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QUESTION 1

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

QUESTION 2

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_applic ations.htmandtype=5andlanguage=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-supported agency that helps constituents track the status of their claims is using Public Sector Solutions. For claim assessors to review and process claims, it is crucial to see the applications\\' Decision Logs.

Which component can be added to see the history of Decision Explanations for a claim?

A. Decision Explainer Log History

B. Log History

C. Audit Log

D. Record History

Correct Answer: A

Decision Explainer Log History is a component that can be added to see the history of Decision Explanations for a claim. Decision Explainer Log History displays a list of Decision Explanations that have been generated for a claim by a Decision Matrix or a Business Rules Engine (BRE). It shows the date, time, user, rule name, rule outcome, and explanation text for each Decision Explanation. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_decision_explainer_log_history.htmandtype=5andlanguage=en_US

QUESTION 5

A Public Sector Organization (PSO) would like to deploy a digital experience that enables constituents to sign up for volunteer projects.

Which Permission Set License should be assigned to a volunteer to allow them to sign up?

A. Community Response for Public Sector

B. Emergency Response for Public Sector

C. Volunteer Management for Community

D. Public Sector for Community

Correct Answer: C

Volunteer Management for Community is a Permission Set License that can be assigned to a volunteer to allow them to sign up for volunteer projects. Volunteer Management for Community is a feature of Community Response for Public

Sector, which is a prebuilt app that comes with Public Sector Solutions. It allows public sector agencies to create and manage volunteer projects and opportunities, and enable volunteers to sign up and track their hours.

Reference:

https://help.salesforce.com/s/articleView?id=psc_admin_setup_community_response.htmand
type=5andlanguage=en_US

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