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NEW QUESTION: 1
A government agency wants to automate the validation of an applicant ' s date of birth from a driver ' s license or passport.
Which features are required to automate the validation of the date of birth?
A. Content
B. Attachments
C. Files
D. Intelligent Form Reader
Answer: (SHOW ANSWER)
Intelligent Form Reader is the Public Sector capability designed to extract structured information from scanned forms and identity documents. It combines document processing and OCR-based extraction so data contained within a driver ' s license, passport, or other submitted document can be interpreted and mapped to Salesforce data.
Salesforce ' s Intelligent Document Automation architecture allows agencies to take paper or scanned documents and extract information into digital application records. This reduces manual transcription and allows reviewers to validate submitted information against the source document. For identity verification scenarios, the configured extraction process identifies fields such as name or date of birth from the document and maps those fields to the appropriate target Salesforce record. The resulting value can then be compared with information supplied in the application.
Salesforce Files, Attachments, or Content can store the driver ' s license or passport, but storage does not perform document interpretation, OCR extraction, or field mapping.
Intelligent Form Reader supplies the intelligence layer required to turn the uploaded document into structured information that can participate in validation.
Study Guide References: Intelligent Form Reader; Intelligent Document Automation; OCR and Data Extraction; Identity Documents; Application Field Mapping.

NEW QUESTION: 2

After a grantseeker has submitted an application for review, Foodvania needs to review the Funding Request and allocate the funds appropriately. For audit purposes, all expenditures must be tracked according to how the money was disbursed (Mortgage arrearage, Utility assistance, etc).
Which two would the consultant build to handle this request utilizing Agentforce Public Sector?
A. Recommend using Public Sector with FinancialForce Accounting.
B. Recommend using Public Sector with the Nonprofit Success Pack.
C. Recommend using Public Sector with the Grants Management product.
D. Recommend using Public Sector with the Outbound Funds Module.
Answer: (SHOW ANSWER)
Grants Management and the Outbound Funds Module provide the Salesforce funding data model and grant- management capabilities required to manage applications, awards, disbursements, and expenditure tracking.
Salesforce documents that Grants Management leverages the Outbound Funds Module data model. A Funding Request represents the application for funding and is the primary record through which the grantmaker evaluates and administers the applicant ' s request. Outbound Funds Module provides the underlying framework for tracking funding requests and outgoing funds such as grants and scholarships. Salesforce ' s feature comparison also shows that Grants Management and Outbound Funds support management of Disbursements against Funding Requests. Expenditure management can associate disbursements with accounting allocations, allowing the organization to categorize how awarded funding was used. This structure supports Foodvania ' s requirement to distinguish categories such as mortgage arrearage and utility assistance while retaining an auditable relationship back to the funding request and award.
Grants Management supplies the richer grantmaker workflow-including application, review, requirements, portal, and grant lifecycle functionality-while the Outbound Funds architecture provides the foundational outgoing-funds records.
Study Guide References: Grants Management; Outbound Funds Module; Funding Request; Disbursement; Expenditure Tracking; Grant Review and Award Management.

NEW QUESTION: 3
A government agency has implemented an eSignature solution and has chosen DocuSign as the vendor. As part of the non-functional requirements, the system needs to poll the status of signed envelopes.
What is the best way to achieve this requirement?
A. Use the ContractDocumentStatusScheduler Apex class to schedule and poll DocuSign for statuses of envelopes submitted as part of the eSignature process.
B. Use the ContractEnvelopeStatusScheduler Apex class to schedule and poll DocuSign for statuses of envelopes submitted as part of the eSignature process.
C. Use the ContractStatusScheduler Apex class to schedule and poll DocuSign for statuses of envelopes submitted as part of the eSignature process.
D. Use the REST API provided by DocuSign to poll the status of a particular envelope.

Answer: (SHOW ANSWER)
Salesforce provides the ContractEnvelopeStatusScheduler Apex class specifically for polling DocuSign envelope statuses in the supported eSignature integration. Salesforce documentation explicitly states that this class can be scheduled to poll DocuSign for envelopes submitted through the eSignature process.
The scheduled job queries envelope status and updates Salesforce so contract and document records reflect states such as sent, completed, or voided. Salesforce notes that when scheduled through the Salesforce UI, the job can run hourly. It can also be scheduled through Apex at shorter intervals, subject to DocuSign ' s minimum polling interval requirements. DocuSign requires at least 15 minutes between successive polling calls. Salesforce ' s recent support guidance also confirms that ContractEnvelopeStatusScheduler remains the scheduled job responsible for retrieving envelope-state updates and discusses asynchronous handling when many envelopes require updates simultaneously. Using Salesforce ' s provided scheduler is preferable to building a separate REST polling implementation because it follows the supported Industries/DocuSign integration architecture. The other scheduler class names do not correspond to the documented component.
Study Guide References: DocuSign Integration; ContractEnvelopeStatusScheduler; eSignature Envelope Status; Scheduled Apex; Contract Lifecycle Management.

NEW QUESTION: 4
Bobahaven has implemented Agentforce Public Sector to manage constituent applications for permits and licenses. However, they have noticed their call center is receiving a large number of phone calls asking similar questions about the new permit and license application processes. Bobahaven is looking for advice on providing up-to-date information about permit and license processes to constituents so their call center inbound call numbers can be reduced.
Which solution would allow constituents to find answers to their questions before beginning the application process while reducing implementation and maintenance costs?
A. Implement Salesforce Knowledge, and publish articles to the Bobahaven public website CMS via outbound API calls.
B. Implement Salesforce Knowledge, and publish articles to the Bobahaven public website via Lightning Out.
C. Implement Salesforce Knowledge, and publish articles to an unauthenticated Experience site page for constituents.
D. Implement Salesforce Knowledge, and publish articles to an authenticated Experience site page for constituents.
Answer: (SHOW ANSWER)
Salesforce Knowledge combined with a public, unauthenticated Experience Cloud site provides the most direct self-service architecture for this requirement. Salesforce Knowledge centralizes permit and licensing guidance in managed articles, while Experience Cloud can expose approved Knowledge content directly to guest users. Salesforce explicitly supports making Knowledge

articles available to unauthenticated users when the appropriate article visibility, guest-user access, and sharing configuration are established.
This architecture minimizes integration overhead because the agency does not need to maintain outbound API synchronization with a separate CMS or develop a Lightning Out implementation. It also avoids imposing an unnecessary authentication step on constituents who merely need general process information before starting an application. Articles can be updated centrally in Salesforce and surfaced immediately through the digital experience according to publication and visibility settings. An authenticated site is appropriate when information is constituent-specific or access must be restricted, but general licensing instructions, FAQs, prerequisites, and application guidance can be exposed publicly. This lowers call-center demand while preserving Salesforce as the authoritative content-management location.
Study Guide References: Experience Cloud for Public Sector; Salesforce Knowledge; Guest User Access; Public Self-Service; License and Permit Digital Experiences.

