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QUESTION 1

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 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_applications.htm&language=en_US



QUESTION 3

A public sector agency implemented Public Sector Solutions for meeting licensing, permitting, and inspection requirements. The inspection team has requested to make a few changes to the existing inspection form. The System Administrator is unable to see the "Edit" button for the Action Plan template and hence unable to make any changes.

What could be the reason for this?

- A. Edit option needs to be added to Action Plan template page layout
- B. System Administrator doesn't have "Edit" permissions to Action Plan template
- C. Once published, an Action Plan template cannot be changed.
- D. Action Plan template changes have to be requested to Salesforce support team

Correct Answer: C

Once published, an Action Plan template cannot be changed is the reason why the System Administrator is unable to see the "Edit" button for the Action Plan template. An Action Plan template is a predefined set of tasks and subtasks that can be applied to records such as cases or permits. Once an Action Plan template is published, it becomes read-only and cannot be edited or deleted. To make changes to a published Action Plan template, the System Administrator needs to clone it and create a new version of it.

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

QUESTION 4

A government agency recently implemented Public Sector Solutions to drive efficiency in its licensing programs; they are leveraging OmniStudio in their implementation. Post-implementation, some stakeholders still have efficiency concerns with certain parts of licensing processing.

Which OmniStudio feature could a technical consultant recommend to identify potential areas for further improvement?

- A. OmniStudio Tracking Service
- B. Field tracking services
- C. Event Monitoring
- D. Roll Up libraries

Correct Answer: A

OmniStudio Tracking Service is an OmniStudio feature that can be used to identify potential areas for further improvement in licensing processing. OmniStudio Tracking Service allows the government agency to track and analyze how constituents interact with OmniScripts, DataRaptors, Integration Procedures, FlexCards, and other OmniStudio components. The agency can use this data to optimize the performance, usability, and efficiency of their licensing processes. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/track-and-analyze-omnistudio-components>



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_api_overview.htm

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