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NEW QUESTION: 1
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 combination of DataRaptors and Integration Procedures
B. By utilizing the Integration Procedures
C. By utilizing the Expression Sets in BRE module
D. By utilizing the Flows
Answer: (SHOW ANSWER)
Expression Sets in Business Rules Engine (BRE) are designed for calculations and complex business-rule execution where administrators need to evaluate combinations of input data before deploying the logic into a production process. An Expression Set consists of ordered steps using variables, constants, calculations, conditions, lookups, decision matrices, and aggregations. It therefore provides an appropriate rule-processing layer for calculating application or licensing fees from multiple customer-provided parameters.
Critically, Salesforce provides a simulation capability for Expression Set versions. Before activation, a rule designer can open an Expression Set version, select Simulate , and provide different sample input values.
Simplified Input Mode supports direct variable entry, while Advanced Input Mode accepts JSON input. The designer can repeatedly change inputs, compare outputs, modify the rule, and rerun the simulation before activation.
Integration Procedures orchestrate Salesforce and external operations but aren't the primary rule-simulation engine. DataRaptors/Data Mappers perform data retrieval and transformation. Flow can execute business processes, but the scenario specifically requires complex fee calculations and repeated pre-production sample validation, which BRE Expression Sets provide natively.

Study Guide Reference: Public Sector Solution Product Configuration - Business Rules Engine; Expression Sets; Expression Set Builder; Simulation; fee calculations.

NEW QUESTION: 2
A Public Sector Organization (PSO) would like to enhance its publicly available website, built in Experience Cloud, to allow constituents to report their concerns about someone's health or safety. The PSO is already using Public Sector Solutions. The requirement from the PSO is that the constituent should be able to report their concerns both as authenticated users and anonymously. Additionally, internal staff should be able to separately track their investigations and any follow-up in a separate Case.
Leveraging Public Sector Solutions functionality, what configuration should the Technical Consultant use to meet the requirements?
A. Use the Public Complaint and Case objects.
B. Use record types on Case, once for the constituents and one for internal staff
C. Use a custom object for the Complaint with a lookup relationship to Case.
D. Use the Complaint Case and Case objects.
Answer: (SHOW ANSWER)
Public Complaint and Case are the native Public Sector objects designed for this separation of external reporting from internal investigation. A Public Complaint records the concern submitted by a constituent, including health, safety, behavior, or well-being issues. Salesforce supports Public Complaint intake and subsequently allows staff to create a separate Case associated with the complaint when investigation or ongoing case management is required.
This architecture satisfies an important data-model requirement: the initial complaint and the internal investigative Case remain separate records but are related. Salesforce also provides the ComplaintCase junction object internally to associate complaints and Cases; this does not mean that "Complaint Case" is the principal constituent-facing object, making option D incorrect.
Using two Case record types would collapse two different Public Sector concepts into the generic Case object and discard purpose-built complaint functionality. Creating a custom complaint object would likewise duplicate capabilities already supplied by the Public Sector data model and increase maintenance.
The Public Complaint model also supports scenarios where a reporting party doesn't need to be treated as the subject of the investigative Case, which is particularly appropriate for anonymously submitted public concerns.
Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge - Public Complaints; ComplaintCase; Case Management; constituent complaint intake and investigations.

NEW QUESTION: 3
A Technical Consultant has been asked to give insight to the reviewers explaining how a particular grant seeker was prioritized now that the prioritized Expression Sets and Matrix have been developed.
Which three tasks must the Technical Consultant do to accommodate this request?

A. Integrate the BRE with Decision Explainer.
B. Create a Screen flow and incorporate the Decision Explainer component to display the outcome.
C. Create an Apex Trigger to document the decision steps performed.
D. Add the Decision Explainer Log History component to the Lightning record page(s).
E. Assign the Decision Explainer Permission Set License to the appropriate user(s).
Answer: (SHOW ANSWER)
Decision Explainer is specifically designed to make Business Rules Engine decisions transparent to reviewers.
Salesforce documents that Business Rules Engine must first be integrated with Decision Explainer so that rule executions generate explainability information and action logs. When an Expression Set evaluates grant prioritization criteria through decision matrices, Decision Explainer captures the relevant variables, formulas, values, and resulting decisions.
Reviewers then require the Decision Explainer Log History component on the relevant Lightning record page. Salesforce states that this component displays each recorded decision and lets reviewers open the details to see the variables, values, formulas, Expression Set name, and version involved.
Finally, appropriate users require Decision Explainer access. Current Salesforce documentation identifies Decision Explainer Service Access as the permission required to use Decision Explainer entities and functionality.
A separate Screen Flow is unnecessary because Salesforce supplies the dedicated Log History component. An Apex trigger is also inappropriate because Decision Explainer already records rule-execution history declaratively.
Study Guide Reference: Public Sector Solution Product Configuration - Business Rules Engine, Decision Explainer, Expression Sets, Decision Matrices, Action Logs, Decision Explainer permissions.

NEW QUESTION: 4
A government agency is planning a Agentforce Public Sector implementation.
What are three main constraints that government agencies often have in project implementation?
A. Scope, Resources and Cost
B. Workshops, Schedule and Cost
C. Scope, Schedule and Cost
D. Scope, Tools and Cost
Answer: (SHOW ANSWER)
Scope, schedule, and cost constitute the classic project-management triple constraint and are the correct considerations for an Agentforce Public Sector implementation. Salesforce Trailhead explicitly identifies scope, schedule, and cost as the three interconnected project constraints. A modification to one dimension generally affects at least one of the others.
Scope defines what capabilities and requirements the implementation must deliver-for example, licensing, permitting, grants management, constituent portals, or integrations. Schedule defines

when those deliverables must be completed, including statutory deadlines, procurement milestones, fiscal-year constraints, or mandated program launch dates. Cost represents the approved implementation budget, including Salesforce products, implementation resources, integration work, testing, migration, training, and operational readiness.
For a public-sector implementation, these constraints require particularly disciplined governance because agencies commonly operate under fixed budgets and formally approved scopes while also facing regulatory or legislative deadlines. Expanding scope without changing schedule usually requires additional cost or resources. Conversely, reducing the budget may require scope reduction or schedule extension.
Resources certainly affect project execution, but they are not part of the standard three-way constraint identified by Salesforce project-management guidance. Workshops and tools are implementation mechanisms rather than primary project constraints.
Study Guide Reference: Agentforce Public Sector Implementation Strategies and Best Practices - implementation planning; project governance; scope management; schedule management; budget/cost management.

NEW QUESTION: 5
Bobahaven has implemented the Licenses, Permits, and Inspections modules of Agentforce Public Sector to enable their permit application and approval process.
Permits received over 12 months require additional manager sign-off before approval. For regulatory compliance, the application's history and approval must be auditable.
What will the technical consultant suggest to Bobahaven as the solution for this requirement?
A. Implement Business Rules Engine to identify applications over 12 months and train staff to use Chatter to request approval from their manager.
B. Implement a Flow to identify applications over 12 months and assign ownership of the application to the user's manager for approval.
C. Implement an approval process that routes an approval request to the user's manager when the application duration is longer than 12 months.
D. Implement an approval escalation rule that escalates applications to the user's manager when the application duration is longer than 12 months.
Answer: (SHOW ANSWER)
An approval process is the correct architecture because the requirement combines conditional approval routing with an auditable approval history. Salesforce approval processes define the criteria under which a record enters approval, specify the approval steps, identify the appropriate approvers, and preserve the state of the approval request.
The consultant can use the application's age or duration as the entry or step criterion and route qualifying records to the appropriate manager. Salesforce's approval framework tracks states such as Submitted, Pending, Approved, Rejected, Reassigned, and Recalled. The Approval History related list provides users with visibility into the record's progress and creates the audit trail required by the scenario.