NEW QUESTION: 5
A company discovered that Salesforce already has a pre-built DataPack that comes with industry-standard procedures. The System Administrator wants to move and deploy the DataPack.
Which tool can be used to deploy the DataPack Lightning Web Component?
A. Change Sets
B. VSCode
C. ANT Migration Tool
D. VSCode and Salesforce DX
Answer: (SHOW ANSWER)
Visual Studio Code together with Salesforce Developer Experience (DX) is the documented deployment mechanism for Lightning Web Components contained in Public Sector process packages. Salesforce ' s current Public Sector deployment procedure explicitly states that after importing process packages, administrators use Visual Studio Code and Salesforce DX to deploy the package ' s Lightning Web Components into the target Salesforce org.
The deployment workflow involves creating a Salesforce DX project in Visual Studio Code, importing the Lightning Web Components downloaded with the Public Sector process package, authenticating the target org, and then deploying the source metadata. This is required because the Lightning Web Component portion of the process package is Salesforce metadata and must be deployed through the developer tooling workflow.
Change Sets can migrate many Salesforce configuration components between related orgs, but they are not the prescribed mechanism for installing these downloaded Public Sector process-package LWCs. The ANT Migration Tool is likewise not the documented deployment workflow for these components. Visual Studio Code without the Salesforce DX tooling also does not provide the complete project, authentication, metadata, and deployment framework required by the published Public Sector procedure.
Study Guide References: Public Sector Process Library; DataPacks/Process Packages; Lightning Web Components; Visual Studio Code; Salesforce DX Deployment.

NEW QUESTION: 6
A Public Sector Organization (PSO) has recently deployed Grants Management from Agentforce Public Sector within their Salesforce Org and has launched their publicly available Grants Portal. The PSO would like to ensure that they meet their statutory requirements and perform their due diligence, as they now have Organizations registering via their portal.
The PSO ' s statutory and due diligence processes include verifying the details of the Organization as well as requesting, collecting, and storing documentation about the Organization. The PSO would like to track these activities separately, as these processes can be run in parallel.
Which feature available in Public Sector would the Technical Consultant configure to meet the PSO ' s requirements?
A. A Path targeted at Account
B. An Action Plan Template targeted at Account
C. An Action Plan targeted at Account
D. A Support Process targeted at Account
Answer: (SHOW ANSWER)
An Action Plan Template targeted at Account is the appropriate configuration because Grants Management due diligence is performed against the grantseeking organization represented by the Account record.
Salesforce explicitly recommends using Action Plans on Accounts to define due-diligence steps, required tasks, and documentation that must be collected and verified.
The Action Plan Template acts as the reusable blueprint. It can include Tasks for activities such as validating organization details and Document Checklist Items for collecting statutory or financial documentation. When the template is published, grant managers can instantiate separate Action Plans against an Account, allowing multiple due-diligence processes to proceed in parallel while retaining their own tasks, ownership, deadlines, and verification records.
Salesforce specifically supports Account as the target object when creating Grants Management due-diligence Action Plan Templates. An individual Action Plan is an execution instance rather than the reusable configuration requested in the scenario. Path is designed to guide records through stages, and Support Processes control Case status values; neither provides the structured task-and-document framework required for organizational due diligence.
Study Guide References: Grants Management; Due Diligence; Action Plan Templates; Accounts; Tasks; Document Checklist Items; Verification Checks.

NEW QUESTION: 7
What are two possible use-cases for a FlexCard?
A. A widget to ask multiple pages of questions in the application form
B. A widget to aggregate complex data models for quick-glance information
C. A widget to perform in-line edits and calculations within a table quickly
D. A homepage widget to quickly launch common processes.
Answer: (SHOW ANSWER)

FlexCards are designed to present contextual information at a glance and expose relevant actions that users can execute directly from the card. Salesforce defines a FlexCard as a configurable information block that combines pertinent data with links or actions for processes within a specific context.
This makes option B a valid use case. A FlexCard can retrieve and display information from one or more configured data sources and summarize complex or related data into a concise, quick-glance user interface.
Salesforce also documents FlexCards as presenting contextual data and actions together. Option D is also appropriate because FlexCards support numerous actions. Administrators can configure them to launch an OmniScript, navigate to another page or application, display a flyout, trigger data operations, or initiate other supported processes. A homepage FlexCard can therefore provide shortcuts into commonly used workflows.
A multi-page questionnaire is more appropriately implemented with an OmniScript, whose primary purpose is guided interaction. Likewise, although FlexCards can support actions and data updates, complex inline tabular editing and calculation is not the primary use case represented here.
Study Guide References: OmniStudio FlexCards; Contextual Information; Data Sources; FlexCard Actions; OmniScript Launching; Quick-Glance User Experiences.

NEW QUESTION: 8
A government agency would like to ensure that fee calculations for its licensing programs are done automatically and correctly; the System Administrator needs to ensure that the data type must be currency.
Where in the Expression Sets can the Administrator set the data type as Currency?
A. Under the Decision Table
B. Under Omniscripts and while setting options
C. Under Add Resource in Expression Sets
D. Entry Criteria for Process builder
Answer: (SHOW ANSWER)
Expression Sets use resources to hold inputs, outputs, constants, intermediate values, and other data required during Business Rules Engine execution. Within Expression Set Builder, the administrator opens Resource Manager and selects Add Resource to define the resource and specify its data type.
Salesforce ' s fee-calculation configuration guidance explicitly demonstrates this process. When creating variables for fee calculations, the administrator selects Add Resource, chooses Variable as the Resource Type, and selects Currency as the Data Type. Salesforce also documents Currency as a supported Expression Set resource data type, with standard numerical comparison operators available for use in rule calculations. This distinction is important because the data type belongs to the resource definition used by the Expression Set. A Decision Table can participate in the calculation and can contain supported column types, but it is not the location specified for

defining an Expression Set resource. OmniScript controls the guided interaction, and Process Builder entry criteria are unrelated to Expression Set resource typing.
Study Guide References: Business Rules Engine; Expression Set Builder; Resource Manager; Add Resource; Currency Resources; Automated Fee Calculation.

NEW QUESTION: 9
A government agency is implementing Agentforce Public Sector and is looking for a solution to automatically read the constituent ' s date of birth from a scanned document and map it to a field in the Application record using the Intelligent Form Reader (IFR).
What three steps should a technical consultant configure to satisfy the agency ' s use case?
A. Enable Data Raptor to read information from a scanned document
B. Enable Intelligent Form Reader
C. Set Up Data Extraction
D. Map Form Types to Objects
E. Enable OCR Setting in the Document Object
Answer: (SHOW ANSWER)
The implementation requires enabling Intelligent Form Reader, configuring the extraction model, and mapping the relevant document or form information to Salesforce object fields.
Intelligent Form Reader provides the OCR capability needed to extract information from uploaded documents. Salesforce states that IFR can extract information and use it to create or update Salesforce fields or verify information already stored in the org. Identity-document processing can additionally use Amazon Textract Analyze ID. The administrator must then set up data extraction by defining the appropriate document or form type, supplying the sample document/template configuration, and identifying the information to extract. Finally, the extracted fields must be mapped to the required Salesforce target object and its fields.
Salesforce explains that document fields can be mapped to target objects and record types and that extracted values are stored in the corresponding Salesforce fields. Current IFR mapping configuration also allows administrators to select target objects and map form fields declaratively from Intelligent Form Reader Setup.
A DataRaptor does not perform OCR on scanned documents, and there is no separate Document-object OCR switch that replaces IFR configuration.
Study Guide References: Intelligent Form Reader; OCR; Data Extraction; Form/Document Types; Target Object Mapping; Application Field Mapping.

