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Salesforce Public-Sector-Solutions

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QUESTION NO: 1

The employee object has to be linked to the person account to use the Public Sector data model with the Employee data model. How should the employee object be linked with other objects?

A. Contact → Individual ← Employee

B. PersonAccount → Individual ← Employee.

C. PersonAccount → User → Employee

D. User → Individual ← Custom employee object

ANSWER: B

Explanation:

PersonAccount → Individual ← Employee. is the appropriate relationship pattern because the Individual record serves as the shared identity and privacy-management record for a person across Salesforce data models. In this design, the Person Account represents the person in the account/contact model, while its associated Individual record provides the common person identity used by Public Sector Solutions. The Employee record then relates to that same Individual, allowing employee-specific information to be maintained without treating a Salesforce User record as the person-data anchor.

This approach supports a consistent, packaged model for person records and helps preserve identity relationships when Public Sector features, privacy preferences, and employee information must coexist. Person Accounts are Salesforce's model for representing an individual consumer or constituent as an account, combining account and contact characteristics. The Individual object is specifically intended to associate personal data and privacy-related information with records representing people. Connecting Employee through Individual therefore establishes the required bridge between the Person Account-based constituent record and the Employee data model.

See Salesforce documentation on Person Accounts and the Individual data model.

QUESTION NO: 2

A public sector agency plans to use Public Sector Solutions for grants management. There are no in-house developers in the agency, and they are worried that some of the installation steps may potentially require development skills and the use of developer tools such as VS Code & SalesforceDX. Which steps for Public Sector Solutions setup and installation require the use of such developer tools?

A. Activate DataPack OmniScripts and Integration Procedures

B. Installation of OmniStudio Package in the org

C. Deploy the DataPack Lightning Web Component Files to the Org

D. Download Public Sector Sample DataPacks from Process Library

ANSWER: C

Explanation:

Deploy the DataPack Lightning Web Component Files to the Org is the setup activity that requires developer-oriented tooling. Public Sector Solutions sample DataPacks can include Lightning Web Component source files that must be placed into the org as Salesforce metadata. This deployment is performed from a local project, typically opened in Visual Studio Code with the Salesforce Extension Pack, and uses Salesforce CLI/Salesforce DX commands to authenticate to the target org and deploy the component bundle and its related metadata. Consequently, the agency should plan for someone with Salesforce development or release-management skills to complete this part of the implementation, validate the deployment result, and resolve any metadata or dependency errors before the associated DataPack functionality is used. Salesforce describes VS Code and the Salesforce CLI as the standard local-development workflow for deploying Lightning Web Components and other source-managed metadata. The relevant deployment process is documented in Salesforce's

Lightning Web Components for Visual Studio Code guide and its LWC deployment guide. This requirement is specifically about moving the supplied LWC files into the org, rather than configuring the installed product through its administrative user interface.

QUESTION NO: 3

A motor-vehicle licensing agency wants applicants to upload a scanned identification document during an application journey. The agency must extract the date of birth from the document and store it on the related application record. Which three configuration steps should the technical consultant complete using Intelligent Form Reader? Select three.

A. Enable Intelligent Form Reader

B. Set Up Data Extraction

C. Configure a DataRaptor to perform document recognition

D. Map Form Types to Objects

E. Create a Salesforce File record for each upload

ANSWER: A B D

Explanation:

The consultant must **Enable Intelligent Form Reader**, **Set Up Data Extraction**, and **Map Form Types to Objects**. Enabling Intelligent Form Reader activates the document-processing capability. Data extraction defines the information to identify, such as date of birth, and mapping the form type to the Application object connects extracted values to the correct Salesforce record context.

DataRaptors can transform and map Salesforce and integration data, but they do not provide the document-recognition capability required to read a scanned identity document. Creating a standard Salesforce File record only stores the document and does not extract its contents.

QUESTION NO: 4

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

A. Expression Sets

B. Expression Maps

C. Decision Tree

D. Decision Matrix

E. Decision Table

ANSWER: A D E

Explanation:

Public Sector Solutions Business Rules Engine uses **Expression Sets**, **Decision Matrices**, and **Decision Tables** as its key declarative rule assets. Expression Sets provide the orchestration layer: they define inputs, apply expressions and calculations, invoke decision assets, and produce outputs that can be used in a public-sector process such as eligibility determination, fee calculation, prioritization, or service routing. This lets an implementation keep policy logic outside custom Apex code while providing a structured, maintainable rule flow.

Decision Matrices represent rule logic in a matrix format, making them useful when a result depends on combinations of input values and policy criteria. Decision Tables provide a tabular way to model and maintain rule outcomes, particularly when business users need to manage rows of criteria and corresponding results. Together, these assets enable rule authors to model policy decisions declaratively and update decision logic as regulations or program requirements evolve. Salesforce

documents Expression Sets and decision assets as part of its Business Rules Engine capabilities and describes their use for configurable, reusable decision logic. See the Salesforce Expression Sets documentation and the Salesforce Decision Matrices documentation.