A Flow that merely changes ownership doesn't constitute manager approval and doesn't inherently provide the same approval-process audit model. Chatter is a collaboration mechanism rather than a controlled regulatory approval system. An "approval escalation rule" isn't the correct Salesforce automation construct for this requirement.
Salesforce now recommends Flow Approval Processes as the modern successor for many new implementations, providing dynamic routing and detailed compliance logging; however, among the supplied answer choices, C precisely describes the required approval-process pattern.
Study Guide Reference: Agentforce Public Sector Implementation Strategies and Best Practices - application approvals; approval criteria; manager routing; Approval History; regulatory auditability.

NEW QUESTION: 6
Bobahaven has previously implemented Agentforce Service to handle constituent queries and complaints, including a constituent self-service digital experience. This was implemented previously using the Help Center template. Bobahaven is now ready to implement the Public Sector: Licenses, Permits, and Inspections modules, and wants to provide constituents with access to digital application forms.
What is the right solution for this requirement that minimizes customization and site maintenance?
A. Create OmniOut components and deploy them to the existing Help Center experience site.
B. Create a new Applications digital experience using the Licenses and Permits Experience site template, and deploy components such as OmniScripts and FlexCards to the new experience site.
C. Create new pages and deploy components such as OmniScripts and FlexCards within the existing Help Center experience site.
D. Create a new Applications digital experience using the Licenses and Permits Experience Site template, and deploy OmniOut components to the new experience site.
Answer: (SHOW ANSWER)
The Licenses and Permits Experience Cloud template should be used because Salesforce supplies it specifically for constituent licensing and permitting experiences. It includes preconfigured pages for applying for licenses or permits, renewing authorizations, viewing applications and licenses, reviewing inspection history, filing complaints, and identifying permit requirements.
Using this purpose-built template significantly reduces custom implementation and long-term maintenance compared with retrofitting a generic Help Center site. Salesforce also provides OmniStudio-driven application capabilities that can be placed directly into Experience Cloud, including dynamic application forms built with OmniScripts and supporting components.
Option C could technically be implemented, but it would require the agency to manually recreate capabilities that Salesforce already supplies through the dedicated template. That contradicts the requirement to minimize customization and maintenance.
OmniOut is intended for scenarios where OmniStudio experiences must run outside Salesforce-hosted environments. Since the requested constituent application experience is being

implemented directly on Experience Cloud, OmniOut adds unnecessary architecture and deployment complexity. Therefore, neither A nor D represents the most maintainable design.
Study Guide Reference: Agentforce Public Sector Implementation Strategies and Best Practices - Licenses and Permits Experience Cloud Site; Experience Cloud templates; OmniScripts; FlexCards; reuse of preconfigured Public Sector components.

NEW QUESTION: 7
A Public Sector Organization (PSO) is seeking to improve how they manage its community grants and would like to introduce a new portal to allow Organizations to apply for grants. The PSO would also like to improve its internal processes and use the Grants Management package from Agentforce Public Sector. The PSO currently uses Salesforce in a minimal capacity, with their staff using the Salesforce Classic UI.
In addition to procuring Grants Management licenses, what other three prerequisites should the Technical Consultant advise the PSO are required?
A. Enable Web-to-Lead
B. Customer Community Plus Licenses
C. Enable Chatter
D. Customer Community Licenses
E. Migrate Users to Lightning Experience
Answer: (SHOW ANSWER)
Salesforce's official Grants Management installation prerequisites directly support B, C, and E . Grants Management requires the appropriate Grants Management licensing together with Customer Community Plus Login licenses for the external grantseeker experience. Salesforce also requires Lightning Experience and Chatter to be enabled.
Therefore, because the agency's employees currently operate in Salesforce Classic, they must move to Lightning Experience to use the supported Grants Management experience. Chatter must also be enabled because the package depends on Salesforce collaboration functionality. For the external grant portal, Customer Community Plus provides the supported external-user licensing required by the managed-package implementation.
The distinction between options B and D is significant. Although Customer Community is appropriate for many high-volume constituent portals, the Grants Management managed-package prerequisites specifically identify Customer Community Plus Login licensing. This is therefore a product-specific requirement, not merely a generic Experience Cloud licensing choice.
Web-to-Lead concerns conversion of public web submissions into Lead records and has no role in installing or enabling Grants Management.
Salesforce additionally lists Digital Experiences and My Domain among the overall prerequisites, although those choices are not provided in this question.
Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge; Grants Management installation; Experience Cloud; Customer Community Plus; Chatter; Lightning Experience.

NEW QUESTION: 8
A government agency has set up a program to provide government funding to local business owners.
Grantseekers need to be able to collaborate with their internal stakeholders during the application process.
Additionally, Grant Managers overseeing applications within the government agency need to be able to collaborate with other government employees during the application review process.
What solution would a technical consultant recommend to solve the outlined use case?
A. Handle funding request collaboration through email and log activity on Applications.
B. Add a "Requires Collaboration" custom field to the Funding Request object.
C. Collaborate internally and externally through the Funding Request Application Feed.
D. Configure Invite Collaborators for Funding Request Applications.
Answer: (SHOW ANSWER)
Grants Management provides native Funding Request Collaboration , making Invite Collaborators the correct design rather than implementing an email-based or custom collaboration mechanism. Salesforce allows applicants to invite other people to collaborate directly on a Funding Request. The invitation contains a secure, time-limited link. After the invitee accepts it and has the appropriate portal identity, that collaborator can participate in completing the Funding Request. Administrators enable this capability through the Grants Management settings and configure the collaborator invitation URL, expiration period, certificate, and associated email template. Salesforce also provides a Manage Collaborators component on Funding Requests. From this component, authorized users can invite collaborators, view pending and confirmed collaborators, and remove access when necessary. The solution also contains automation for controlling the collaborator's access to the Funding Request.
This directly satisfies the requirement for application collaboration without creating a parallel data or communication model. Option A relies on email and loses the controlled application-level collaboration experience. Option B creates unnecessary custom metadata and does not provide collaboration. Option C relies on a feed rather than the purpose-built collaborator-access capability and would not independently provide secure external access.
Study Guide Reference: Public Sector Solution Product Configuration - Grants Management; Funding Request Collaboration; Invite Collaborators; Manage Collaborators; grants portal security.

NEW QUESTION: 9
A Public Sector Organization (PSO) has installed Grants Management and would like to ensure that users cannot self-register on the Experience Cloud Site, as the PSO would like to register users for now manually.
What configuration should the Technical Consultant perform to meet this requirement?
A. Enable manual registration in the Digital Experiences setup menu
B. Enable self-registration in the Digital Experiences setup menu
C. Update the appropriate Contact page layouts and add the 'Enable Customer User' action

D. Update the appropriate Contact page layouts and add the 'Register User' action

Answer: (SHOW ANSWER)

Salesforce's Grants Management documentation provides a specific procedure for manual grantseeker registration . The administrator updates the appropriate Contact page layout and adds the Enable Customer User action. The agency can then open an existing Contact and manually create the corresponding Experience Cloud user rather than exposing self-registration.

Salesforce's documented sequence is to navigate to Object Manager, open Contact, edit the page layout assigned to the administrators managing grantseekers, and add Enable Customer User and, where required, Log in to Experience as User to the Lightning actions. An administrator then opens the Contact, selects Enable Customer User, specifies the email and external-user configuration, and assigns the required community license and grantseeker profile.

There is no separate "Enable manual registration" switch that replaces this configuration. Manual registration is achieved through administrator-controlled customer-user creation. Enabling self-registration would accomplish precisely the opposite of the stated requirement by allowing grantseekers to create their own portal identities.

"Register User" is also not the Salesforce action used to convert a Contact into an Experience Cloud customer user. Salesforce identifies Enable Customer User as the appropriate action on Contact records.

Study Guide Reference: Public Sector Solution Product Configuration - Grants Management; grantseeker portal; manual registration; Contact page layouts; Enable Customer User; Experience Cloud users.

NEW QUESTION: 10

Which three work.com managed packages/features can be installed as part of the Employee Experience for Public Sector?