NEW QUESTION: 10
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)
An Action Plan Template becomes immutable after it is published. Salesforce explicitly states that published Action Plan Templates cannot be edited or returned to Draft status.
This behavior protects the integrity of repeatable operational processes. Existing Action Plans may already have been generated from the template, and allowing administrators to alter the underlying published definition could create inconsistent inspection requirements between records created at different times. When inspection requirements change, the administrator should use the supported versioning approach: deactivate the published template if necessary, clone it to create a new template/version, modify the cloned Draft version, add or revise its tasks, checklist items, assessment content, or other configuration, and then publish the new version. Salesforce documents this same approach for application requirements and other Action Plan implementations. The absence of an Edit button is therefore expected behavior and is not resolved by adding the action to a page layout or granting additional permissions. Salesforce Support is also not required to modify the template. The same design principle applies broadly across Action Plans: all required content should be finalized before publication because the published template is treated as the controlled definition of the repeatable process.
Study Guide References: Action Plan Templates; Template Lifecycle; Draft and Published Status; Cloning Templates; Inspection Action Plans; Version Management.

NEW QUESTION: 11
The Department of Disaster Assistance would like to enhance its existing grant management experience using the " Grants Management " Public Sector Solution.
What are the correct sequential stages involved in the grant management lifecycle?
A. Plan, Apply, Engage, Review, Award, Manage and Close Out
B. Plan, Engage, Apply, Review, Award, Manage and Close Out
C. Apply, Engage, Plan, Apply, Review, Award, Manage and Close Out
D. Engage, Apply, Plan, Review, Award, Manage and Close Out
Answer: (SHOW ANSWER)

NEW QUESTION: 12
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, Employee and Public Sector Data Models, and Employee Community
C. Salesforce Flows, APEX, Custom Objects, and VisualForce
D. Salesforce Flows, Customer Community, and Individual Account
Answer: (SHOW ANSWER)

Employee Experience for Public Sector is intended to digitize government employee services by combining Public Sector functionality with a dedicated employee-facing experience. Salesforce describes Employee Experience as supporting government employees with internal processes such as benefits, grants, inspections, licensing, permitting, case management, and other employee services.
OmniStudio is particularly important when replacing complex PDF forms because OmniScripts can convert static documents into guided, multi-step digital interactions with validation, conditional logic, and data integration. Flow provides process automation around submissions, approvals, routing, notifications, and record creation. The Employee and Public Sector data models provide standardized structures for employee and government-process information rather than requiring extensive custom objects. The Employee Community supplies the secure digital environment where employees can access and complete those processes. Salesforce ' s Employee Experience model is specifically designed to expose appropriate Public Sector capabilities to employees through a unified portal. A solution based only on Flow lacks the guided- form capabilities of OmniStudio, while Apex, Visualforce, and extensive custom objects would introduce avoidable custom development and long-term maintenance.
Study Guide References: Employee Experience for Public Sector; OmniStudio; OmniScripts; Salesforce Flow; Public Sector Data Model; Employee Community.

NEW QUESTION: 13
A government agency would like to standardize its grant funding process and is looking for a solution to prioritize and award funds to the most eligible grant-seekers using Agentforce Public Sector.
What three components should a technical consultant configure to define applicants ' eligibility and help with application prioritization?
A. Create an Application Form using OmniScript Designer
B. Create a Decision Matrix using BRE
C. Create an Application Form using Web-to-Lead
D. Create an Application Form using Web-to-Case
E. Create an Expression Set using BRE
Answer: (SHOW ANSWER)
A standardized eligibility and prioritization solution requires three complementary layers: structured applicant intake, declarative rule data, and executable decision logic. An OmniScript provides the guided application experience through which the grant seeker supplies the information required for eligibility assessment and prioritization. OmniScripts support multi-step questions, validations, conditional presentation, and integration with downstream rule processing. A Decision Matrix stores decision data such as thresholds, categories, eligibility conditions, or scoring mappings. An Expression Set orchestrates the logic: it consumes application data, invokes the appropriate decision matrices, evaluates expressions, and returns eligibility or prioritization results. Salesforce ' s Business Rules Engine architecture uses Decision Matrices and Expression Sets together for declarative decision processing. A closely related Public Sector

eligibility workflow is explicitly configured by customizing an OmniScript, creating a Decision Matrix, building an Expression Set, and then activating the experience. This architecture separates frequently changing policy data from the constituent-facing form and from executable rule orchestration, which improves maintainability and auditability. Web-to-Lead is designed to capture leads, while Web-to-Case creates service cases. Neither provides the purpose-built guided application and Business Rules Engine integration required for eligibility-based grant prioritization.
Study Guide References: OmniScript Designer; Business Rules Engine; Decision Matrices; Expression Sets; Grant Eligibility and Prioritization.

NEW QUESTION: 14
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 DocuSign integration without custom coding.
Which of the three functionalities is readily available with this functionality?
A. Send a contract document for review and signatures.
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. Approval process to invalidate a contract document that is pending signatures if a new contract document supersedes it.
E. Track the signed contract document and update the contract record status.
Answer: (SHOW ANSWER)
Salesforce ' s DocuSign integration provides a packaged electronic-signature lifecycle for contract documents.
Salesforce explicitly documents that the integration can send a contract document for review and signatures, track the signed document and update the contract record status, and automatically invalidate a pending signature document when a newer contract document supersedes it.
These features maintain transactional integrity throughout the signature process. Sending the document initiates the controlled signature workflow. Status tracking keeps Salesforce synchronized with the state of the DocuSign envelope and enables the contract record to reflect completion. Automatic invalidation prevents a signer from executing an outdated document version after a newer authoritative version is generated. An additional Salesforce approval process is not required simply to invalidate the superseded signature document because that behavior is already part of the supported eSignature lifecycle. Similarly, changing contract contents during the signing process is not one of the standard DocuSign capabilities represented here.
Document changes should occur through the controlled document revision and regeneration process before a new signature request is issued.
Study Guide References: DocuSign Integration; Electronic Signatures; Contract Documents; Signature Tracking; Superseded Document Invalidation.

NEW QUESTION: 15
The employee object has to be linked to the person account to use the Public Sector data model with the Employee data model.
How should the employee object be linked with other objects?
A. User -- > Individual < -- Custom employee object
B. Contact -- > Individual < -- Employee
C. PersonAccount -- > Individual < -- Employee.
D. PersonAccount-- > User-- > Employee
Answer: (SHOW ANSWER)
The appropriate relationship pattern is Person Account # Individual # Employee. In the relevant employee- model architecture, the Individual record provides the common person-centric relationship layer through which Employee information can be associated with another Salesforce representation of the same person.
Salesforce ' s Work.com data-model documentation describes Employee records being associated with Individual records and synchronization mechanisms that maintain the Individual relationship as employee information is created or updated.
Public Sector uses Person Accounts to represent individual constituents. A Person Account combines the Account and Contact representation into a single constituent-facing record and is the recommended Public Sector model for individual people applying for licenses, permits, benefits, grants, or government services.
Consequently, when the Employee data model must coexist with the Public Sector constituent model, the Individual relationship provides the bridge between the Employee representation and the Person Account representation. Routing the association through User would incorrectly make the Salesforce user identity the integration point, and using Contact would not satisfy the scenario ' s explicit requirement to connect the employee model with a Person Account.
Study Guide References: Public Sector Person Accounts; Employee Data Model; Individual Object; Constituent Data Modeling; Cross-Cloud Person Relationships.

NEW QUESTION: 16
The City of Snaxboro has been using Public Sector for Licensing, Permitting, and Inspection management for some time now. The city wants to quickly gain intelligent insights into its business operations using pre-built templates.
Which tool is recommended to help them achieve this requirement?
A. Salesforce Einstein
B. Tableau for Public Sector
C. CRM Analytics for Public Sector
D. Salesforce Reports & Dashboards
Answer: (SHOW ANSWER)
CRM Analytics for Public Sector provides a purpose-built analytics capability for government agencies that manage licenses, permits, inspections, cases, and related regulatory operations.

