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**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

Correct Answer: ABD

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&language=en_US

QUESTION 2

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 3

A government agency wants to automate the validation of an applicant's date of birth from a driver's license or passport.

Which features are required to automate the validation of the date of birth?

- A. Files
- B. Attachments
- C. Intelligent Form Reader
- D. Content

Correct Answer: C

Intelligent Form Reader is a feature that can be used to automate the validation of an applicant's date of birth from a driver's license or passport. Intelligent Form Reader is a component of OmniStudio, which is part of Public Sector Solutions. It allows users to upload documents or images and extract data from them using optical character recognition (OCR) or artificial intelligence (AI). It can also validate the extracted data against Salesforce records or external sources. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_intelligent_form_reader.htm&type=5&language=en_US

QUESTION 4

A government agency is responsible for providing licenses to various sporting events. To acquire the license, individuals need to pay the required fees. The System Administrator for Public Sector Solution main responsibility is to automatically map and set the fees for each application to ensure the correct fees are mapped.

Which Business Rules Engine tool is used here?

- A. Workflow Field Updates
- B. Data matrices
- C. Process Builder
- D. Decision Matrices

Correct Answer: D

Decision Matrices are Business Rules Engine tools that are used to automatically map and set the fees for each application. A Decision Matrix can evaluate answers based on rules and conditions and provide a decision outcome and explanation. For example, a Decision Matrix can determine the fee amount based on the type of license, the city and county location, the volume of current business, and the size of the building. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_decision_matrix.htm&type=5&language=en_US

**QUESTION 5**

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.ht
mandtype=5andlanguage=en_US

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