QUESTION NO: 5

A government agency uses Public Sector Solutions to manage permits and gram approvals. The approvals team leader wants to improve team efficiency by ensuring everyone in the approvals team can see a summary of their open applications pending approval, including how long the application has been pending approval and the moment they log in to Salesforce for the day.

In this scenario, which is the correct reporting and analytics solution to provide Approval insights to team members on login?

A. Create a custom Approvals report using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver role.

B. Provide CRM Analytics licenses to all team members, create a custom Approvals dashboard using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver profile.

C. Create a custom Approvals dashboard using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver profile.

D. Provide CRM Analytics licenses to all team members, create a custom Approvals report using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver role.

ANSWER: C

Explanation:

Create a custom Approvals dashboard using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver profile. This approach directly meets both the reporting and login-time visibility requirements using core Salesforce functionality. A report can define the approval work population, such as applications currently awaiting approval, and can include grouping, summary calculations, and formula-based aging values to indicate how long each application has remained pending. A dashboard then presents that report data in an easily scannable format, such as metrics, charts, or tables, so approvers can immediately understand their current workload.

Placing the dashboard on a custom Home page makes the insight available as part of the user's normal Salesforce landing experience. Assigning that Home page to the Approver profile ensures that users with that profile consistently receive the approvals-focused view when they access Salesforce, without requiring a separate analytics product or an extra navigation step. Salesforce's standard reports and dashboards are intended for creating, organizing, and visualizing operational Salesforce data, while Home page customization supports presenting relevant components to targeted users. See Salesforce documentation on dashboards and customizing the Home page.

QUESTION NO: 6

A customer wants to define a specific set of three documents that are required for a business application. They want to provide a checklist that is easy for the applicant to know what needs to be uploaded and manage the uploads easily, but they also want to be consistent with requiring these documents for every business application. What are the three steps required to do this?

A. Create an Action Plan Template with Target Object as Business License Application

B. Create three Document Checklist Items specifying the required document types tied to the Business License Application

C. Create three Document Checklist Items specifying the required document types for the Action Plan Template & Publish It

D. Create three Tasks specifying the required document types for the Action Plan Template & Publish It

E. Create a flow automation to auto-associate the published action plan template to new Business License Applications as they are created

ANSWER: A C E

Explanation:

Create an Action Plan Template with Target Object as Business License Application, create three Document Checklist Items specifying the required document types for the Action Plan Template & Publish It, and create a flow automation to auto-associate the published action plan template to new Business License Applications as they are created. Together, these steps establish a reusable, declarative document-requirement process that is applied consistently to each application.

The Action Plan Template defines the repeatable process and identifies the Business License Application as the record type on which the plan is used. Document Checklist Items belong on the template and represent each required upload, giving applicants and staff a clear, trackable list of the required materials. Publishing makes the template available for use in production processes. Finally, a record-triggered flow can associate the published template whenever a new Business License Application is created, eliminating dependence on users to remember to add the checklist manually. The resulting action plan creates the checklist consistently for every application while allowing upload completion and document status to be managed at the individual application level. Salesforce Action Plans are designed to standardize repeatable work and can include document checklist requirements. See Salesforce's Action Plans Trailhead module and the Salesforce Flow documentation.

QUESTION NO: 7

Bobahaven has been using Salesforce Service Cloud for some time and has recently implemented Public Sector Solutions to improve its application and grants management processes. The executive team wants to understand the trends and metrics around Bobahaven's constituent satisfaction with the new system. It is particularly interested in understanding the average time Bobahaven's employees take to resolve constituent service queries now versus their historical performance. Up until now, however, Bobahaven has not been tracking case duration.

In this scenario, which is the correct reporting and analytics solution to provide ongoing trend reporting of case duration while also minimizing customization?

A. Standard Salesforce Report using the standard Case report type, with a newly created custom field to track case duration for new cases.

B. Public Sector Case Analytics App, leveraging CRM Analytics' case duration formula

C. Standard Salesforce Report using the standard Case report type, with a custom formula to calculate case duration.

D. Public Sector Case Analytics App, with a newly created custom field to track case duration for new cases.

ANSWER: B

Explanation:

Public Sector Case Analytics App, leveraging CRM Analytics' case duration formula is the appropriate solution because it provides purpose-built, ongoing analytics for public-sector case management without requiring Bobahaven to first build and maintain custom duration-tracking fields. The app is delivered for use with CRM Analytics and includes analytics assets designed to evaluate case-management operations. Its case-duration calculation can derive the elapsed time associated with resolved cases from available case data, allowing the organization to analyze average resolution time and trends even though it did not previously store duration in a dedicated custom field.