Salesforce specifically provides an Analytics for Licenses, Permits, and Inspections template that can be used to create a preconfigured analytics application rather than building the analytical model from scratch.
The LPI analytics application includes prebuilt dashboards such as Compliance Insights, Executive Summary, Department Summary, and Account Insights. These dashboards enable agency users to examine regulatory activity, operational productivity, constituent outcomes, applications, inspections, licenses, and compliance trends. Because the scenario emphasizes quickly obtaining intelligent insights through pre-built templates, CRM Analytics for Public Sector directly addresses the requirement. Standard Salesforce Reports and Dashboards can provide operational reporting, but they would require more manual report and dashboard construction. Salesforce Einstein provides broader AI capabilities but is not the designated prebuilt LPI analytics solution described in the Public Sector configuration model. Current Salesforce releases also provide newer Tableau Next dashboard capabilities in applicable Agentforce for Public Sector editions, but the specific prebuilt analytics solution represented by the question is CRM Analytics for Public Sector.
Study Guide References: CRM Analytics for Public Sector; Analytics for Licenses, Permits, and Inspections; Compliance Insights; Executive Summary; Public Sector Analytics Templates.

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NEW QUESTION: 17
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: A,B,C (LEAVE A REPLY)
Public Sector ' s inspection and complaint capabilities are designed to maintain operational traceability from a reported concern through investigation and regulatory follow-up. Salesforce

supports Public Complaint records for constituent-reported issues and allows an agency to create visits directly from complaints so inspectors can investigate concerns onsite. The complaint can also surface related visits, regulatory code violations, enforcement actions, and supporting documentation.
Consequently, the agency should configure the standard Inspections and Visits framework and associate the resulting inspection activity with the relevant permit application. Salesforce describes Public Sector inspections as the mechanism for evaluating regulatory compliance through onsite visits, standardized assessment questions, recorded findings, violations, and enforcement activity. Cases can provide the managed investigation or service record associated with the reported issue and can participate in the broader Public Sector complaint and investigative data model alongside Business License Applications, Public Complaints, Visits, and regulatory records. Linking the appropriate case and field-inspection activity to the existing permit preserves the context required by reviewers and enforcement personnel. Business Rules Engine is intended for structured rule evaluation rather than determining whether a complaint is inherently valid. Action Plans can organize repeatable work but are not the essential linkage requested here.
Study Guide References: Public Complaints; Cases; Inspections; Visits; Permit Applications; Licensing, Permitting and Inspections Data Model.

NEW QUESTION: 18
A customer wants to provide recommendations to the public on what kind of license is required for their business (three types). Key attributes are required to determine the correct license type, such as city & county location, the volume of current business (in $), and the size of the building. The rules often change for the thresholds for the volume and size of the building, so the business needs to be able to update these rules easily.
What declarative components would be required to ask the public these questions and provide a recommendation based on the current rules?
A. OmniChannel for capturing answers, along with a Reference Lookup Matrix to evaluate & recommend a license type
B. OmniStudio for capturing answers, along with Einstein AI to evaluate & recommend a license type
C. OmniScript for capturing answers, along with a Decision Matrix to evaluate & recommend a license type
D. Lightning Web Component for capturing answers, along with Apex to evaluate & recommend a license type
Answer: C (LEAVE A REPLY)
An OmniScript provides the declarative guided interview required to gather the constituent ' s city, county, annual business volume, building size, and other relevant attributes. OmniScripts support step-based data collection, validation, conditional questions, and integration with Public Sector records and Business Rules Engine.
A Decision Matrix is the appropriate mechanism for determining the recommended license from those inputs.

Salesforce defines Decision Matrices as lookup structures that match input values to a rule row and return configured output values. Because business users can maintain matrix conditions independently from the user interface, Decision Matrices are especially useful when thresholds change frequently. Salesforce specifically supports invoking a Decision Matrix directly from an OmniScript. The OmniScript passes defined JSON input values to the matrix and receives the matching result, which can then be presented immediately to the constituent. This pattern also aligns with Public Sector fee and policy automation, where Salesforce recommends separating the guided digital experience from configurable business-rule logic. Omni-Channel is a work-routing capability, Einstein AI is unnecessary for deterministic policy rules, and custom LWC/Apex development would undermine the requirement for business-maintainable declarative rules.
Study Guide References: OmniScripts; Business Rules Engine; Decision Matrices; Declarative Eligibility and Recommendation Rules; Licensing and Permitting.

NEW QUESTION: 19
A customer wants to define a specific set of three documents that are required for a business application. They want to provide a checklist that is easy for the applicant to know what needs to be uploaded and manage the uploads easily, but they also want to be consistent with requiring these documents for every business application.
What are the three steps required to do this?
A. Create three Tasks specifying the required document types for the Action Plan Template & Publish It
B. Create an Action Plan Template with Target Object as Business License Application
C. Create three Document Checklist Items specifying the required document types tied to the Business License Application
D. Create a flow automation to auto-associate the published action plan template to new Business License Applications as they are created
E. Create three Document Checklist Items specifying the required document types for the Action Plan Template & Publish it
Answer: (SHOW ANSWER)
The appropriate architecture uses an Action Plan Template to standardize document requirements across every Business License Application. Business License Application is a supported Action Plan target object, so the template provides the repeatable framework from which individual application-specific action plans are generated.
Each required document should be represented as a Document Checklist Item within the Action Plan Template. Salesforce explains that document checklist items added to a template are automatically included in action plans generated from that template. The checklist gives applicants a structured view of required supporting documents while allowing uploaded files and document status to be managed consistently. After the template and its three checklist items are configured, the template must be published. Automation can then associate or generate the corresponding action plan when a new Business License Application enters the applicable

process. This ensures that every application receives the same prescribed document requirements.
Creating standalone checklist records manually on every application would be repetitive and susceptible to inconsistent configuration. Tasks also do not substitute for Document Checklist Items because checklist items are specifically designed to represent required documents and support upload-management processes.
Study Guide References: Action Plans; Action Plan Templates; Business License Application; Document Checklist Items; Intelligent Document Automation.

NEW QUESTION: 20

A public sector agency is looking to digitize its operations for Emergency Response. As the technical consultant on the project, the expectations are to roll out a public facing portal that allows citizens to submit a simple emergency request with some basic information.
Which two are the correct approaches a consultant should take to meet these objectives?

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A. Build a digital experience site using pre-configured emergency response management (ERM) specific template
B. Leverage prebuilt Emergency Service Request flow.
C. Create a custom Case Record Type and leverage a prebuilt Contact Support Form
D. Build a digital experience site using the Help Center template based on the agency ' s requirement
Answer: A,B (LEAVE A REPLY)
Emergency Response Management provides a purpose-built Public Sector architecture for rapidly exposing emergency services to constituents. The appropriate implementation combines the preconfigured ERM digital- experience template with the prebuilt Emergency Service Request flow.
The template provides a starting point tailored to emergency-response scenarios rather than requiring the agency to assemble a generic portal from the ground up. Using the packaged experience reduces implementation time, preserves alignment with the Public Sector data model, and simplifies maintenance. The Emergency Service Request flow supplies the guided intake process through which a constituent can provide the basic information required for an emergency request. Public-facing Salesforce flows can be embedded in Experience Cloud so external users can submit information through a structured digital process. Creating a custom Case record type and adapting a generic support form would duplicate available emergency-response functionality. Likewise, the Help Center template is primarily designed for knowledge and support use cases rather than emergency program intake.
Study Guide References: Emergency Response Management; Emergency Service Request; Experience Cloud; Emergency Digital Experience; Public-Sector Emergency Intake.

