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QUESTION 1

A government agency runs various research and grant programs for scholars. They have decided to use the Individual Application object in Grants Management for Public Sector Solutions. Which Salesforce features must be enabled to support this use case?

A. Salesforce Flow

B. Product Schedule

C. Person Accounts

D. Custom Object for Applications

Correct Answer: C

Person Accounts are a Salesforce feature that must be enabled to support the use case of using the Individual Application object in Grants Management for Public Sector Solutions. Person Accounts are a type of account that can store information about individual people, such as scholars, who are not associated with a business account. The Individual Application object is a child object of the Account object and it can be used to track grant applications from individual applicants. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_individual_applications.htmandtype=5andlanguage=en_US

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 large government agency is looking to transform its legacy systems using Salesforce. The agency routinely disperses loans to small and medium businesses using a public portal and the number of users can scale up to more than 100 million in the future. The agency is planning to use Experience Cloud to build this public portal.

Considering the number of users, what license types should they consider using?

A. Customer Community

B. Channel Account

C. Customer Community Plus

D. Partner Community

Correct Answer: A

Customer Community is a license type that should be considered for building a public portal with Experience Cloud for a large number of users. Customer Community licenses are designed for external users who need access to data and records in Salesforce, such as applying for loans or checking loan status. Customer Community licenses are also cost-effective and scalable for high-volume scenarios, as they are based on logins or monthly page views rather than user counts. Reference:https://help.salesforce.com/s/articleView?id=sf.networks_license_types.htmandtyp e=5

QUESTION 4

A government agency recently implemented Inspections Management, but the internal users want an easier way to generate Visits. Currently, the users must navigate to the Related List tab on an Application, scroll to the Visits* related list and click \\'New.\\' The users also have lo manually fill all of the fields when creating the Visit record. What is the recommended approach for creating a better user experience when creating a Visit?

A. Change the Business License Application and Individual Application pages to have a single related list of Visits on the right panel.

B. Create a Screen Flow with the required fields to create a Visit record and add the button to launch the flow on the page layout.

C. Advise the government agency that the current method is the best option available without custom code, which they should avoid wherever possible.

D. Create a new Action on the Business License Application and Individual Application objects to create a Visit record with Predefined Field Values.

Correct Answer: B

Creating a Screen Flow or creating a new Action are two possible approaches for creating a better user experience when creating a Visit. A Screen Flow is a type of flow that can create an interactive user interface to display information or collect data from users. A Screen Flow can have the required fields to create a Visit record and it can be launched by a button on the page layout. An Action is a type of button that can perform tasks such as creating or updating records. An Action can have Predefined Field Values that can automatically populate fields when creating a Visit record. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_visits.htmandtype=5andlanguag e=en_US

QUESTION 5

A government agency uses Public Sector Solutions tomanage permits and gram approvals. The approvals team leader wants to improve team efficiency by ensuring everyone in the approvals team can see a summary of their open applications pending approval, including how long the application has been pending approval and the moment they log in to Salesforce for the day.

In this scenario, which is the correct reporting and analytics solution to provide Approval insights to team members on login?

A. Create a custom Approvals report using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver role.

B. Provide CRM Analytics licenses to all team members, create a custom Approvals dashboard using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver profile.

C. Create a custom Approvals dashboard using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver profile.

D. Provide CRM Analytics licenses to all team members, create a custom Approvals report using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver role.

Correct Answer: C

Creating a custom Approvals dashboard using standard Salesforce Reports and Dashboards and adding this to a custom Home Page assigned to the Approver profile is the correct reporting and analytics solution to provide Approval insights to team members on login. Salesforce Reports and Dashboards are tools that can be used to create and display data visualizations, such as charts, tables, or metrics. A custom Approvals dashboard can show a summary of open applications pending approval, including how long the application has been pending approval. A custom Home Page is a page that can be customized to show different components, such as dashboards, tasks, or news. A custom Home Page can be assigned to a specific profile, such as the Approver profile, and it can be displayed when users log in to Salesforce. Reference:https://help.salesforce.com/s/articleView?id=sf.reports_dashboards_overview.ht mandtype=5