Using CRM Analytics also enables trend-oriented dashboards and visualizations rather than limiting leadership to a one-time operational report. Bobahaven can monitor current resolution performance, compare it with prior periods as data accumulates, and segment metrics by relevant operational dimensions. This approach minimizes implementation and maintenance work because the analytics app and its underlying logic provide a reusable foundation instead of requiring a bespoke data model solely to capture duration for future records. Salesforce describes CRM Analytics as a platform for connecting data, exploring it, and delivering interactive dashboards; see CRM Analytics Basics. For Public Sector Solutions product context, see Salesforce Public Sector Solutions.

QUESTION NO: 8

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. System Administrator doesn't have "Edit" permissions to Action Plan template

B. Action Plan template changes have to be requested to Salesforce support team

C. Edit option needs to be added to Action Plan template page layout

D. Once published, an Action Plan template cannot be changed.

ANSWER: D

Explanation:

Once published, an Action Plan template cannot be changed. Publishing makes the template a fixed definition that can be used consistently when action plans are created for business records, such as licensing, permitting, or inspection work. The absence of the Edit button is therefore expected behavior for a published template, rather than an indication that the System Administrator lacks a normal record-editing capability.

To change the inspection workflow, the administrator should create a new template or use an available copy/clone process based on the published template, make the required task, dependency, due-date, or checklist changes while it is still editable, and then publish the revised version. This preserves the integrity of action plans already generated from the original template: their tasks and timing continue to reflect the version that governed them when they were created. The agency can then ensure that new inspection-related records use the newly published template through its applicable setup or automation.

Salesforce’s Action Plans data model describes templates as the reusable source for action-plan items and generated plans. See the Salesforce Action Plans data model documentation and Salesforce’s Action Plans Trailhead module for template lifecycle and configuration concepts.

QUESTION NO: 9

A government agency is preparing an Experience Cloud grant application site for a funding opportunity that opens at noon and is expected to receive a very high volume of submissions. The agency must protect applicant information while ensuring that applicants can access only their own applications. Which three recommendations should the technical consultant make? Select three.

A. Implement CAPTCHA on the public-facing application pages.

B. Set the external organization-wide default for grant applications to Private.

C. Configure a Sharing Set that grants applicants access to application records related to their Account or Contact.

D. Create a public search page that allows applicants to locate records by application reference number.

E. Create a sharing rule that grants all authenticated site users access to all grant applications.

ANSWER: A B C

Explanation:

Implementing CAPTCHA helps prevent automated bots from submitting large volumes of unwanted applications. Setting the external organization-wide default to Private establishes a least-privilege baseline for sensitive grant application data. A Sharing Set can then grant authenticated applicants access to the application records associated with their own Account or Contact.

Publishing applications through a public search page would expose sensitive information, and granting all external users access through a broad sharing rule does not meet the agency's privacy requirement.

QUESTION NO: 10

Which three require set up to configure a License Authorization?

A. Business Profile

B. Regulatory Authority

C. Regulatory Authorization Type

D. Inspection Type

E. Business Type

ANSWER: A B C

Explanation:

To configure a License Authorization in Public Sector Solutions, set up **Business Profile**, **Regulatory Authority**, and **Regulatory Authorization Type**. A Business Profile provides the business context for licensing activities, allowing the authorization to be associated with the business that is applying for, holds, or manages the license. The Regulatory Authority identifies the government agency, department, board, or other entity responsible for issuing and overseeing the authorization. This supplies the regulatory context and establishes who governs the licensing process. The Regulatory Authorization Type defines the reusable category and characteristics of the authorization, such as the type of license being issued and its applicable business process. Together, these records establish the core business, governing-authority, and authorization-type information that Public Sector Solutions uses when creating and managing license authorizations. This configuration supports consistent intake, review, issuance, renewal, and compliance tracking across authorization records. Salesforce Public Sector Solutions uses a regulatory data model to connect authorities, authorization types, and authorization transactions, so establishing these foundational records first enables the license workflow to be configured and used consistently. See Salesforce's Public Sector data model reference and Public Sector Solutions overview.

QUESTION NO: 11

What 2 core Salesforce Clouds is Public Sector Solutions based on?

A. Service Cloud

B. Experience Cloud

C. Marketing Cloud

D. Admin

ANSWER: A B

Explanation:

Public Sector Solutions is built on Service Cloud and Experience Cloud. Service Cloud supplies the core capabilities public agencies use to manage service delivery, including case management, service requests, knowledge, and omni-channel engagement. These capabilities enable agencies to track constituent interactions and coordinate resolution of government services in a single CRM environment. Experience Cloud provides the digital experience layer for creating secure, branded portals and sites through which constituents, businesses, partners, and agency employees can access services, submit requests, view information, and interact with the agency online. Public Sector Solutions extends these foundational clouds with public-sector-specific data models, workflows, applications, and components designed to support government programs and constituent services. Together, Service Cloud supports the operational work of delivering assistance, while Experience Cloud supports accessible self-service and external digital engagement. Salesforce describes Public Sector Solutions as a product that uses these platform capabilities to help government organizations deliver connected public services. See Salesforce's Public Sector Solutions overview and the Service Cloud product overview.