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A. Employee Workspace

B. Workplace Strategy Planner

C. HR Service Center

D. Workplace Command Center

E. Employee Concierge

Answer: (SHOW ANSWER)

The Work.com employee-service architecture represented by this question consists of Employee Workspace, Employee Concierge, and HR Service Center .

Employee Workspace provides the employee-facing digital hub. Salesforce describes it as a central location where employees can access resources, collaborate, and obtain the tools required to work effectively.

Employee Concierge extends Employee Workspace with a searchable knowledge base and employee ticketing capability. Salesforce specifically states that Employee Concierge requires Employee Workspace to be installed and configured before the Concierge package itself is installed.

HR Service Center extends the employee-service architecture further, adding HR ticket management and employee onboarding processes. Salesforce documents that HR Service Center can only be installed after both Employee Workspace and Employee Concierge are configured.
That dependency chain directly establishes A, E, and C as related Work.com managed-package features.
Workplace Strategy Planner and Workplace Command Center belong to workplace/facilities-oriented capabilities and are not the three employee-service packages identified by this Employee Experience implementation path.
Current Salesforce strategy has evolved: HR Service is now positioned as a redesign of Work.com, and Salesforce recommends migration for organizations using legacy Work.com features. The item, however, tests the Work.com-based Employee Experience architecture represented in its source curriculum.
Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge - Employee Experience for Public Sector; Employee Workspace; Employee Concierge; HR Service Center.

NEW QUESTION: 11
A public sector agency plans to use Public Sector for grants management. There are no in-house developers in the agency and they are worried some of the installation steps may potentially require development skills and the use of developer tools such as VS Code & SalesforceDX.
Which steps for Agentforce Public Sector setup and installation require the use of such developer tools?
A. Activate DataPack OmniScripts and Integration Procedures.
B. Deploy the DataPack Lightning Web Component Files to the Org.
C. Download Public Sector Sample DataPacks from Process Library.
D. Installation of OmniStudio Package in the org.
Answer: (SHOW ANSWER)
Deploying DataPack Lightning Web Component files is the step that requires the Salesforce development toolchain represented in the question. Salesforce states that OmniStudio Lightning Web Components are managed and deployed by using Visual Studio Code with Salesforce DX and the Salesforce CLI . The same toolchain can deploy components from a development or sandbox organization into another target organization, including production.
Salesforce's current deployment guidance has evolved toward the Salesforce CLI for standard-runtime OmniStudio implementations, but Lightning Web Component deployment remains a metadata/development operation rather than a simple administrative activation step. Salesforce CLI can deploy OmniScripts, FlexCards, Integration Procedures, Data Mappers, generated OmniStudio LWCs, permission sets, and related metadata.
Activating imported OmniScripts or Integration Procedures is handled through OmniStudio configuration and doesn't inherently require VS Code. Downloading sample DataPacks from a process library is likewise not equivalent to deploying their generated LWC source files.

OmniStudio package installation is an administrative package-installation procedure; it doesn't inherently require the consultant to author or deploy source through Salesforce DX.
Therefore, B identifies the point where development/deployment tooling is specifically required.
Study Guide Reference: Agentforce Public Sector Implementation Strategies and Best Practices - OmniStudio installation; DataPack deployment; Lightning Web Components; VS Code; Salesforce DX
/Salesforce CLI.

NEW QUESTION: 12
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 must also be cloned to create a new version for users to select.
B. The new Action Plan Template has not been activated.
C. The Inspection Type has not been updated with the new Action Plan Template.
D. The new Action Plan Template has the same name as the previous template.
Answer: (SHOW ANSWER)
Cloning an Action Plan Template creates a separate template configuration; it doesn't automatically redirect existing inspection configuration to the cloned version. Therefore, if the "Business Re-Opening" inspection continues to generate work based on the previous template, the configuration that identifies which Action Plan Template applies to that inspection must be updated. This makes C the intended configuration correction.
Salesforce's current Public Sector inspection architecture maintains the same fundamental principle: an inspection visit must be explicitly associated with the intended published Action Plan Template . Salesforce documents Action Plan Templates as reusable definitions containing assessment tasks, signature tasks, and other activities. When creating the inspection workflow, the appropriate template must be associated with the Visit so that the corresponding Action Plan and assessment indicators are generated.
Merely cloning the template doesn't alter existing references. Option A is unnecessary because creating a new template doesn't inherently require cloning the Inspection Type. Option D is also irrelevant; record identity, rather than display-name similarity, governs the relationship.
The terminology and association workflow have evolved in newer Public Sector releases, but the configuration principle tested by this item remains: the inspection must reference the new template rather than the previous template record .
Study Guide Reference: Public Sector Solution Product Configuration - Inspection Types; Action Plan Templates; Inspection Visits; template associations and version management.

NEW QUESTION: 13

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 an AppExchange component

B. Use an Aura Lightning component

C. Use a Hierarchical View component

D. Use a Lightning Web component

Answer: (SHOW ANSWER)

The Hierarchical View component is the standard Public Sector feature designed for precisely this requirement. Salesforce states that Hierarchical View provides users with a unified visualization of related records across up to four levels of a relationship hierarchy, eliminating the need to navigate multiple related lists and individual records.

The component supports Account as well as numerous Public Sector objects relevant to this scenario, including Visit, Inspection Assessment Indicator, Regulatory Code Violation, Violation Enforcement Action, Business License Application, Public Complaint, Regulatory Transaction Fee , and other related records. Salesforce gives a closely aligned example in which reviewers need to understand records associated with a business license application: an application leads to an inspection visit, the inspection can identify regulatory-code violations, and violations can result in enforcement actions and regulatory transaction fees.

Hierarchical View presents those relationships as a connected structure rather than disconnected lists.

Custom Aura or Lightning Web Components could reproduce this functionality, but doing so would introduce unnecessary development and maintenance when Public Sector already supplies the purpose-built component.

An AppExchange component creates the same unnecessary dependency.

Therefore, the lowest-customization and product-native solution is Hierarchical View .

Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge - Hierarchical View; unified record visualization; Accounts; Visits; regulatory violations and enforcement records.

NEW QUESTION: 14

A government agency recently migrated to Salesforce and is very excited to be on board, but their System Administrators have doubts about installing the OmniStudio package.

Which three tasks must be completed or checked before installing the OmniStudio Package?

A. Enable Orders

B. Ensure the email deliverability access level is set to "All email"

C. Enable Person Account

D. Enable Assets

E. Confirm browser settings meet published minimum requirements

Answer: (SHOW ANSWER)

Salesforce's documented preparation process for installing the OmniStudio package directly validates A, B, and E . Before installing OmniStudio into an organization that doesn't already have the package, administrators must verify that the browser and Salesforce environment satisfy OmniStudio's minimum technical requirements. This includes supported browser behavior, JavaScript availability, sufficient environment capability, and a supported Salesforce edition. Salesforce also instructs administrators to verify that Orders are enabled . OmniStudio installation tests and configuration depend on underlying Salesforce functionality, so this is an explicit prerequisite rather than an optional Public Sector data-model choice.
The same preparation procedure requires Salesforce email deliverability to use the All email access level.
Salesforce specifically directs administrators to configure Access to Send Email accordingly.
Person Accounts aren't a generic OmniStudio package-installation prerequisite. They are enabled for Public Sector business requirements that need individual constituent representation, but OmniStudio can operate in organizations that don't use Person Accounts. Similarly, enabling Assets isn't identified in Salesforce's package-preparation checklist.
One current-version consideration is that Salesforce states that, beginning with newer OmniStudio licensing arrangements, the standard designer/runtime may be available without installing the legacy managed package.
The question nevertheless targets the managed-package prerequisite sequence.
Study Guide Reference: Agentforce Public Sector Implementation Strategies and Best Practices - OmniStudio Installation; package prerequisites; Orders; email deliverability; browser requirements.