NEW QUESTION: 21

A government agency plans to implement Public Sector Solutions for its licensing needs. They plan to leverage Business Rules Engine (BRE) to customize the solution to meet their business needs.
Which statement correctly describes the relationship between Expression Sets and Decision Matrices in the context of BRE?
A. Decision Matrices perform a series of calculations using matrix lookups and user-defined variables and constants.
B. Expression sets call decision matrices, which are tables that allow implementing of complex rules in a systematic, readable way.
C. Expression Sets match input values to a table row and return the row ' s output values.
D. Expression sets and decision matrices accept XML input from and return JSON output to, OmniScripts.
Answer: (SHOW ANSWER)
Expression Sets and Decision Matrices have distinct but complementary roles in Business Rules Engine.
Salesforce defines a Decision Matrix as a lookup table that accepts input values, locates the matching table row, and returns the associated output values. Decision Matrices are particularly effective for complex policy tables because the business rules remain structured, visible, and maintainable.
An Expression Set provides the procedural logic around those lookups. It can perform calculations, evaluate conditional logic, use variables and constants, aggregate values, and invoke one or more Decision Matrices.
Salesforce explicitly documents that when an Expression Set calls a Decision Matrix, the engine locates the matching matrix row based on the supplied inputs and returns that row ' s output to the Expression Set.
Therefore, option B correctly describes the relationship. Option A reverses the responsibilities: Expression Sets perform sequences of calculations, whereas Decision Matrices perform lookup matching. Option C likewise describes a Decision Matrix rather than an Expression Set. Option D is incorrect because Decision Matrices work with JSON-based integrations; the described XML-to-JSON relationship does not represent the standard BRE relationship.
Study Guide References: Business Rules Engine; Expression Sets; Decision Matrices; Rule Execution; OmniStudio and BRE Integration.

NEW QUESTION: 22
Bobahaven has purchased the Licenses, Permits, and Inspections modules of Agentforce Public Sector and is eager to transform its constituents ' experience by providing authenticated digital permit applications and self- service for constituents. Bobahaven ' s marketing team has provided the consultant with branding guidelines and asset files. The project sponsor has stressed that user experience is a high priority at Bobahaven, and the digital experience should be pixel-perfect.

Which Experience Site template should the consultant select for building and deploying a pixel-perfect authenticated digital experience for Bobahaven ' s constituents?
A. Select the BYO (Lightning Web Runtime) template and deploy custom built Lightning Components.
B. Select the Licenses and Permits Experience Site template, and customise the theme.
C. Select the Help Center Experience Site template, and customise the theme.
D. Select the BYO (Aura) template and deploy a mix of custom-built Lightning Components with standard components.
Answer: (SHOW ANSWER)
The Build Your Own (LWR) Experience Cloud template is appropriate when the implementation requires very high control over page composition, styling, component behavior, performance, and brand fidelity.
Salesforce describes the Build Your Own LWR template as a highly customizable Experience Cloud template based on the Lightning Web Components programming model and optimized for high-performance digital experiences.
For Bobahaven, the decisive requirement is a pixel-perfect experience based on supplied brand assets and detailed marketing guidelines. A Build Your Own site allows the implementation team to create custom Lightning Web Components and control the presentation layer at a much finer level than a preconfigured industry template. The Licenses and Permits Experience Site template can significantly accelerate a standard Public Sector implementation and is preferable when minimizing customization is the dominant goal.
However, its predefined structure and styling are less appropriate when precise visual implementation is the primary requirement. LWR also provides a modern performance-oriented runtime and uses browser-native Lightning Web Component standards. The Aura-based Build Your Own option is an older architecture and does not provide the same modern runtime characteristics.
Study Guide References: Experience Cloud; Build Your Own LWR; Lightning Web Components; Digital Experience Architecture; LPI Constituent Experience.

NEW QUESTION: 23
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 appropriate design combines authentication, bot protection, and restrictive external record access.
Experience Cloud allows individual pages to be configured as Requires Login, which prevents unauthenticated visitors from accessing those pages even when other portions of the site are publicly available. Grant application OmniScripts should therefore be placed behind authenticated access when they collect or expose constituent-specific information.
CAPTCHA or reCAPTCHA adds automated abuse protection by distinguishing legitimate human submissions from bots. Salesforce documents reCAPTCHA implementations for Experience Cloud scenarios specifically to prevent automated or fraudulent form submissions. The external organization-wide default for sensitive application records should also be Private. Salesforce recommends keeping external OWD settings Private whenever possible and then opening access only through controlled sharing mechanisms. With Private external access, authenticated external users cannot automatically see other constituents ' records. A public application-reference search page would risk unnecessary information exposure and does not prevent form abuse. The combination of authentication, CAPTCHA, and restrictive sharing implements defense in depth for constituent application data.
Study Guide References: Experience Cloud Security; Requires Login; CAPTCHA/reCAPTCHA; External Organization-Wide Defaults; Grant Application Privacy; OmniScripts.

NEW QUESTION: 24
A government agency recently implemented Agentforce Public Sector to drive efficiency in its licensing programs; they are leveraging OmniStudio in their implementation. Post-implementation, some stakeholders still have efficiency concerns with certain parts of licensing processing.
Which OmniStudio feature could a technical consultant recommend to identify potential areas for further improvement?
A. OmniStudio Tracking Service
B. Event Monitoring
C. Roll Up libraries
D. Field tracking services
Answer: (SHOW ANSWER)
For implementations using the OmniStudio managed-package runtime, Tracking Service captures detailed interaction and performance information about OmniStudio components. Salesforce describes the Tracking Service as an event-tracking capability that records actions performed by users and can be used to identify process-improvement opportunities.

A directly relevant example is measuring how long users take to complete individual steps in an OmniScript.
If one stage of a licensing application consistently requires substantially more time than expected, the implementation team can inspect the interaction data and determine whether the step contains unnecessary fields, confusing navigation, inefficient integrations, or another processing bottleneck. Tracking information can also capture events from Integration Procedures and Cards and store the results for analysis. Salesforce ' s managed-package architecture combines Tracking Service with OmniAnalytics to analyze user interaction and component performance. For OmniStudio standard runtime, Salesforce now provides OmniAnalytics rather than the legacy managed-package Tracking Service, so runtime architecture should be considered during implementation. Event Monitoring is a broader Salesforce security/activity product, while Field History Tracking records changes to Salesforce fields. Neither provides the same process-level OmniStudio interaction timing.
Study Guide References: OmniStudio Tracking Service; OmniAnalytics; OmniScript Event Tracking; Integration Procedure Tracking; Process Profiler; Performance Optimization.

NEW QUESTION: 25
A Public Sector Organization (PSO) is implementing Agentforce Public Sector. As part of this implementation, the PSO is deploying a new site to provide constituents with information about the services they provide. Constituents will be able to register and log in to this new site to access some features as well.
The PSO needs to ensure that constituents are unable to see each other by default for all sites that they configure.
What can the Technical Consultant configure to meet this requirement for the PSO?
A. Remove access to the User object from the Permission Set assigned to the external users
B. Uncheck the " Site User Visibility " checkbox in the Sharing Settings page
C. Set the Organization-Wide Default for the User object to " Public Read Only "
D. Disable User Sharing in the Site Administration settings page
Answer: (SHOW ANSWER)
The organization-wide Site User Visibility setting controls whether authenticated Experience Cloud users can see other site users. Salesforce documents this configuration under Sharing Settings. When Site User Visibility is enabled, site-level configuration can allow members of the same Experience Cloud site to see one another. When it is disabled, site users are not made broadly visible through that mechanism.
Salesforce ' s security guidance specifically recommends disabling or unchecking Site User Visibility when the organization wants to prevent authenticated external users from discovering other members by default.
This setting is particularly appropriate because the requirement applies across the sites configured by the organization, rather than to one isolated page or user profile. The organization can then selectively configure visibility only where a legitimate business requirement exists.
Setting the external User object default to Public Read Only would have the opposite effect

because Salesforce notes that when the external default for User is Public Read Only, users can see one another regardless of site-specific visibility configuration.
Removing User object permission alone does not substitute for Experience Cloud user-sharing controls, and there is no standard Disable User Sharing control in Site Administration that replaces the organization-level Site User Visibility setting.
Study Guide References: Experience Cloud Security; Site User Visibility; Sharing Settings; External User Privacy; User Sharing.

