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QUESTION 1

A government agency using Public Sector Solutions often has to perform onsite visits for compliance inspections. Various internal teams across the government agency need to have visibility into and collaborate on inspections.

Which Public Sector Solutions feature should be used to automate inspection tasks works and drive internal collaboration?

A. OmniStudio

B. Action Plans

C. Data Raptors

D. Business Rules Engine

Correct Answer: B

Action Plans are part of the Public Sector Solutions package and they are used to automate inspection tasks and workflows. Action Plans allow the government agency to create templates for common inspections, assign tasks to team members, track progress and status, and collaborate on inspections using Chatter. Reference:https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/automate-inspection-tasks-with-action-plans

QUESTION 2

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 and 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.

Correct Answer: ABD

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 enablesthe 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-visits

QUESTION 3

A customer warns 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 and county location, the volume of current business (in S), 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. OmniChannel for capturing answers, along with a Reference Lookup Matrix to evaluate and recommend a license type

B. OmniStudio for capturing answers, along with Einstein AI to evaluate and recommend a license type

C. Lightning Web Component for capturing answers, along with Apex to evaluate and recommend a license type

D. OmniScript for capturing answers, along with a Decision Matrix to evaluate and recommend a license type

Correct Answer: D

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

QUESTION 4

To allow a user to access the Public Sector Solutions Employee Experience pre-built application.

Which three permission sets need to be assigned?

A. Employee Experience Community Access

B. Employee Productivity Plus User Data Access

C. Employee Experience for Public Sector

D. Employee Productivity Plus Access

E. Public Sector Solutions User Access

Correct Answer: ACD

Employee Experience Community Access, Employee Experience for Public Sector, and Employee Productivity Plus Access are three permission sets that need to be assigned to allow a user to access the Public Sector Solutions Employee Experience pre-built application. Employee Experience Community Access is a permission set that grants access to the Employee Experience community site, which is a digital experience site for employees to access resources and services. Employee Experience for Public Sector is a permission set that grants access to the Employee Experience app, which 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. Employee Productivity Plus Access is a permission set that grants access to the Employee Productivity Plus app, which is another prebuilt app that

comes with Public Sector Solutions. It can help public sector agencies to improve employee productivity and collaboration, such as creating action plans or sharing files.
Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_exper ience.htmandtype=5andlanguage=en_US

QUESTION 5

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

Correct Answer: ABE

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?id=psc_admin_setup_inspection_com ponents.htmandtype=5andlanguage=en_US

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