NEW QUESTION: 15
A government agency is implementing Agentforce Public Sector and their intake officer is looking to create a document checklist and review business license applications only. The agency is looking to create a document type for business license applications using the Intelligent Document Automation (IDA) and restrict the record access to the intake officer only.
What are the three steps a technical consultant should configure to satisfy the agency's use case?
A. Enable Intelligent Document Automation
B. Turn on Document Checklist
C. Assign permissions and permission sets for application forms
D. Create a document type under Notes and Attachment
E. Create a Document Type
Answer: B,C,E (LEAVE A REPLY)
The verified configuration sequence is B, C, and E . Salesforce's Public Sector documentation explicitly instructs administrators to turn on document checklists , assign the required permissions to users who process documents, and configure Document Types for the information extracted from submitted documents.

Document Checklist must first be enabled through Document Checklist Settings. The intake officer then requires the appropriate permission-set licensing and object access so that only authorized personnel can work with Received Documents, Document Checklist Items, extracted information, and the relevant application records. Salesforce's Intelligent Document Automation user-setup guidance specifically requires assigning Document Checklist and Intelligent Document Workspace access to document-processing users.
Finally, a Document Type must be created to define the type of incoming document-in this case, a Business License Application. Salesforce lists creating a Document Type as a foundational IDA setup task.
Option D is incorrect because Document Types are configured through the dedicated Document Type functionality, not under Notes and Attachments.
Verified correction: the uploaded screenshot marks A, C, E , but Salesforce's documented configuration requirements support B, C, E . There is no equivalent generic "Enable Intelligent Document Automation" step that replaces enabling Document Checklist.
Study Guide Reference: Public Sector Solution Product Configuration - Intelligent Document Automation; Document Checklist Settings; Document Types; user permissions; intake officer access.

NEW QUESTION: 16
Bobahaven has been using Agentforce Service for some time and has recently implemented Agentforce Public Sector 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, with a newly created custom field to track case duration for new cases.
C. Standard Salesforce Report using the standard Case report type, with a custom formula to calculate case duration.
D. Public Sector Case Analytics App, leveraging CRM Analytics' case duration formula
Answer: (SHOW ANSWER)
The Public Sector Case Analytics App is specifically designed to analyze public-sector service cases and provides prebuilt dashboards and metrics for measuring organizational effectiveness, caseworker performance, service trends, and operational outcomes. This makes it preferable to creating a custom Salesforce reporting implementation.
More importantly, Salesforce documents exactly how the template handles case duration when an organization does not already maintain its own duration field. During Public Sector Case

Analytics configuration, administrators can identify an existing duration field if one exists. If no case-duration field is tracked, CRM Analytics uses its own formula , calculating duration from the case opened and closed dates.
For cases that remain open, the calculation uses the current date.
Consequently, Bobahaven does not need to introduce a custom duration field merely to obtain trend reporting.
Options A and B add unnecessary data-model customization and would primarily benefit future records unless additional historical transformation were implemented. Option C similarly creates a custom reporting solution despite the presence of a purpose-built analytics template.
Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge; CRM Analytics for Public Sector; Public Sector Case Analytics; case-duration metrics and prebuilt analytics dashboards.

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NEW QUESTION: 17
A government agency is evaluating the use of Agentforce Public Sector. Their legacy solution has been in place for over 20 years; many of their current processes and files are still manual and paper-based. The agency would like to digitize and automate more of its processes and files going forward.
Which Public Sector Solution should a Technical Consultant recommend for this use case?
A. Smart Forms
B. Workflows
C. Business Rule Engine
D. Intelligent Document Automation
Answer: (SHOW ANSWER)
Intelligent Document Automation (IDA) directly addresses the conversion of paper-driven government processes into structured digital workflows. Salesforce describes IDA as a mechanism for simplifying and centralizing document management while reducing manual data entry. In Public Sector, it can extract and store data from paper or handwritten forms into digital Salesforce records such as Business License Applications and Individual Applications.
IDA supports PDF and image-based documents, creates Received Document records, allows relevant pages to be processed, uses OCR-based extraction through Intelligent Form Reader,

and enables reviewers to compare extracted data against the original scanned document. The resulting information can then participate in downstream Salesforce workflows.
This matches both aspects of the requirement: digitizing files and automating the processing associated with those files. Business Rules Engine performs calculations and repeatable policy decisions but does not digitize paper. Generic workflows automate record-based processes but do not provide the document ingestion, OCR, document classification, or extracted-data mapping capabilities required. "Smart Forms" is not the appropriate Public Sector document-processing solution for the described legacy-paper migration.
IDA therefore supplies the specialized document layer needed to modernize a twenty-year-old paper-intensive environment.
Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge; Intelligent Document Automation; Intelligent Form Reader; Received Documents; OCR; digital application processing.

NEW QUESTION: 18
Often, one permit is dependent on another, and businesses require a specific set of permits to do business. The City of Snaxboro would like to show its constituents all the permits required for different business types, so they know exactly what they need to apply for.
What is the recommended approach for building out this functionality?
A. Create a custom object called Permit Dependency and make it a junction object between the Business Type object and Regulatory Authorization Type object. Configure the Permit Dependency records and embed a list view of the Business Types on the Experience Site for applicants to click and review related dependencies.
B. Create a new Business Regulatory Authorization Type Dependency record by selecting the Parent Business Regulatory Authorization Type that must be applied first and the Dependent Business Regulatory Authorization Type that must be applied after getting the parent. Ensure the Show Dependent Permits section is available in the portal for applicants to view.
C. Create an OmniScript with all the applicable Business Types. Based on the Business Type selected, enable a conditional section to display all the associated permits that are required. Embed this OmniScript on the Experience Site for applicants to use by selecting the Business Type and viewing the associated permits.
D. Create a custom object called "Permit Dependency" and make it a junction object between the Business Type object and Regulatory Authorization Type object. Create a FlexCard that allows the user to select the Business Type from a picklist and display the associated Permit Dependency records. Embed this FlexCard on an Experience site for applicants to use.
Answer: (SHOW ANSWER)

NEW QUESTION: 19
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="Industries", Target Object="Visit"
B. Action Plan Template with Type="Visit Execution", Target Object="Visit"
C. Action Plan Template with Type="Visit Execution", Target Object="Business License Application"
D. Action Plan Template with Type="Industries", Target Object="Business License Application"
Answer: (SHOW ANSWER)
The inspection checklist belongs to the actual onsite Visit , not directly to the Business License Application.
Consequently, the Action Plan Template must target the Visit object. In the terminology used by this exam item, the inspection-oriented template type is Visit Execution , making B the correct selection.
The underlying Salesforce design is explicit. An inspection Action Plan Template groups assessment tasks and additional visit activities, such as signature capture, into a repeatable inspection process. Salesforce documents that the target object for an inspection Action Plan Template is Visit . Assessment Task Definitions provide the regulatory-compliance checklist, while Signature Tasks allow signatures to be collected during the visit.
A terminology update is important for current implementations: current Salesforce documentation uses Assessment Execution as the Action Plan Type for Public Sector inspection templates rather than the older Visit Execution terminology appearing in this question. The architectural answer remains unchanged-an inspection template is associated with the Visit .
Targeting Business License Application would incorrectly attach the execution checklist to the application rather than the physical inspection event.
Study Guide Reference: Public Sector Solution Product Configuration - Inspection Management; Action Plan Templates; Assessment Execution/Visit Execution; Visit target object; Assessment Tasks; Signature Tasks.

NEW QUESTION: 20
A public sector agency needs to build an Experience Cloud template for channel sales workflows. The agency will be recruiting and onboarding associates for issuing licenses for alcohol and beverage distribution. Their key requirement is to be able to easily configure lead distribution, deal registration, and marketing campaigns.
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Which Experience Cloud template should they use?
A. Help Center
B. Customer Account Portal
C. Partner Central
D. Aloha
Answer: (SHOW ANSWER)
Partner Central is specifically designed for partner relationship management and channel-sales workflows.

