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QUESTION 1

A customer wants 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 \$), 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 2

A government agency charges license fees for small businesses. The agency uses Public Sector Solutions to automate the license application process and dynamically calculate the license fee (based on multiple parameters, ex: revenue, industry type, etc..) for a specific business customer.

Which public sector tools should be leveraged for this use case?

- A. Application form using Omniscripts and embed the license fee logic using integration procedures
- B. Application form using Flows and embed the Business Rules Engine to derive the license fee in the process.
- C. Application form using Omniscripts and embed the Business Rules Engine to derive the license fee in the process
- D. Application form using Omniscripts and embed the license fee logic using triggered flows

Correct Answer: C

Application form using Omniscripts and embedding the Business Rules Engine to derive the license fee in the process is a way to automate the license fee calculation for small businesses based on multiple parameters using Public Sector

Solutions tools. Omniscripts are guided digital forms that can be used to capture data from external users, such as license or permit applicants. Business Rules Engine (BRE) is a feature of Public Sector Solutions that can help public sector



agencies to create and manage business rules and logic, such as determining fees or eligibility. OmniScripts can embed the Business Rules Engine to derive the license fee in the process based on multiple parameters, such as revenue, industry type, etc.

Reference:

https://help.salesforce.com/s/articleView?id=psc_admin_setup_omniscrypt.htm&language=en_US
https://help.salesforce.com/s/articleView?id=psc_admin_setup_bre.htm&language=en_US

QUESTION 3

A government agency is planning a Public Sector Solutions implementation. What are three main constraints that government agencies often have in project implementation?

- A. Workshops, Schedule and Cost
- B. Scope, Tools and Cost
- C. Scope, Resources and Cost
- D. Scope, Schedule and Cost

Correct Answer: D

Scope, schedule and cost are the three main constraints that government agencies often have in project implementation. Scope defines the goals, deliverables, and requirements of the project. Schedule defines the timeline, milestones, and dependencies of the project. Cost defines the budget, resources, and risks of the project. These three constraints are also known as the project management triangle or the triple constraint. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_concept_psc_overview.htm&language=en_US

QUESTION 4

A customer wants to implement a customer community. Authenticated users will be able to log cases, manage their account and contact information, and apply/view their grant applications.

What two security settings should be configured to ensure the community is secure and no extra information is available to the authenticated community users?

- A. Set up Sharing Rules to grant authenticated users access to their Cases, Applications, and Accounts
- B. Set Org-Wide Defaults for External Users to Hidden for everything
- C. Set up Sharing Sets to grant authenticated users access to their Cases, Applications, and Accounts
- D. Set Org-Wide Defaults for External Users to Private for everything

Correct Answer: BC

Org-wide defaults for external users determine the baseline level of access that guest users and authenticated community users have to records they do not own. Setting them to Hidden for everything means that external users cannot see any records by default, unless they are explicitly shared with them. Sharing sets are used to grant access to records that are associated with a specific user or profile in a community. By setting up sharing sets, the authenticated



community users can access their own Cases, Applications, and Accounts, but not those of other users.
References:https://help.salesforce.com/s/articleView?id=psc_admin_concept_psc_overview.htm&type=5&language=en_UShttps://developer.salesforce.com/docs/atlas.en-us.psc_api.meta/psc_api/api_psc_overview.htm

QUESTION 5

A customer has specific steps/tasks that need to be performed every time a new Business License Application comes in. The following actions must be completed:

1.

The applicant must upload an image of their driver's license

2.

The license reviewer must perform a background check within five business/working days

3.

The license reviewer must enter the background check results into an external system manually within two business days of completing the background check

4.

The license reviewer must provide a recommendation to the approver to approve/reject the application and submit it for review

5.

The license reviewer may add additional steps/tasks for a particular application as needed

Which statement is true regarding Action Plan Templates relative to the business requirements above?

A. An action plan template can be created (or the business license application object, and a document checklist item for the Image upload can be created

B. The reviewer users cannot create their own tasks within a predefined action plan template

C. Action plans cannot have tasks with due dates dependent upon prior tasks within the action plan

D. A document checklist item for an action plan template cannot be created

Correct Answer: A

An action plan template can be created for the business license application object, and a document checklist item for the Image upload can be created is a true statement regarding Action Plan Templates relative to the business requirements above. An action plan template is a predefined set of tasks and subtasks that can be applied to records such as cases or permits. An action plan template can be created for any custom or standard object that supports activities, such as the business license application object. A document checklist item is a type of task that can require users to upload documents or images as part of an action plan template.

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



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