NEW QUESTION: 26
A Public Sector Organization (PSO) is responding to an emergency and wants to provide a way for constituents and businesses to access resources and submit requests for services and programs. The PSO wants to leverage Agentforce Public Sector components, where possible, and offer a digital experience to end users.
What three prerequisite items should the Technical Consultant advise the PSO to configure so that Public Sector components can be used?
A. Enable Email-to-Case
B. Install the ERM for Public Sector Unmanaged Package
C. Enable Web-to-Case
D. Enable Person Account
E. Install the ERM for Public Sector Managed Package
Answer: (SHOW ANSWER)
Emergency Response Management for Public Sector is designed to support rapid intake, triage, resource coordination, constituent engagement, and emergency-program execution. The ERM managed package supplies the purpose-built emergency-response functionality and associated Public Sector components required by this implementation pattern. Salesforce ' s Emergency Response Management documentation describes the solution as supporting residents, communities, agencies, emergency requests, and resource allocation during emergency situations.
Person Accounts provide the appropriate Salesforce representation for individual constituents who interact directly with a government organization rather than through a business account. This allows individual residents to participate naturally in emergency-service processes while businesses continue to use the appropriate business-account structure. Web-to-Case provides a standardized web-based intake mechanism for external requests. Submitted constituent information can be converted into Salesforce Case records and subsequently routed into the agency ' s service-management processes. Email-to-Case is intended for email- originated requests and is therefore not the prerequisite for the specified digital web experience. Similarly, the unmanaged ERM package is not the deployment option used for the standard packaged emergency-response solution.
Study Guide References: Emergency Response Management for Public Sector; Community Response; Person Accounts; Web-to-Case; Public Sector Digital Experience Configuration.

NEW QUESTION: 27
What are the two key document types that a consultant might be asked to produce for Public Sector Solutions implementation?
A. User Stories
B. Marketing Plan
C. Budget Plan
D. Functional requirements specification (FRS)
Answer: (SHOW ANSWER)
User Stories and a Functional Requirements Specification (FRS) are key implementation artifacts because they translate business objectives into requirements that can be designed, configured, tested, and accepted.
User Stories describe required behavior from the perspective of a particular persona or stakeholder. They help implementation teams break large public-sector processes into manageable requirements with clear outcomes and acceptance criteria. For example, a permitting implementation can contain separate stories for applicants, intake officers, inspectors, supervisors, and licensing administrators. The Functional Requirements Specification provides a more consolidated description of what the solution must accomplish. It documents functional processes, business rules, data requirements, integrations, security considerations, roles, and expected system behavior so that the implementation team has a controlled reference for solution design and validation. This aligns directly with Salesforce ' s official Agentforce Public Sector exam objectives. The exam guide expects consultants to document business needs and customer outcomes and, given a customer scenario, map and document the business process, personas, and requirements. A Marketing Plan concerns external promotion rather than solution requirements. A Budget Plan is part of project and financial governance but is not one of the two functional implementation documents identified in this context.
Study Guide References: Requirements Gathering; User Stories; Functional Requirements Specification; Personas; Business Process Mapping; Solution Design Documentation.

NEW QUESTION: 28
When configuring an Inspection, the administrator wants a Violation record to be automatically generated when an Inspector indicates that a standard requirement 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. 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.
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. 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.

Answer: C (LEAVE A REPLY)

Public Sector provides native declarative configuration for creating a regulatory code violation when an inspector records a failing assessment result. The relevant field is currently documented as the Assessment Question Status field on the Inspection Assessment Indicator object. Its standard values include Pass, Fail, NA, and Issue.

Salesforce instructs administrators to edit the applicable status value-specifically Fail-and designate it as a Violation. When an inspector then selects that status during inspection execution, Public Sector automatically creates a Regulatory Code Violation record for the assessment indicator. This mechanism is explicitly included in the standard Public Sector inspections setup sequence. Salesforce identifies configuring an Assessment Question Status to automatically create a violation as a standard inspection configuration activity alongside regulatory codes, assessment indicator definitions, assessment tasks, inspection types, and violation types. A custom autolaunched Flow would duplicate platform functionality and introduce unnecessary maintenance. Violation Types categorize violations but do not replace the status-based trigger used to create the violation automatically. Action Plan Templates define the inspection tasks rather than the result-to- violation conversion behavior.

Study Guide References: Inspection Assessment Indicator; Assessment Question Status; Regulatory Code Violation; Assessment Indicator Definitions; Inspection Configuration.

NEW QUESTION: 29

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)

For administrator-controlled registration, the Contact page layout should include the Enable Customer User action. This allows an authorized internal user to manually provision an Experience Cloud login from the constituent ' s Contact record rather than permitting visitors to create their own accounts.

Salesforce ' s documented manual-registration process instructs administrators to open Contact page-layout configuration and add Enable Customer User and, where appropriate, View Customer User. An administrator then opens the participant ' s Contact record, selects Enable Customer User, and specifies the username, profile, and other required user information. Current Salesforce guidance also confirms that Manage External Users functionality includes the Enable

Customer User action and that these actions appear individually on Contact layouts in Lightning Experience. Self-registration would directly contradict the requirement because it allows external visitors to initiate account creation. There is no separate standard Contact action named Register User that replaces the established external-user provisioning mechanism described here. This configuration gives the PSO controlled onboarding of grantseekers while still allowing the resulting users to authenticate to the Grants Management Experience Cloud site after their accounts are provisioned.
Study Guide References: Grants Management; Experience Cloud User Administration; Manual Registration; Contact Page Layout; Enable Customer User.

NEW QUESTION: 30

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?

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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)
Inspection configuration in Agentforce Public Sector separates the reusable checklist definition from the inspection classification used when a visit is created. An Action Plan Template contains the assessment tasks, assessment indicator definitions, signatures, and related inspection work that inspectors must complete.
Salesforce requires inspection Action Plan Templates to target the Visit object and to use the assessment- oriented Action Plan type before they are published and used for inspection execution.
The Inspection Type determines the type of onsite inspection being created. During Visit creation, the user selects an inspection type, and the configured inspection framework determines which assessment process applies. Salesforce ' s documented inspection process establishes the relationship among Visit, Inspection Type, and the relevant published Action Plan Template. Therefore, when an administrator clones an existing template to produce a revised version, the configuration that references the prior template must also be updated. Otherwise, newly generated Business Re-Opening inspections continue to use the previously associated template even though a newer template exists. Merely giving the templates identical names does not change the underlying record association, and creating a separate Inspection Type version is unnecessary when the existing type should use the new template.
Study Guide References: Inspection Types; Action Plan Templates; Visits; Assessment Tasks; Inspection Configuration and Template Associations.