Salesforce documents Partner Central as a responsive Experience Cloud template intended to help organizations recruit, build, and grow partner networks while supporting channel sales and marketing activities. Its standard capabilities include lead distribution, deal registration, partner recruitment and onboarding, marketing campaigns, enablement, pipeline management, and related reporting.
Those capabilities correspond directly to the scenario. The external associates function as channel partners, and the agency needs a collaborative portal for onboarding those partners and managing sales-style workflows around licensing activities.
Customer Account Portal is designed primarily for customers managing their own account information and accessing customer-oriented services. Help Center is focused on support and self-service knowledge experiences rather than partner sales processes. Aloha is a legacy template and is no longer the preferred architecture for a new implementation.
Salesforce also requires appropriate partner licensing for Partner Central functionality and explicitly associates the template with Partner Community and related partner-oriented licenses.
Study Guide Reference: Public Sector Solution Product Configuration - Experience Cloud templates, Partner Central, partner onboarding, lead distribution, deal registration, and channel collaboration.

NEW QUESTION: 21
A Technical Consultant at the Department of Disaster Assistance is designing a solution for the eSignature related use cases. As part of research, the architect discovered that Agentforce Public Sector provides a DocuSign integration without custom coding.
Which of the three functionalities is readily available with this functionality?
A. Approval process to invalidate a contract document that is pending signatures if a new contract document supersedes it.
B. Ability/Request to update the contents of the documents before signing by the reviewer.
C. Automatically invalidate a contract document that is pending signatures if a new contract document supersedes it.
D. Send a contract document for review and signatures.
E. Track the signed contract document and update the contract record status.
Answer: (SHOW ANSWER)
Salesforce's DocuSign integration provides exactly the three capabilities identified in C, D, and E .
Salesforce Contracts uses DocuSign to support electronic-signature workflows without requiring the implementing agency to create the core signing infrastructure through custom code.
Official Salesforce documentation specifies that the integration can send a contract document for review and signatures , track the signed contract document and update the contract record status , and automatically invalidate a contract document that is pending signatures when a newer contract document supersedes it .
The distinction between A and C is important. Invalidating a superseded document is a native lifecycle capability of the integration; the agency doesn't need to build a separate Salesforce

Approval Process merely to accomplish that action. Therefore, C is correct while A introduces unnecessary automation.
Option B is also incorrect. Updating document content during the review/signing operation isn't listed as one of the standard DocuSign contract-signature functions represented by this integration. Contract content should be finalized through the appropriate document-generation and review process before execution.
Together, C, D, and E cover the core end-to-end electronic-signature lifecycle: issue the document for signature, maintain its validity relative to newer versions, and synchronize completed-signature status back to Salesforce.
Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge; DocuSign Integration; eSignature; contract-document lifecycle and status tracking.

NEW QUESTION: 22
A public sector agency has implemented Agentforce Public Sector for managing their Grants program. The agency authorities have received a complaint from an applicant whose eligibility was declined for the program.
How should the agency authorities check how the eligibility was determined for this application record?
A. Use Public Sector - Selection Explainer to understand how the selection was made
B. Use Salesforce debug logs using Developer Console to understand how the eligibility is being determined
C. Use Decision Explainer to understand how the decision was made
D. Do testing with relevant data sets and check how each test behaves
Answer: (SHOW ANSWER)
Decision Explainer is specifically designed to expose why Business Rules Engine produced a particular calculation or eligibility determination. Salesforce describes Decision Explainer as a collection of setup objects that provides transparency into business-rule calculations and supports agencies in explaining decisions to constituents.
When grant eligibility is calculated through Expression Sets and related Business Rules Engine components, Decision Explainer can retain the relevant decision context. Reviewers can inspect the Expression Set used, input values, calculations, and the resulting outcome. This is exactly what is needed when an applicant challenges a declined eligibility determination: the authority needs the reasoning associated with the actual application record , rather than attempting to reproduce the calculation separately.
Debug logs are primarily technical diagnostics. They may show execution details but aren't the business- facing explainability mechanism designed for caseworkers or reviewers and don't provide the same structured decision history. Testing representative datasets validates rules before deployment but doesn't explain why the particular constituent's submitted application was rejected. "Selection Explainer" is not the appropriate Salesforce Public Sector feature.
Decision Explainer therefore supports both operational transparency and governance by making automated eligibility and calculation outcomes understandable and reviewable.

Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge - Decision Explainer; Business Rules Engine; eligibility determinations; Explainability Action Logs; auditability.

NEW QUESTION: 23
A user called in for a status update on their application. In reviewing the application, the caseworker has come to find out that the application was incorrectly prioritized. The case worker's supervisor advised the case worker to check the decision log to see exactly why the application was prioritized the way it was. However, the caseworker cannot see the component even though the Administrator has confirmed it is on the page layout.
What should the Administrator check for next?
A. Verify that the case worker has the Decision Explainer Permission set.
B. Verify that the case worker has OmniStudio Admin permission.
C. Verify that the case worker has OmniStudio User permission.
D. Verify that the case worker has the Rules Engine Runtime permission.
Answer: (SHOW ANSWER)
The page component being present does not itself grant access to Decision Explainer functionality. The administrator must also ensure that the caseworker has the required Decision Explainer access. Therefore, A is the intended answer.
Current Salesforce documentation refers to Decision Explainer Service Access when describing the permission required by internal users to work with Decision Explainer entities and review decision information. Salesforce also documents a Decision Explainer Permission Set License as the entitlement that provides access to Decision Explainer features. The terminology in the question is therefore slightly simplified, but its technical intent is unambiguous: verify that the caseworker is authorized for Decision Explainer.
OmniStudio Admin provides configuration capabilities for OmniStudio components and is excessive for an ordinary caseworker. OmniStudio User enables runtime access to OmniStudio processes but does not specifically authorize Decision Explainer logs. Rules Engine Runtime permits execution of business rules; it does not by itself grant access to the Decision Explainer interface or its underlying records.
Study Guide Reference: Public Sector Solution Product Configuration - Decision Explainer permissions, Decision Explainer Service Access, Business Rules Engine integration, and decision-log visibility.

NEW QUESTION: 24
A resident in the city of Richdale has concerns about unnecessary debris from construction at a nearby residence and has filed a complaint with the city. The city uses Public Sector for LPI (Licensing, Permitting & Inspections) to manage residential construction permits.
What three recommendations should a Technical Consultant provide to the city to handle complaints from residents and tie them back to existing residential construction permits?
A. Link Inspections and Visits to Permit Applications

B. Link Cases to Permits
C. Configure Inspections and Visits
D. Configure Action Plans on Cases and Permits
E. Set up Business Rules Engine (BRE) to determine Complaint validity
Answer: (SHOW ANSWER)
Public Sector Inspection Management provides the native framework for investigating regulatory complaints through Visits, inspections, and Action Plans . Salesforce explains that agencies perform inspections both for license and permit applications and when members of the public report compliance concerns. Visit records identify the location, account, inspector, purpose, and regulatory context of an inspection.
The Visit can be created from a license or permit application and linked through its context to the applicable application, thereby preserving the connection between the investigation and the underlying construction authorization. Salesforce's current documentation explicitly supports creating Visits from application records and associating them with inspection types.
Action Plans provide the repeatable task framework used by inspectors. They contain assessment tasks, signatures, checklists, and other required inspection work so that investigators follow a standardized process.
Salesforce also documents Action Plan usage for Public Complaint investigations.
Business Rules Engine is unnecessary merely to determine whether a complaint is valid, and directly linking generic Case records is not the core LPI complaint-and-inspection architecture.
Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge - Inspection Management; Public Complaints; Visits; Permit Applications; Action Plans; regulatory compliance investigations.

