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Exam Name: Salesforce Public Sector Solutions Accredited Professional

Version: DEMO

QUESTION 1
The Department of Disaster Assistance is implementing Grants Management using Public Sector Solutions. One of the pain points in the current process is that every grant application reviewer follows a different business process to review the applications received. A solution has been engaged to standardize this process using the Public Sector Solution toolkit. What should be the best solution to achieve this task?

A. Use a screen flow on Accounts to define due diligence steps, related tasks, and documents to collect.
B. Create a guided omniscript guided process to define due diligence steps, related tasks, and documents to collect.
C. Develop a standard set of processes/guides to coach the reviewers and ask them to follow them without fail.
D. Use Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect.

Answer: D
Explanation:
This answer fits because the requirement is about the specific platform mechanism named in the option, not a nearby workaround.

The Core Concept Explained: Start by separating repeatable reviewer work from ad hoc instructions. Action Plans standardize repeatable work. They package tasks, dependencies, due dates, and document checklist requirements so staff do not rely on memory or one-off manual steps.

Step-by-Step Technical Analysis: Start by defining the target object that owns the operational work. Build or select the Action Plan Template, add the required tasks or Document Checklist Items, publish the template, and then automate or guide its association to the live record. Test that owners, due dates, dependencies, and applicant-facing upload prompts behave correctly. Configure an Action Plan Template targeted to Account, then generate Action Plans from that template for each organization or applicant account.

QUESTION 2
The Department of Disaster Assistance would like to use eSignature capabilities to send the agreements/contracts to its customers. Which eSignature providers are readily available without much coding/configuration using Public Sector Solutions toolkit?

A. DocuSign
B. eSignLive
C. Adobe Sign
D. Conga

Answer: A
Explanation:
This answer fits because the requirement is about the specific platform mechanism named in the option, not a nearby workaround.

The Core Concept Explained: Document automation reduces manual review by turning files into governed records, checklist items, extracted fields, or signature events. The design must preserve traceability from upload through review.

Step-by-Step Technical Analysis: Separate document intake from record processing. Configure the document type, checklist, extraction, signature, or IDA/IFR behavior, map the captured values

to the application record, and test with real sample files. Confirm exception handling for unreadable documents, missing uploads, and resubmission cycles. Use the DocuSign integration supported by the Public Sector toolkit.

QUESTION 3
A customer requires an onsite inspection for every business license application with a retail location. They want to establish a consistent checklist for the inspection, with visibility to the applicable regulatory codes for each checklist item. They also require signatures from the inspected business location owner and the inspector. What Action Plan Template and target object should be used for this use case?

A. Action Plan Template with Type = "Visit Execution", Target Object = "Visit"
B. Action Plan Template with Type = "Industries", Target Object = "Business License Application"
C. Action Plan Template with Type = "Visit Execution", Target Object = "Business License Application"
D. Action Plan Template with Type = "Industries", Target Object = "Visit"

Answer: A
Explanation:
This selection keeps the implementation declarative and within the intended Public Sector operating model.

The Core Concept Explained: Action Plans standardize repeatable work. They package tasks, dependencies, due dates, and document checklist requirements so staff do not rely on memory or one-off manual steps.

Step-by-Step Technical Analysis: Start by defining the target object that owns the operational work. Build or select the Action Plan Template, add the required tasks or Document Checklist Items, publish the template, and then automate or guide its association to the live record. Test that owners, due dates, dependencies, and applicant-facing upload prompts behave correctly. Create an Action Plan Template with Type set to Visit Execution and Target Object set to Visit.

QUESTION 4
A public sector agency recently implemented Public Sector Solutions for the inspection and license renewal of food outlets in the city. They want to set up dynamic assessments where assessment questions are categorized for use in different scenarios depending on whether the outlet is take-away, dining, or a combination of both. The categorization only applies to specific questions in the assessment. To which object should they add new categories?

A. Assessment Indicator Definition
B. Action Plan
C. Assessment Task Definition
D. Assessment Question

Answer: A
Explanation:
Assessment Indicator Definition. This is the lowest-customization answer that still satisfies the business, security, and lifecycle requirements.

The Core Concept Explained: Action Plans standardize repeatable work. They package tasks, dependencies, due dates, and document checklist requirements so staff do not rely on memory or one-off manual steps.

Step-by-Step Technical Analysis: Start by defining the target object that owns the operational work. Build or select the Action Plan Template, add the required tasks or Document Checklist Items, publish the template, and then automate or guide its association to the live record. Test that owners, due dates, dependencies, and applicant-facing upload prompts behave correctly. Add categories to Assessment Indicator Definition so specific questions can be included or filtered based on scenarios such as take-away, dining, or mixed operations.

QUESTION 5
A Consultant has been asked to create a widget that aggregates and calculates information from multiple unrelated objects. Working with OmniStudio, which tool can accomplish this declaratively?