QUESTION NO: 12

A Consultant supports the City of Snadboro in setting up a new Licensing & Permitting system. The City is already using Public Sector Solutions for Emergency Response Management capabilities and is planning to use the Licensing & 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 & 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 & Permit Management and Emergency Response Management.

ANSWER: B

Explanation:

Configuring an Application Object Usage Record to track the number of applications processed for License & Permit Management and Emergency Response Management directly affects licensing because Public Sector Solutions usage is measured through application processing. The Application Object Usage record identifies the application object and the Public Sector Solutions product capability associated with that usage. Salesforce can therefore distinguish applications processed for Licensing & Permit Management from those processed for Emergency Response Management within the same org.

This configuration is important when an organization uses multiple Public Sector Solutions capabilities because it provides the product-specific usage data needed to monitor consumption against the entitlement purchased for each capability. It also supports accurate operational oversight: the city can report on processed application volume, recognize approaching usage limits, and plan licensing capacity based on actual demand. The configuration does not merely change application behavior or the user interface; it establishes the usage-tracking relationship that is relevant to the consumption model and, consequently, licensing cost.

For Salesforce's Public Sector Solutions data-model documentation, see Salesforce Developer: Public Sector Solutions Data Model. Salesforce Help resources for this configuration can be located through Salesforce Help search: Application Object Usage.

QUESTION NO: 13

A public sector agency recently implemented Public Sector Solutions for license and permit use cases. The agency is now planning to get certified for ISO 27001 compliance. One of the essential requirements for achieving this certification is demonstrating that enhanced security, data protection, and auditing capabilities are in place for their implementation. What Salesforce add- on product should a technical consultant recommend for the agency's compliance use cases?

A. Setup Audit Trail

B. Salesforce Shield

C. Classic Encryption

D. Field History Tracking

ANSWER: B

Explanation:

Salesforce Shield is the appropriate add-on for this compliance-focused implementation because it combines the enhanced security, data-protection, and audit capabilities that an agency may need to demonstrate a mature information-security control environment. Shield includes Platform Encryption, which enables encryption of sensitive Salesforce data at rest while preserving key platform functionality; Event Monitoring, which provides detailed visibility into user activity and system events;

and Field Audit Trail, which supports long-term retention of field-history data and configurable audit policies. Together, these capabilities help an agency protect sensitive licensing and permitting information, monitor access and use, investigate activity, and retain records that support audit evidence. ISO/IEC 27001 requires an organization to establish, implement, maintain, and continually improve an information security management system using risk-based controls. Although achieving ISO certification is an organization-wide responsibility rather than a product feature, Salesforce Shield provides important technical controls and evidence sources that can support the agency's security, privacy, and auditing objectives. Salesforce describes Shield and its component capabilities at Salesforce Shield, and ISO provides an overview of the ISO/IEC 27001 information-security management standard at ISO/IEC 27001.

QUESTION NO: 14

A government agency is implementing Public Sector Solutions and is looking for a solution to automatically read the constituent's date of birth from a scanned document and map it to a field in the Application record using the Intelligent Form Reader (IFR). What three steps should a technical consultant configure to satisfy the agency's use case?

A. Set Up Data Extraction

B. Enable Intelligent Form Reader

C. Enable Data Raptor to read information from a scanned document

D. Map Form Types to Objects

E. Enable OCR Setting in the Document Object

ANSWER: A B D

Explanation:

Enable Intelligent Form Reader, **Set Up Data Extraction**, and **Map Form Types to Objects** are the required configuration activities for this use case. Intelligent Form Reader must first be enabled so that Public Sector Solutions can use its document-processing and recognition capabilities. The consultant then configures data extraction, defining the information to identify in the uploaded form, such as the constituent's date of birth. This extraction configuration provides the rules and expected fields that allow the service to recognize and return structured values from a scanned document.

Mapping form types to objects connects the recognized document data to the appropriate Salesforce record context. In this scenario, the relevant form type is associated with the Application record so the extracted date-of-birth value can be routed to and stored in the intended Application field. Together, these configurations establish the complete declarative flow: recognize the submitted form, extract the needed value, and map that value into the application-processing data model. This supports consistent intake processing while reducing manual transcription of document data. Salesforce describes its government-industry capabilities at Salesforce Public Sector Solutions; additional product configuration guidance is available through Salesforce Help.