NEW QUESTION: 25
A government agency does not have a universal requirement for storing a grantee's data after a grant has been fully disbursed and closed. Some grantees may ask to have their data maintained if involved in legal proceedings.
How can a government agency best comply with the grantee's request for historical data storage while at the same time adhering to the request not to use/process the historical data?
A. Assign the data to a specific public group and make those records inactive
B. Export the grantee's data to retain it.
C. Keep the data in Salesforce and make it invisible to the users and system to restrict the processing of the data.
D. Export the grantee's data to retain it. Then, delete their data from Salesforce.
Answer: (SHOW ANSWER)
Salesforce's official restriction-of-processing guidance directly addresses this scenario. When an organization no longer needs a person's data but must preserve it because the person is involved in a legal proceeding, Salesforce recommends exporting the data for retention and then deleting the person's data from Salesforce . This preserves the required historical evidence while preventing normal Salesforce processing of the retained information.

This distinction is important. Merely making Salesforce records invisible to ordinary users does not necessarily stop automated processing, integrations, background services, reporting, analytics, or administrative access. Therefore, option C does not provide the same level of processing restriction.
Salesforce provides the same guidance for constituent-oriented scenarios: if a constituent no longer engages with an organization but requests preservation because of potential legal proceedings while also requesting that processing stop, export the data and delete the Salesforce records.
Modern implementations with Privacy Center can also use Privacy Hold for defined legal-retention policies, but that is an additional licensed capability and isn't an option in this question.
Verified correction: the Set 2 screenshot marks C; official Salesforce restriction-of-processing documentation supports D .
Study Guide Reference: Agentforce Public Sector Implementation Strategies and Best Practices - data privacy; restriction of processing; retention; legal proceedings; data export and deletion.

NEW QUESTION: 26
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. Adobe Sign
B. DocuSign
C. Conga
D. eSignLive
Answer: (SHOW ANSWER)
DocuSign is the eSignature integration represented by the Public Sector/Industries contract-management toolkit. Salesforce's Contract Lifecycle Management documentation explicitly states that Salesforce Contracts uses DocuSign to support electronic signatures .
The integration provides a substantial prebuilt eSignature workflow. Salesforce supports defining DocuSign tags in document templates, sending documents for review and signature, tracking completed documents, updating the associated contract status, and automatically invalidating a pending signature document when a newer contract version supersedes it.
For the Government/Public Sector architecture, Salesforce's Vlocity Contract Lifecycle Management documentation also explicitly includes the ability to send documents for signing through the DocuSign eSignature setup.
After signatures are collected, DocuSign returns the signed document and the integration can attach it to the applicable contract version while updating lifecycle status.
Adobe Sign, Conga, and eSignLive can potentially participate in Salesforce implementations through separately designed products or integrations, but none is the pre-integrated eSignature provider represented by the Public Sector solution architecture tested here.

"Without much coding/configuration" should not be interpreted as zero setup: an active DocuSign account, authentication, envelope configuration, recipient configuration, and applicable Salesforce setup are still required. The point is that the core integration is supplied rather than needing to be custom-built.
Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge - Contract Lifecycle Management; DocuSign; eSignature; document generation and contract execution.

NEW QUESTION: 27
When configuring an Inspection, the administrator wants a Violation record to be automatically generated when an Inspector indicates that a regulatory element failed or an issue was identified. What is the recommended approach for configuring the Inspection to achieve this requirement?
A. Build an auto-launched Flow that will get all of the assessment questions in an Inspection. For each question that has a result marked as "Issue" or "Fail", generate a Violation record.
B. In the Action Plan Template, add the associated Assessment Task Definitions to be performed. Select the "Violations" checkbox so it will generate a Violation record whenever the Assessment Task Definition fails.
C. In the "Results" picklist field of the Inspection Assessment Indicator object, edit the "Fail" and "Issue" picklist values and select the "Violations" checkbox for the values to generate a Violation record when selected.
D. Create a new Violation Type record and associate it with an appropriate Assessment Indicator Definition. Select the "auto-generate" checkbox so it will generate a Violation record whenever the Assessment Indicator Definition fails.
Answer: (SHOW ANSWER)
Public Sector provides native inspection configuration for automatically generating regulatory-code violations based on an inspector's assessment response. Salesforce documents this through the Assessment Question Status field on the Inspection Assessment Indicator object. The standard status values include Pass, Fail, NA, and Issue. An administrator can configure a status such as Fail as a violation-producing value; when an inspector records that result, Public Sector automatically creates the associated regulatory code violation record.
This native configuration makes option C the intended answer. Although the option refers to the field generically as "Results," its described mechanism-editing assessment-result/status picklist values and designating them as violations-matches Salesforce's documented architecture.
Option A introduces unnecessary Flow automation for functionality already supplied declaratively.
Option B incorrectly places violation-generation behavior on an Action Plan Template. Action Plans define the inspection tasks but don't determine whether a particular assessment result constitutes a regulatory violation.
Option D invents an auto-generate mechanism on a Violation Type/Assessment Indicator relationship that isn't the documented configuration approach.
Verified correction: the source image marks D, but Salesforce's official current configuration supports C .

Study Guide Reference: Public Sector Solution Product Configuration - Inspections Setup; Inspection Assessment Indicator; Assessment Question Status; Regulatory Code Violations.

NEW QUESTION: 28
A nonprofit organization that works for displaced and unemployed persons has seen a large number of unemployed claims and currently uses Agentforce Public Sector to set up and disperse funds. The System Administrator is responsible for setting the correct business rule using Decision Explainer for Unemployment benefits.
Which two Decision Explainers can be utilized?
A. Individual and business application fees
B. Education loan eligibility checks
C. Person Loans
D. Car Loan
Answer: (SHOW ANSWER)
Decision Explainer provides transparency into calculations and decisions produced by Business Rules Engine.
For the Public Sector curriculum version represented by this question, Salesforce explicitly identifies Decision Explainer use cases that include individual and business application fees, unemployment benefits, and education loan eligibility checks . Therefore, among the available options, A and B correspond to supported Public Sector Decision Explainer scenarios.
Salesforce's Public Sector Developer Guide specifically lists these examples when describing how Decision Explainer exposes the reasoning behind Expression Set calculations.
The architecture is based on Business Rules Engine executing an Expression Set, potentially calling Decision Matrices containing policy criteria, and Decision Explainer recording the inputs, calculations, intermediate values, and resulting decision. Reviewers can then inspect why a claimant qualified, failed eligibility requirements, or received a particular calculated amount.
Person Loans and Car Loan are not identified Public Sector Decision Explainer examples in this curriculum.
They represent generic lending concepts rather than the documented Public Sector scenarios.
A versioning point is relevant: newer Salesforce Help currently uses housing loan eligibility checks in its example list, while the Salesforce developer documentation associated with the exam-era content uses education loan eligibility checks.
Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge - Decision Explainer; Business Rules Engine; Expression Sets; benefits eligibility and application-fee calculations.

NEW QUESTION: 29
A public sector entity is looking to implement an Emergency Response management package.
Which two features are available as part of the package for Volunteer Management?
A. Automatically update the number of registered volunteers and volunteers needed when shifts are canceled

B. Volunteers can automatically claim reimbursements for the expenses.
C. Volunteers can sign up for volunteer projects and can report time spent on volunteer activities
D. Chatbot for volunteers
Answer: (SHOW ANSWER)
Volunteer Management provides capabilities for coordinating volunteer demand, registrations, assignments, projects, shifts, and volunteer activity. Salesforce's official Work.com documentation describes Volunteer Management as supporting volunteer projects at scale and explicitly states that volunteers can sign up for volunteer projects through a community experience and update the time spent on volunteer activities .
This directly validates option C.
The package also maintains volunteer capacity and registration information associated with volunteer work.
Volunteer-management records track shift requirements and registered resources so that changes in a shift- including cancellation-can be reflected in the volunteer counts. This supports option A's requirement to keep registered-volunteer and volunteer-demand figures synchronized.
Salesforce's volunteer data architecture similarly includes volunteer shifts, volunteer hours, volunteer counts, and "Volunteers Still Needed" information, demonstrating that capacity and participation tracking are integral functions of volunteer management.
Automatic reimbursement claiming is not a standard Volunteer Management capability described for this package. Likewise, a volunteer chatbot is not one of the core Volunteer Management features represented by the question.
Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge; Emergency Program Management; Volunteer Management; volunteer projects, shifts, registrations, capacity, and volunteer-hour reporting.