A. MuleSoft Integration
B. Integration Procedures
C. Apex Classes
D. SOQL Queries

Answer: B
Explanation:
This maps the scenario to the Salesforce-native capability that owns the requirement.

The Core Concept Explained: Start by recognizing that the widget needs orchestration, not only display. OmniStudio separates guided interaction, data mapping, orchestration, and UI presentation. That separation is critical for high-volume public-sector intake because each asset can be tested and reused independently.

Step-by-Step Technical Analysis: Design the user journey first, then decide which OmniStudio asset owns each responsibility. OmniScript captures guided input, DataRaptors map Salesforce data, Integration Procedures orchestrate server-side work, and FlexCards expose summarized context. After assembly, validate data payloads, error handling, security, and performance with realistic application records. Use an Integration Procedure because it can declaratively orchestrate DataRaptor Extract actions, remote actions, calculations, conditional logic, and response shaping.

QUESTION 6
A government agency wants to digitize hundreds of PDF forms for its employees. Which Employee Experience for Public Sector feature(s) are most important to address this opportunity?

A. Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community
B. Salesforce Flows, Customer Community, and Individual Account
C. Salesforce Flows, Employee and Public Sector Data Models, and Employee Community
D. Salesforce Flows, APEX, Custom Objects, and VisualForce

Answer: A
Explanation:
This is the packaged route that keeps the process supportable, auditable, and aligned to the data model.

The Core Concept Explained: OmniStudio separates guided interaction, data mapping, orchestration, and UI presentation. That separation is critical for high-volume public-sector intake because each asset can be tested and reused independently.

Step-by-Step Technical Analysis: Design the user journey first, then decide which OmniStudio asset owns each responsibility. OmniScript captures guided input, DataRaptors map Salesforce data, Integration Procedures orchestrate server-side work, and FlexCards expose summarized context. After assembly, validate data payloads, error handling, security, and performance with realistic application records. Use OmniStudio, Flow, Employee and Public Sector data models, and an Employee Community experience.

QUESTION 7
A customer wants to view multi- level data related to an Account, such as all the inspections performed and the regulatory violations found. They want to see this on the Account page layout. What solution should the technical consultant use?

A. Use a Lightning Web component
B. Use an Aura Lightning component
C. Use an AppExchange component
D. Use a Hierarchical View component

Answer: A
Explanation:
This answer fits because the requirement is about the specific platform mechanism named in the option, not a nearby workaround.

The Core Concept Explained: Inspection Management relies on a chain of reusable metadata and transaction records. Assessment definitions, visits, inspection results, and violations each serve a different purpose in the compliance lifecycle.

Step-by-Step Technical Analysis: Model the inspection lifecycle from the originating application to the Visit, assessment indicators, results, signatures, and any generated violations. Configure the reusable inspection metadata before inspectors begin work, then test a pass, fail, and issue scenario to confirm downstream records and regulatory references are created correctly. Build a Lightning Web Component when the view needs custom hierarchy, aggregation, and layout beyond standard related lists.

QUESTION 8
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 Explanation Logs. Which component can be added to see the history of Decision Explanations for a claim?

A. Log History
B. Record History
C. Decision Explainer Log History
D. Audit Log

Answer: C
Explanation:
This selection keeps the implementation declarative and within the intended Public Sector operating model.

The Core Concept Explained: Business Rules Engine externalizes decision logic from custom code. Expression Sets orchestrate calculations and can call decision assets so policy thresholds remain maintainable by authorized business users.

Step-by-Step Technical Analysis: Identify the inputs that drive the decision, declare them as Expression Set resources, and use Decision Matrices or Decision Tables where business users must maintain rule thresholds. Execute representative samples before activation, then confirm the output and Decision Explainer history match the expected eligibility, fee, or prioritization result. Add the Decision Explainer Log History component to the relevant Lightning record page.

QUESTION 9
An Administrator at a government agency has created a new version of their "Business Re-Opening" Inspection by cloning and updating the Action Plan Template. However, upon selecting the "Business Re-Opening" Action Plan, the inspection generated is still based on the old Action Plan Template. What is most likely the reason for this issue?

A. The Inspection Type has not been updated with the new Action Plan Template.
B. The new Action Plan Template has not been activated
C. The new Action Plan Template has the same name as the previous template.
D. The Inspection Type must also be cloned to create a new version for users to select.

Answer: B
Explanation:
This is the lowest-customization answer that still satisfies the business, security, and lifecycle requirements.

The Core Concept Explained: Action Plans standardize repeatable work. They package tasks, dependencies, due dates, and document checklist requirements so staff do not rely on memory or one-off manual steps.

Step-by-Step Technical Analysis: Start by defining the target object that owns the operational work. Build or select the Action Plan Template, add the required tasks or Document Checklist Items, publish the template, and then automate or guide its association to the live record. Test that owners, due dates, dependencies, and applicant-facing upload prompts behave correctly. Activate the new Action Plan Template version and ensure the inspection type points to the intended active template.

