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QUESTION 1

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

QUESTION 2

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 3

A government agency would like 10 standardize Its grant funding process and Is looking for a solution to prioritize and award funds to the most eligible grant-seekers using Public Sector Solutions.

What three components should a technical consultant configure to define applicants\\' eligibility and help with application prioritization?

A. Create a Decision Matrix using BRE

B. Create an Application Form using OmniScript Designer

C. Create an Application Form using Web-to-Case

D. Create an Expression Set using BRE

E. Create an Application Form using Web-to-Lead

Correct Answer: ABD

A Decision Matrix, an Application Form, and an Expression Set are three components that can be configured to define applicants\\' eligibility and help with application prioritization. A Decision Matrix is a component of Business Rules Engine (BRE) that can evaluate answers based on rules and conditions and provide a decision outcome and explanation. An Application Form is a component of OmniScript Designer that can create guided digital forms that can capture answers from applicants and provide recommendations based on business logic. An Expression Set is a component of BRE that can define expressions that can be reused across multiple rules or matrices. Reference:https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscript

QUESTION 4

A government agency recently migrated to Salesforce and is very excited to be on board, but their System Administrators have doubts about installing the Omnistudio package.

Which three tasks must be completed or checked before installing the Omnistudio Package?

A. Enable Orders

B. Enable Assets

C. Enable Person Accounts

D. Ensure the email deliverability access level is set to "All email"

E. Confirm browser settings meet published minimum requirements

Correct Answer: BCD

Enabling Assets, enabling Person Accounts, and ensuring the email deliverability access level is set to "All email" are three tasks that must be completed or checked before installing the Omnistudio Package. Assets are records that represent products or services sold to customers. Assets must be enabled to use some features of Omnistudio, such as FlexCards or DataRaptors. Person Accounts are records that store information about individual people who are not associated with a business account. Person Accounts must be enabled to use some features of Omnistudio, such as

OmniScripts or DataPacks. Email deliverability access level determines what types of email can be sent from Salesforce. The email deliverability access level must be set to "All email" to install Omnistudio Package successfully. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_omnistudio.htm andtype=5andlanguage=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