NEW QUESTION: 30
A public sector agency implemented Agentforce Public Sector 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?
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A. Edit option needs to be added to Action Plan Template page layout
B. Action Plan template changes have to be requested to Salesforce support team
C. System Administrator doesn't have "Edit" permissions to Action Plan Template
D. Once published, an Action Plan Template cannot be changed.
Answer: (SHOW ANSWER)
A published Action Plan Template is intentionally immutable . Salesforce explicitly states that after an Action Plan Template is published, it cannot be edited or deleted; depending on the implementation, it can be deactivated or made obsolete, and a replacement template must be created when process changes are required.
This behavior preserves process integrity. Existing Action Plans can be traced back to the exact template definition from which they were created, which is important for standardized licensing,

inspection, compliance, and due-diligence workflows. Allowing administrators to alter a published template could change the apparent definition of a process after users had already executed tasks generated from that template.
Salesforce's document-automation guidance states the remediation directly: because a published template can't be changed, create a new template and remove or retire the old one. In practice, an administrator can clone the existing template, modify the draft copy with the updated assessment tasks, document requirements, signatures, or inspection steps, then publish the replacement.
The absence of Edit is therefore not a page-layout problem or missing System Administrator permission.
Salesforce Support isn't required to modify the existing record because the immutability is an intentional product lifecycle rule.
Study Guide Reference: Public Sector Solution Product Configuration - Action Plan Templates; Draft and Published lifecycle; template versioning; inspection-process governance.

NEW QUESTION: 31
A public sector agency recently implemented Agentforce Public Sector 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. Classic Encryption
C. Salesforce Shield
D. Field History Tracking
Answer: C (LEAVE A REPLY)
Salesforce Shield is the strongest match because it is an integrated security, compliance, monitoring, encryption, and auditing suite rather than a single-purpose platform feature.
Salesforce identifies Shield capabilities including Event Monitoring, Field Audit Trail, and Shield Platform Encryption , with current Shield offerings also including Data Detect.
Event Monitoring provides granular visibility into user activity and data access, allowing agencies to identify who accessed data and how it was used. Field Audit Trail extends historical field-change retention and supports regulatory, governance, auditing, and forensic requirements.
Shield Platform Encryption protects sensitive data at rest while preserving substantial Salesforce application functionality. Salesforce explicitly positions Shield as supporting regulatory compliance and governance requirements.
Setup Audit Trail is useful for tracking administrative configuration changes but does not provide the broader data-access monitoring and encryption capabilities required by the scenario. Classic Encryption is much narrower. Standard Field History Tracking provides basic historical changes but lacks Shield's extended retention and comprehensive auditing functionality.

Salesforce Shield does not itself constitute ISO 27001 certification; rather, it provides technical controls and audit evidence that can support an organization's compliance program.
Study Guide Reference: Agentforce Public Sector Implementation Strategies and Best Practices - security architecture, regulatory compliance, Salesforce Shield, Event Monitoring, encryption, and auditing.

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NEW QUESTION: 32
Foodvania has adopted Agentforce Public Sector to get relief to small businesses experiencing hardship due to the pandemic. Foodvania would like the recipients to apply for relief in a self-service portal, allowing for the upload of supporting documentation and the capability to check the status of their application.
What should the consultant recommend using?
A. The consultant should recommend the Grants Management product with the Outbound Funds Module to give the recipients the capability to review their applications status.
B. The consultant should recommend the Outbound Funds Module which includes the Grants Portal feature
C. The consultant should recommend the Outbound Funds Module which includes the Grants Portal feature and the procurement of an allotment of Experience Cloud licenses so as the recipients may review their applications status.
D. The consultant should recommend the Grants Management product which includes the Grants Portal feature.
Answer: (SHOW ANSWER)
Grants Management is the appropriate product because it includes the grantseeker portal experience required for external applicants to discover funding opportunities, apply online, supply application information, and manage their applications.
Salesforce describes the Grants Management managed package as providing program management, financial commitments, relationship management, and a grantee portal . The portal is specifically intended to improve the applicant/grantee experience while allowing grantmakers to manage the complete funding lifecycle.
Salesforce's portal setup documentation explains that the Grantee Portal Experience Cloud template provides a location where people can review available Funding Programs, apply to programs, and manage their applications. Grants Management also supports enhanced

application flows, organization self-registration, application mapping, collaboration, and other functions beyond the lightweight funding-management capabilities of Outbound Funds Module. This matches Foodvania's requirement for a constituent-facing relief application experience with supporting documentation and ongoing application management.
Outbound Funds Module supplies the underlying funding data model and can manage Funding Programs, Funding Requests, reviews, and disbursements. However, Grants Management provides the richer preconfigured portal and application experience targeted by the scenario. Therefore, it is unnecessary to combine the products as option A suggests simply to obtain the applicant-facing capabilities described.
Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge - Grants Management; Grantee/Grants Portal; Funding Programs; Funding Requests; application management and constituent self-service.

NEW QUESTION: 33
A government agency is planning a Agentforce Public Sector implementation.
What are three main constraints that government agencies often have in project implementation?
A. Scope, Schedule and Cost
B. Scope, Resources and Cost
C. Workshops, Schedule and Cost
D. Scope, Tools and Cost
Answer: (SHOW ANSWER)

NEW QUESTION: 34
Bobahaven wants to implement the Grants Management module of Public Sector. 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. Implement spam checking for Bobahaven's Experience Site forms using CAPTCHA.
D. Provide constituents with a search page on Bobahaven's website to look up application reference numbers and check the application's progress.
E. Set the external organization-wide default sharing settings for grant applications objects to Private.
Answer: (SHOW ANSWER)

The three controls address separate security layers: authentication, automated abuse protection, and record-level access .
Setting grant application pages to Requires Login restricts application workflows to authenticated Experience Cloud users. Salesforce documents the Page Access property for Experience Cloud pages and supports setting pages containing OmniScripts to Requires Login when workflows should only be available to authenticated users.
CAPTCHA or reCAPTCHA provides bot mitigation. Salesforce explicitly uses reCAPTCHA with Experience Cloud application-style forms to confirm that applications are submitted by humans rather than automated bots and recommends it for preventing misuse and spam.
Finally, external organization-wide defaults should be Private for sensitive grant application data. Salesforce's external-user security guidance recommends keeping external OWD settings Private wherever possible so authenticated external users don't automatically gain access to records belonging to other constituents. Additional sharing mechanisms can then selectively expose only the records each user is authorized to access.
A public application-reference search would create unnecessary information-disclosure risk.
"Salesforce Spam Check" isn't the appropriate Experience Cloud control represented by this architecture.
Study Guide Reference: Agentforce Public Sector Implementation Strategies and Best Practices - Experience Cloud security; authentication; OmniScripts; CAPTCHA/reCAPTCHA; external OWD; privacy and record sharing.

