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**QUESTION 1**

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

Correct Answer: C

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

QUESTION 2

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

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

Correct Answer: BCD

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?id=psc_admin_setup_bre.htm&type=5&language=en_US

**QUESTION 3**

Which three require set up to configure a License Authorization?

- A. Business Type
- B. Regulatory Authority
- C. Inspection Type
- D. Regulatory Authorization Type
- E. Business Profile

Correct Answer: ABD

Business Type, Regulatory Authority, and Regulatory Authorization Type are three items that require set up to configure a License Authorization. License Authorization is a feature of Public Sector Solutions that can help public sector agencies to manage licenses and permits for different types of businesses and activities. Business Type is a custom metadata type that can define different categories of businesses, such as restaurants or salons. Regulatory Authority is a custom metadata type that can define different entities that issue licenses or permits, such as city or county governments. Regulatory Authorization Type is a custom metadata type that can define different types of licenses or permits, such as food service license or liquor license.

Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_license_authorization.htm&type=5&language=en_US

QUESTION 4

The City of Snaxboro has implemented CRM Analytics for Public Sector but keeps getting an error message when creating the Analytics (or the Licensing, Permits, and inspections app. They have verified that their users have the appropriate permission sets assigned. What is the most probable cause for the error message?

- A. There are no Visit records.
- B. There are no active Action Plan Templates.
- C. Person Accounts have not been enabled.
- D. There are no Violation records.

Correct Answer: A

There are no Visit records is the most probable cause for the error message when creating the Analytics for the Licensing, Permits, and Inspections app. CRM Analytics for Public Sector is a prebuilt app that comes with Public Sector Solutions and it can provide reports and dashboards for licensing, permitting, and inspections data. However, if there are no Visit records in the org, the Analytics app cannot generate any data and will show an error message. To fix this issue, the City of Snaxboro needs to create some Visit records or import some sample data.

Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_crm_analytics.htm&type=5&language=en_US

QUESTION 5

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

Correct Answer: D

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?id=psc_admin_setup_employee_experience.htm&type=5&language=en_US

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