QUESTION 10
A government agency charges license fees for small businesses. The agency uses Public Sector Solutions to automate the license application process and dynamically calculate the license fee (based on multiple parameters, ex: revenue, industry type, etc...) for a specific business customer. Which public sector tools should be leveraged for this use case?

A. Application form using Omniscripts and embed the license fee logic using integration procedures
B. Application form using Flows and embed the Business Rules Engine to derive the license fee in the process.
C. Application form using Omniscripts and embed the license fee logic using triggered flows
D. Application form using Omniscripts and embed the Business Rules Engine to derive the license fee in the process.

Answer: D
Explanation:
This selection keeps the implementation declarative and within the intended Public Sector operating model.

The Core Concept Explained: Business Rules Engine externalizes decision logic from custom code. Expression Sets orchestrate calculations and can call decision assets so policy thresholds

remain maintainable by authorized business users.

Step-by-Step Technical Analysis: Identify the inputs that drive the decision, declare them as Expression Set resources, and use Decision Matrices or Decision Tables where business users must maintain rule thresholds. Execute representative samples before activation, then confirm the output and Decision Explainer history match the expected eligibility, fee, or prioritization result. Use OmniScripts for the application form and embed Business Rules Engine to derive the license fee.

QUESTION 11
A Technical Consultant has been asked to give insight to the reviewers explaining how a particular grant seeker was prioritized now that the Prioritization Expression Sets and Matrix have been developed. Which three tasks must the Technical Consultant do to accommodate this request?

A. Create a Screen flow and incorporate the Decision Explainer component to display the outcome.
B. Create an Apex Trigger to document the decision steps performed.
C. Add the Decision Explainer Log History component to the Lightning record page(s).
D. Integrate the BRE with Decision Explainer.
E. Assign the Decision Explainer Permissions Set License to the appropriate user(s).

Answer: CDE
Explanation:
This maps the scenario to the Salesforce-native capability that owns the requirement.

The Core Concept Explained: Business Rules Engine externalizes decision logic from custom code. Expression Sets orchestrate calculations and can call decision assets so policy thresholds remain maintainable by authorized business users.

Step-by-Step Technical Analysis: Identify the inputs that drive the decision, declare them as Expression Set resources, and use Decision Matrices or Decision Tables where business users must maintain rule thresholds. Execute representative samples before activation, then confirm the output and Decision Explainer history match the expected eligibility, fee, or prioritization result. Integrate BRE with Decision Explainer, add the Decision Explainer Log History component to the relevant Lightning record pages, and assign the Decision Explainer permission set license to the appropriate users.

QUESTION 12
A government agency is planning to determine applicable fees for customers based on complex data entered by the customer. Business users would like to test this feature with multiple samples before going live. How can the agency execute and confirm samples?

A. By utilizing the flows
B. By utilizing the expression sets in BRE module
C. By utilizing the integration procedures
D. By utilizing the combination of data raptors and integration procedures

Answer: B
Explanation:
This selection keeps the implementation declarative and within the intended Public Sector operating model.

The Core Concept Explained: Business Rules Engine externalizes decision logic from custom code. Expression Sets orchestrate calculations and can call decision assets so policy thresholds remain maintainable by authorized business users.

Step-by-Step Technical Analysis: Identify the inputs that drive the decision, declare them as Expression Set resources, and use Decision Matrices or Decision Tables where business users must maintain rule thresholds. Execute representative samples before activation, then confirm the output and Decision Explainer history match the expected eligibility, fee, or prioritization result. Use Expression Sets in Business Rules Engine.

QUESTION 13
A Technical Consultant at the Department of Disaster Assistance is designing a solution for the eSignature related use cases. As part of the research, the architect discovered that Public Sector Solutions provide booking integration without custom coding. Which of the three functionalities is readily available with this functionality?

A. Send a contact document for review and signatures.
B. Track the signed contract document and update the contract record status.
C. Approval process to invalidate a contract document that is pending signatures if a new contract document supersedes it.
D. Ability/Request to update the contents of the documents before signing by the reviewer
E. Automatically invalidate a contract document that is pending signatures if a new contract document supersedes it.

Answer: ABE
Explanation:
This maps the scenario to the Salesforce-native capability that owns the requirement.

The Core Concept Explained: Document automation reduces manual review by turning files into governed records, checklist items, extracted fields, or signature events. The design must preserve traceability from upload through review.

Step-by-Step Technical Analysis: Separate document intake from record processing. Configure the document type, checklist, extraction, signature, or IDA/IFR behavior, map the captured values to the application record, and test with real sample files. Confirm exception handling for unreadable documents, missing uploads, and resubmission cycles. Use the eSignature functionality to send a contract document for review and signature, track the signed document and update the contract record status, and automatically invalidate a pending signature document when a newer contract supersedes it.

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