management. There are no in-house developers in the agency, and they are worried that some of the installation steps may potentially require development skills and the use of developer tools such as VS Code & SalesforceDX.

Which steps for Public Sector Solutions setup and installation require the use of such developer tools?

- A.** Activate DataPack OmniScripts and Integration Procedures
- B.** Installation of OmniStudio Package in the org
- C.** Deploy the DataPack Lightning Web Component Files to the Org
- D.** Download Public Sector Sample DataPacks from Process Library

Answer: (SHOW ANSWER)

Explanation

Deploying the DataPack Lightning Web Component Files to the Org is a step for Public Sector Solutions setup and installation that requires the use of developer tools such as VS Code & SalesforceDX. DataPack Lightning Web Component Files are files that contain code for displaying DataPacks on Lightning Pages or Experience Sites. To deploy these files to the org, the agency needs to use a developer tool that supports metadata deployment, such as VS Code & SalesforceDX.

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

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

NEW QUESTION: 16

An inspector at a large public sector agency is planning to make a visit to inspect restaurants in the city for compliance purposes.

Which three built-in Lightning Components can they use to conduct efficient visits?

- A.** Inspection Tab Container
- B.** Inspection Details
- C.** Inspection Calendar
- D.** Inspection Dynamic Dashboards

E. Inspection Action

Answer: A,B,E (LEAVE A REPLY)

Explanation

Inspection Tab Container, Inspection Details, and Inspection Action are three built-in Lightning Components that can be used to conduct efficient visits. Inspection Tab Container is a component that can display a tabbed interface for viewing and editing inspection records. Inspection Details is a component that can display the details of an inspection record, such as the inspection type, status, date, and time. Inspection Action is a component that can display the actions that can be performed on an inspection record, such as completing, canceling, or rescheduling the inspection.

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

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

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NEW QUESTION: 17

A Public Sector Organization (PSO) is implementing Public Sector Solutions. It has a requirement that they would like to keep a list of assessment indicators that their teams will use during inspections and have those indicators mapped to regulatory codes that team members can reference.

Leveraging the Public Sector Solutions data model, how can the Technical Consultant meet the requirement for the PSO?

- A.** Create a master-detail relationship between Regulatory Code and Assessment Indicator
- B.** Use the Regulatory Code Assessment Indicator junction object
- C.** Use the Assessment Indicator Regulatory Code junction object
- D.** Create a lookup relationship on both objects to a junction object called Regulatory CodeMap

Answer: C (LEAVE A REPLY)

Explanation

The Assessment Indicator Regulatory Code junction object is part of the Public Sector Solutions data model and it is used to create a many-to-many relationship between Assessment Indicators and Regulatory Codes.

This allows the PSO to keep a list of assessment indicators and map them to multiple regulatory codes that team members can reference.

Reference:<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/explore-the-com>

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