NEW QUESTION: 31

Bobahaven wants to implement the Grants Management module of Public Sector Solutions. They would like to allow constituents to apply online for grants and check the progress of grant applications. The Chief Marketing Officer and Head of Constituent Services have expressed their concerns about the security of the solution. They want to ensure they comply with privacy regulations around the storage and use of constituent ' s data, and they are wondering how to protect against bots potentially spamming the application forms.
What should the Technical Consultant suggest to Bobahaven to protect the application forms?
A. Set the external organization-wide default sharing settings for grant applications objects to Private.
B. Provide constituents with a search page on Bobahaven ' s website to look up application reference numbers and check the application ' s progress.
C. Implement spam checking for Bobahaven ' s Experience Site forms using CAPTCHA.
D. Deploy grant application OmniScripts on Bobahaven ' s Experience Site pages set to " Requires Login. "
E. Enable the Salesforce Spam Check for Experience Sites.
Answer: A,C,D (LEAVE A REPLY)
A secure constituent grant-application architecture should combine record-level privacy, authenticated access, and automated bot protection. Setting the external organization-wide defaults for application records to Private establishes a restrictive baseline. External users receive access only through explicit sharing mechanisms rather than being able to discover other applicants ' records. Salesforce consistently recommends restrictive external sharing for sensitive constituent data.
Grant application OmniScripts should also be hosted on Experience Cloud pages configured to Require Login. Authentication ensures that sensitive application information, supporting documentation, and application-status data are associated with a verified external user instead of being exposed through anonymous access. CAPTCHA provides a separate security control focused on automated form abuse. It helps distinguish human submissions from automated bots and reduces the risk of bulk fraudulent or spam applications. These controls address different threat surfaces and should therefore be implemented together rather than treated as alternatives.
A public search page for application reference numbers does not prevent spam and can introduce unnecessary disclosure risk. Similarly, application protection should not rely solely on generic spam checking when authentication, restrictive record sharing, and CAPTCHA can be applied directly to the grant application experience.
Study Guide References: Grants Management Security; Experience Cloud Authentication; External OWD; CAPTCHA; OmniScript Security; Constituent Data Privacy.

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NEW QUESTION: 32
A government agency plans to implement Agentforce Public Sector to manage their grant programs. The agency has decided to use its existing public-facing portal that resides outside the Salesforce platform. The agency needs to allow constituents to submit their grant applications from their existing portal and integrate submitted application data into the appropriate Agentforce Public Sector objects in Salesforce.
What OmniStudio feature can be leveraged to meet this requirement?
A. Integration Procedure
B. DataRaptor
C. FlexCards
D. OmniOut
Answer: B (LEAVE A REPLY)
DataRaptor-called OmniStudio Data Mapper in current Salesforce terminology-provides the declarative data-mapping capability required to convert incoming application data into records on Salesforce objects.
A Data Mapper Load accepts JSON, XML, or custom-formatted input and creates or updates Salesforce records according to configured field mappings. Salesforce explicitly states that Data Mapper Load writes input data to Salesforce objects and can populate multiple mapped records without requiring custom Apex.
This capability is particularly relevant when the source application runs outside Salesforce. Salesforce provides a Data Mapper REST API through which an external system can issue a POST request containing the application payload and invoke a Data Mapper Load to update the appropriate Salesforce objects. For the agency, grant application information collected in the existing external portal can therefore be transformed and mapped into Agentforce Public Sector records such as constituent, application, or funding-related objects.
Integration Procedures provide broader server-side orchestration and can themselves invoke Data Mappers, but the specific requirement emphasized here is mapping submitted data into Salesforce objects. FlexCards are presentation components, while OmniOut is primarily used to run OmniStudio UI components outside Salesforce rather than serving as the direct object-mapping mechanism.
Study Guide References: OmniStudio DataRaptors/Data Mappers; Data Mapper Load; REST API; External Portal Integration; Public Sector Grant Application Data Mapping.

NEW QUESTION: 33
A public sector agency is leveraging the Business Rules Engine for its Licensing & Permitting implementation. The agency needs to allow multiple permits for a single application, and the permit fee is calculated based on the type of permits selected.

Which two steps would a technical consultant use to address this use case?
A. Provide Permission Sets to users for the Expression Set and Lightning Component
B. Add an Aggregate step to the group and add the SUM function
C. Add a Lightning Component to query and Aggregate the total value of all permits
D. Add an Aggregate Group to the end of the Expression Set
Answer: (SHOW ANSWER)
Business Rules Engine supports calculations across collections of values by using Aggregate Groups and Aggregate steps within an Expression Set. This is the appropriate pattern when a single application contains multiple selected permits and each permit contributes a fee to the final amount.
Salesforce documents that an Aggregate Group executes the preceding steps once for each set of input values and then aggregates the resulting values according to the configured aggregation logic. Within the Aggregate Group, the Aggregate step can perform SUM, AVG, MAX, or MIN operations. For this licensing scenario, each selected permit can be evaluated to determine its applicable fee. The Expression Set then places the repeated evaluation inside an Aggregate Group, and an Aggregate step using SUM produces the application ' s total permit fee. A custom Lightning component is unnecessary because Business Rules Engine already provides declarative list aggregation. Permission sets are required for appropriate design or runtime access, but assigning permissions does not implement the actual multi-permit fee calculation. This configuration keeps fee policy inside Business Rules Engine, making the logic easier to maintain and reducing the need for custom code.
Study Guide References: Business Rules Engine; Expression Sets; Aggregate Group; Aggregate Step; SUM Function; Licensing and Permit Fee Calculation.

NEW QUESTION: 34
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: B (LEAVE A REPLY)

The Licenses and Permits Experience Cloud site template is specifically designed for constituent-facing licensing, permitting, and inspection processes. Salesforce provides this template with preconfigured pages for assessing license or permit requirements, applying for licenses or permits, renewals, permits, complaints, applications, inspection history, and related constituent interactions.
Using this purpose-built template significantly reduces custom site development and ongoing maintenance.
Public Sector also supplies dedicated components that can be added to the template ' s pages for licensing and permitting functions. These components support processes such as submitting applications, searching licenses and permits, renewing authorizations, and filing complaints.
OmniStudio components such as OmniScripts can provide guided application experiences, while FlexCards can surface contextual information and actions.
Maintaining these processes within a dedicated licensing-and-permitting site keeps the digital architecture aligned with the Public Sector product model rather than expanding a generic Help Center into a specialized regulatory application portal. OmniOut is principally used when OmniStudio experiences must run outside Salesforce-hosted experiences, so it is unnecessary for a standard Experience Cloud implementation.
Study Guide References: Licenses and Permits Experience Cloud Template; OmniStudio; OmniScripts; FlexCards; Constituent Digital Experiences.

NEW QUESTION: 35
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 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: C,D,E (LEAVE A REPLY)
Salesforce ' s DocuSign integration supplies a defined electronic-signature lifecycle without requiring a custom signing framework. Salesforce documentation identifies three capabilities that directly correspond to this scenario: sending a contract document for review and signature, tracking the signed document and updating the associated contract status, and automatically invalidating a contract document awaiting signature when a newer document supersedes it.
Automatic invalidation is part of the contract/eSignature lifecycle itself. It does not require the organization to construct a separate approval process merely to void the superseded signing document. This is important for version integrity because the signer should not complete an

outdated document after a replacement has become authoritative. The integration also tracks the progression of the signed document so Salesforce can maintain synchronization between the eSignature transaction and the relevant contract record. Sending the document for review and signature is therefore paired with post-signature status management. Allowing a reviewer to modify the actual contract-document contents during the signing operation is not one of these standard signing functions. Changes should be handled through the controlled contract-document generation and revision process.
Study Guide References: DocuSign Integration; Electronic Signatures; Contract Documents; Signature Status Tracking; Superseded Contract Documents.

