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QUESTION 1

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.htm&type=5&language=en_US

QUESTION 2

What are the three different key modules of Public Sector Solutions: Business Rules Engine?

- A. Expression Maps
- B. Expression Sets
- C. Decision Table
- D. Decision Matrix
- E. Decision Tree

Correct Answer: BCD

Expression Sets, Decision Table, and Decision Matrix are three different key modules of Public Sector Solutions: Business Rules Engine (BRE). Expression Sets are modules that can define expressions that can be reused across multiple rules or matrices. Decision Table is a module that can evaluate data based on rows of conditions and actions in a tabular format. Decision Matrix is a module that can evaluate data based on columns of conditions and outcomes in a tabular format. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_bre.htm&type=5&language=en_US

QUESTION 3

After a grantseeker has submitted an application for review. Foodvania needs to review the Funding Request and allocate the funds appropriately. For audit purposes, all expenditures must be tracked according to how the money was



disbursed (Mortgage arrearage. Utility assistance, etc.).

Which two would the consultant build to handle this request utilizing Public Sector Solutions(PSS)?

- A. Recommend using PSS with the Nonprofit Success Pack.
- B. Recommend using PSS with the Outbound Funds Module.
- C. Recommend using PSS with the Grants Management product.
- D. Recommend using PSS with FinancialForce Accounting.

Correct Answer: BC

The Outbound Funds Module and the Grants Management product are two solutions that can be used with Public Sector Solutions (PSS) to handle the request of deploying a digital experience that enables constituents to sign up for volunteer projects. The Outbound Funds Module is an open source app that can help public sector agencies to track their funding programs, funding requests, disbursements, and expenditures. The Grants Management product is a prebuilt app that comes with PSS and it can help public sector agencies to manage the entire grant lifecycle, from application to award to reporting. Reference:<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/manage-grants-with-public-sector-solutions>

QUESTION 4

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&dtyp=e=5



QUESTION 5

Bobahaven wants to implement the Grants Management module of Public Sector Solutions. They would like to allow constituents to apply online for grants and check the progress of grant applications. The Chief Marketing Officer and Head of Constituent Services have expressed their concerns about the security of the solution. They want to ensure they comply with privacy regulations around the storage and use of constituent's data, and they are wondering how to protect against bots potentially spamming the application forms.

What should the Technical Consultant suggest to Bobahaven to protect the application forms?

- A. Enable the Salesforce Spam Check for Experience Sites.
- B. Deploy grant application OmniScripts on Bobahaven's Experience Site pages set to "Requires Login."
- C. Provide constituents with a search page on Bobahaven's website to look up application reference numbers and check the applications progress.
- D. Implement spam checking for Bobahaven's Experience Site forms using CAPTCHA.
- E. Set the external organization-wide default sharing settings for grant applications objects to Private.

Correct Answer: DE

Implementing spam checking for Bobahaven's Experience Site forms using CAPTCHA can help prevent bots from submitting fake or malicious grant applications. CAPTCHA is a feature that requires users to prove that they are human by solving a simple challenge before submitting a form. Setting the external organization-wide default sharing settings for grant applications objects to Private can help protect the privacy of the constituents' data. This means that external users cannot see any grant applications by default, unless they are explicitly shared with them. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscrypt>

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