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QUESTION 1

A Public Sector Organization (PSO) is responding to an emergency and wants to provide a way for constituents and businesses to access resources and submit requests for services and programs. The PSO wants to leverage Public Sector Solutions (PSS) components, where possible, and offer a digital experience to end users.

What three prerequisite items should the Technical Consultant advise the PSO to configure so that PSS components can be used?

- A. Install the ERM for PSS Managed Package
- B. Enable Person Account
- C. Enable Email-to-Case
- D. Enable Web-to-Case
- E. Install the ERM for PSS Unmanaged Package

Correct Answer: ABD

Installing the ERM for PSS Managed Package, enabling Person Accounts, and enabling Web-to-Case are three prerequisite items that should be configured so that PSS components can be used to respond to an emergency. The ERM for PSS Managed Package is a package that contains the Emergency Response Management (ERM) app, 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. Enabling Person Accounts is a feature that can be used to store information about individual people who are not associated with a business account, such as citizens or volunteers. Enabling Web-to-Case is a feature that can be used to create cases from web forms submitted by external users, such as emergency service requests.

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

QUESTION 2

A Consultant supports the City of Snaxboro in setting up a new Licensing and Permitting system. The City is already using Public Sector Solutions for Emergency Response Management capabilities and is planning to use the Licensing and 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 and 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 and Permit Management and Emergency Response Management.

Correct Answer: A



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&typ e=5

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.htm&typ e=5

QUESTION 4

A government agency wants to provide the ability for an external customer to apply for a grant. They require data about the applicant, their financial status, project plans, and other details, which must match the structure of their paper form to comply with the Paper Reduction Act. The expectation is that there will be a lot of interest in this grant, and a high volume of applications will occur. It is also required to have pixel-perfect branding of the application within the authenticated website.

What tool(s) would be required to provide an application form like experience to enter this data?

- A. OmniChannel, Flows, Apex, and DataLoader
- B. Scripts, Einstein AI, Assessments, and Grants
- C. OmniScripts, DataRaptors, Integration Procedures, and FlexCards
- D. Application Form, Lightning Web Components, Communities, and Applications

Correct Answer: C



OmniScripts, DataRaptors, Integration Procedures, and FlexCards are tools that can be used to provide an application form like experience to enter data. OmniScripts are guided digital forms that can capture data from external customers and provide recommendations based on business logic. DataRaptors are data transformation tools that can map data between different objects or systems. Integration Procedures are integration orchestration tools that can execute multiple actions in a sequence, such as calling DataRaptors or external services. FlexCards are reusable UI components that can display data from multiple sources in a single view. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/explore-the-components-of-public-sector-solutions>

QUESTION 5

A Public Sector Organization (PSO) is already using Grants Management from Public Sector Solutions and has users interacting with the PSO digitally via their Experience Cloud site. The Technical Consultant has already configured the site to allow users to create support requests themselves; however, the support team in the PSO often creates Cases on behalf of external users. The PSO has received feedback that users of the Site are unable to see Cases that the support team has created.

What can the Technical Consultant configure to make Cases created by the support team visible to the users of the site?

- A. Change the Organization-Wide Default settings for Case to Public Read/Write
- B. Create or modify a sharing set for the Profile used for the Site that gives access to Cases
- C. Create or modify a permission set that gives access to Cases owned by the support team
- D. Create or modify a share group for the Profile used for the Site that gives access to Cases

Correct Answer: B

Sharing sets are used to grant access to records that are associated with a specific user or profile in a community. By creating or modifying a sharing set for the Profile used for the Site, the Technical Consultant can ensure that external users can see Cases that are related to their accounts or contacts, regardless of who created them.

Reference: https://developer.salesforce.com/docs/atlas.en-us.psc_api.meta/psc_api/api_psc_overview.htm

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