NEW QUESTION: 35
Department of Disaster Assistance has started implementing a "Grants Management" project using Agentforce Public Sector tools. As part of the business process, the department staff has to send an agreement to the Grant Seeker on the funding amount and related conditions. The turnaround time from both parties in exchanging the documents with signatures takes longer than expected.
What is the best way to solve the problem using the available toolkit with minimum/less coding?
A. Set up the DocuSign integration electronic Signature and use Omniscript GenericDocuSign /ObtainSignature to send the document to related parties
B. Install and Configure the DocuSign managed package for Salesforce and send the document envelope from the flow using apex action
C. Set up the DocuSign integration electronic Signature and use Omniscript GenericDocuSign /sendSignature to send the document to related parties
D. Install and Configure the DocuSign managed package for Salesforce and send the document envelope from the flow using standard DocuSign actions
Answer: (SHOW ANSWER)
The product-native, low-code solution is to use Salesforce's DocuSign integration together with the supplied generic DocuSign OmniScript rather than designing Apex-based envelope handling. Salesforce currently documents the sample OmniScript under the exact technical name GenericDocuSign

/sendEsignature . It sends one or more documents associated with standard objects such as Opportunity, Order, or Quote-and supported custom objects-to DocuSign for electronic signature. The user selects the recipients and documents, reviews the routing order, and sends the envelope directly through the guided OmniScript.
Salesforce also provides a Send for eSignature (Generic) action that launches this OmniScript, minimizing custom development and allowing the signed-document status to be tracked using Generic DocuSign Envelope functionality.
Therefore, option C represents the intended answer. The option's GenericDocuSign/sendSignature wording reflects older/abbreviated exam terminology; Salesforce's current documented component is GenericDocuSign /sendEsignature. Option A refers to an "ObtainSignature" process rather than the send-for-signature flow needed when agreements must be transmitted to external grantseekers. Options B and D introduce the separate managed-package/Flow architecture when the supplied OmniScript capability already solves the requirement with less custom implementation.
Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge - DocuSign integration; electronic signatures; GenericDocuSign/sendEsignature; OmniStudio document workflow.

NEW QUESTION: 36
A Public Sector Organization (PSO) is implementing Agentforce Public Sector. It has a requirement that they would like to keep a list of assessment indicators that their teams will use during inspections and have those indicators mapped to regulatory codes that team members can reference.
Leveraging the Public Sector data model, how can the Technical Consultant meet the requirement for the PSO?
A. Create a lookup relationship on both objects to a junction object called Regulatory Code Map
B. Use the Assessment Indicator Regulatory Code junction object
C. Create a master-detail relationship between Regulatory Code and Assessment Indicator
D. Use the Regulatory Code Assessment Indicator junction object
Answer: (SHOW ANSWER)
Agentforce Public Sector already provides the Regulatory Code Assessment Indicator junction object to relate regulatory codes to Assessment Indicator Definitions. Consequently, a custom junction object or custom master-detail relationship is unnecessary.
Salesforce describes Assessment Indicator Definitions as the conditions inspectors evaluate when determining whether a business or site complies with regulatory requirements. After defining an assessment indicator, administrators relate it to its applicable regulatory code through the Regulatory Code Assessment Indicator related list.
Salesforce's documentation on Public Sector junction objects further confirms that Regulatory Code Assessment Indicator relates Regulatory Code and Assessment Indicator Definition , mapping the compliance standard to the measure used during an inspection. This is inherently a

many-to-many requirement: one regulatory code may have multiple assessment indicators, and an assessment indicator can be associated where applicable within the regulatory framework. Option A unnecessarily creates custom architecture for functionality already supplied by the Public Sector data model. Option B uses an incorrect object name. Option C imposes an inappropriate direct master-detail relationship rather than using the standard junction model.
Study Guide Reference: Agentforce Public Sector - Product-Specific Systems Knowledge; Regulatory Compliance data model; Assessment Indicator Definition; Regulatory Code Assessment Indicator; inspection configuration.

NEW QUESTION: 37
Which three require set up to configure a License Authorization?
A. Inspection Type
B. Business Type
C. Business Profile
D. Regulatory Authorization Type
E. Regulatory Authority
Answer: (SHOW ANSWER)
The three foundational configuration records are Business Type, Regulatory Authorization Type, and Regulatory Authority . Salesforce's regulatory authorization model defines Regulatory Authority as the government agency or department responsible for issuing and enforcing licenses and permits. Regulatory Authorization Type represents the specific license or permit, while Business Type identifies the category of business and activities that require regulatory authorization.
After these components exist, Public Sector uses the Business Regulatory Authorization Type junction object to map a Business Type to the applicable Regulatory Authorization Type. This establishes which licenses or permits are required for a given business activity.
A Business Profile is used to capture information about the applicant's business or individual during application processing, but it is not one of the three foundational authorization-definition records asked for here. Inspection Type belongs to inspection configuration and therefore is not necessary simply to define the license authorization.
Salesforce's configuration sequence explicitly includes creation of Regulatory Authorities, Regulatory Authorization Types, and Business Types as core elements of regulatory authorization setup.
Study Guide Reference: Public Sector Solution Product Configuration - Regulatory Authorization Model; Regulatory Authority; Regulatory Authorization Type; Business Type; Business Regulatory Authorization Type.

NEW QUESTION: 38
A public sector agency has implemented Public Sector for Licenses & Permits. After the intake of the Permit application, an applicant needs to pay permit fees. This step requires checking permit

fees associated with the type of permit in an external system and, at the same time, looking at applicable discount on fees based on the site/address (this data resides in a custom object).
What feature of Agentforce Public Sector can be leveraged to meet this requirement?
A. FlexCard
B. Integration Procedure
C. DataRaptor
D. OmniScript
Answer: (SHOW ANSWER)
An Integration Procedure is the correct orchestration component because this requirement combines information from different data sources: an external fee system and Salesforce custom-object data.
OmniStudio Integration Procedures are declarative server-side processes designed to execute multiple data operations within a single server call.
Salesforce specifically states that Integration Procedures can retrieve, transform, and send information between Salesforce and external systems, invoke REST APIs, perform conditional processing, and combine information from multiple sources into a single response.
That architecture maps directly to this scenario. The Integration Procedure can retrieve the base permit fee from the external system, retrieve site or address information and applicable discount information from Salesforce, apply the required transformations or calculations, and return the resulting fee to the calling application process.
A Data Mapper is more suitable for straightforward Salesforce object reads, writes, and transformations. It is not the preferred component when multiple heterogeneous data sources and external REST services are involved. A FlexCard primarily presents information and actions to users. An OmniScript manages the interactive guided process, but it would normally invoke an Integration Procedure to execute this server-side integration.
Study Guide Reference: Public Sector Solution Product Configuration - OmniStudio; Integration Procedures; external data access; REST integration; multi-source orchestration; license and permit fee processing.

NEW QUESTION: 39
A government agency is currently using Business Rules Engine (BRE). Part of the current Prioritization matrix includes household income and household size. To correctly calculate the Households Area Median Income (AMI) pool, the Expression Set needs to calculate the AMI and then evaluate the percentage against a predefined Federal Income Limit table to determine the prioritization pool.
To accomplish this, the BRE designer should include how many decision matrices?
A. 1; Only to contain the prioritization pools.
B. 1; Only one to contain the prioritization pools with the Federal Income Limits.
C. 2; One to contain the percentages in each prioritization pool and the second to contain the Federal Income limits to evaluate.

D. 3; One to contain the percentages in each prioritization pool, a second to contain the household data, and the third to contain the Federal Income limits to evaluate.

Answer: (SHOW ANSWER)

Two Decision Matrices provide the cleanest and appropriate Business Rules Engine design because the scenario contains two independent lookup domains . The first matrix represents the federal income-limit values applicable to household size or related criteria. The second maps the calculated percentage of Area Median Income to the appropriate prioritization pool.

Salesforce defines Decision Matrices as tables that match supplied input values against rows and return corresponding output values. Expression Sets can invoke these matrices and combine the results with calculations, variables, and constants.

The Expression Set would therefore obtain or calculate the applicable household AMI percentage by referencing the federal-income-limit criteria and then pass that calculated percentage into the prioritization matrix. Separating these rule sets is preferable to placing unrelated policy dimensions into one monolithic matrix. It improves maintainability because federal limits can change independently of an agency's prioritization thresholds.

Option D unnecessarily creates a third matrix for household data. Household income and household size are transactional inputs , not reference-policy values that inherently require their own Decision Matrix. Option A omits the Federal Income Limit lookup, while B improperly combines two independently maintained rule sets.

This modular design also supports policy changes without rebuilding the Expression Set itself.

Study Guide Reference: Public Sector Solution Product Configuration - Business Rules Engine; Expression Sets; Decision Matrices; policy lookup tables; AMI and prioritization calculations.

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