NEW QUESTION: 36
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. Export the grantee ' s data to retain it.
B. Assign the data to a specific public group and make those records inactive
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)

NEW QUESTION: 37
An agency plans to roll out Public Sector Solutions for implementing Licensing and Inspections. As part of the rollout strategy, one of the features they need to enable is Person Accounts.
Which statement is true regarding Person Accounts?
A. The Person Account model uses the standard Account object to hold the details about a person.
B. Person Accounts bring together fields from Opportunity and Contact.
C. Record Types are not supported for Person Accounts.
D. After Person Accounts is enabled in an org, it can be disabled again.
Answer: (SHOW ANSWER)
Person Accounts allow Salesforce to represent an individual person using the Account data model rather than requiring the individual to be modeled as a conventional business Account with a separate Contact. Salesforce implements Person Accounts by combining Account and Contact behavior into a single record experience while retaining the underlying Account foundation.
This model is particularly appropriate in Public Sector because agencies commonly serve individual constituents as well as businesses. A private resident applying for a permit, license, benefit, or government service can be represented as a Person Account, while businesses continue to use Business Accounts.

Salesforce confirms that enabling Person Accounts creates distinct Account record types for business accounts and person accounts. Therefore, the statement that Person Accounts do not support record types is incorrect. Person Accounts also cannot simply be disabled after activation. Salesforce states that enabling Person Accounts fundamentally changes the organization ' s data model and that the feature cannot be disabled once enabled. The model does not combine Opportunity and Contact fields. Its design combines Account and Contact characteristics to create a person-centric Account representation suitable for organizations that interact directly with individuals.
Study Guide References: Person Accounts; Public Sector Constituent Data Model; Account and Contact Model; Licensing and Permitting Constituents; Person Account Enablement Considerations.

NEW QUESTION: 38
Which Experience Cloud template contains pre-configured components for Licensing and Permitting use cases?
A. The Customer Account Portal template.
B. The Licenses and Permits template.
C. Public Sector Solutions Template
D. There is no pre-configured template.
Answer: (SHOW ANSWER)
The Licenses and Permits Experience Cloud template is the purpose-built template for constituent-facing licensing, permitting, and related regulatory interactions. Salesforce explicitly instructs administrators to select the Licenses and Permits template when creating an Experience Cloud site for Public Sector licensing and permitting use cases.
The template supplies a preconfigured foundation through which constituents can perform activities such as applying for licenses and permits, filing complaints, viewing inspection history, and interacting with other regulatory processes. Because the structure and supported Public Sector components are already aligned to the Licenses, Permits, and Inspections data model, implementation teams can deploy a constituent portal faster and with less custom development than if they started with a generic Experience Cloud template. The Customer Account Portal template is designed for broader customer account self-service and is not specifically configured around Public Sector regulatory processes. Likewise, there is no generic template named simply Public Sector Solutions Template that replaces the dedicated Licenses and Permits experience in this scenario. The specialized template is particularly appropriate when minimizing implementation effort and maintaining compatibility with standard Public Sector components are higher priorities than building a completely bespoke user interface.
Study Guide References: Experience Cloud; Licenses and Permits Template; Constituent Portal; Licensing and Permitting; Inspections; Public Sector Digital Experience.

NEW QUESTION: 39

The Department of Disaster Assistance would like to enhance its existing grant management experience using the " Grants Management " Public Sector Solution.
What are the correct sequential stages involved in the grant management lifecycle?
A. Apply, Engage, Plan, Apply, Review, Award, Manage and Close Out
B. Plan, Engage, Apply, Review, Award, Manage and Close Out
C. Engage, Apply, Plan, Review, Award, Manage and Close Out
D. Plan, Apply, Engage, Review, Award, Manage and Close Out
Answer: B (LEAVE A REPLY)
The grant lifecycle begins by planning the funding program and defining the objectives, available funding, eligibility criteria, requirements, and program structure. The organization then engages prospective grantseekers by publishing funding opportunities and communicating the requirements of the program.
The apply stage captures funding requests and supporting documentation from grantseekers. Next, the organization reviews applications through eligibility verification, requirements, due diligence, review assignments, scoring, and related decision processes. Salesforce Grants Management uses objects such as Funding Program, Funding Request, Requirement, Review, and Disbursement to support these activities.
After review, successful applicants proceed to the award stage. The organization then manages the grant through requirements, disbursements, progress reporting, and continued interaction with the grantee. Finally, the funding relationship is closed out after final requirements, reporting, financial reconciliation, and completion activities have been satisfied. Accordingly, the correct sequence is Plan # Engage # Apply # Review # Award # Manage # Close Out.
Study Guide References: Grants Management Lifecycle; Funding Programs; Funding Requests; Reviews; Awards; Disbursements; Post-Award Management and Closeout.

NEW QUESTION: 40
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.
Freecram.net
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 the Experience Cloud template designed for partner and channel-management scenarios.
Salesforce specifically identifies Partner Central as supporting lead distribution, lead monitoring, deal registration, partner onboarding, channel programs, and collaborative marketing capabilities.
Salesforce documentation states that organizations can use Partner Central to implement lead

distribution and deal registration and manage channel-sales relationships without constructing those functions from the ground up.
Deal registration is particularly relevant because Partner Central includes predesigned components and processes for partner-submitted deals, including Quick Create capabilities, lead and deal list views, approval workflows, and channel-conflict management. The template also supports partner recruitment and onboarding as well as marketing initiatives such as campaigns and market-development activities. Help Center is primarily intended for customer self-service and knowledge delivery, while Customer Account Portal focuses on customer account interaction. Neither is optimized for partner relationship management and channel- selling workflows. Partner Central therefore aligns directly with the agency ' s requirement to manage external associates as channel partners.
Study Guide References: Experience Cloud; Partner Central; Partner Relationship Management; Lead Distribution; Deal Registration; Channel Marketing.

NEW QUESTION: 41
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 an automated Business Rules Engine decision produced a particular outcome. Salesforce describes Decision Explainer as providing insight into business- rule calculations and helping public sector organizations maintain transparency, compliance, fraud controls, and equitable distribution of government benefits. When grant eligibility is determined by an Expression Set and Decision Matrix, Decision Explainer captures the execution information required to understand the decision. Authorized reviewers can inspect the rule execution and determine which inputs, intermediate values, matrix outputs, and expressions contributed to the result. This provides an auditable explanation of why the application failed or satisfied eligibility requirements. Salesforce ' s Business Rules Engine is designed for precisely these types of public-sector policy decisions. It can determine whether applicants qualify for programs such as unemployment insurance, small-business loans, business licenses, and other public services. Decision Explainer can then be layered onto the rule to expose the reasoning behind the automated calculation. Developer debug logs are intended for technical troubleshooting rather than constituent-facing decision transparency, while repeated testing does not explain the actual historical determination made for the specific application.

Study Guide References: Decision Explainer; Business Rules Engine; Expression Sets; Decision Matrices; Eligibility Determination; Grants Program Transparency.

NEW QUESTION: 42
A Public Sector Organization (PSO) is responding to an emergency and wants to provide a way for constituents and businesses to access resources and submit requests for services and programs. The PSO wants to leverage Public Sector Solutions (PSS) components, where possible, and offer a digital experience to end users.
What three prerequisite items should the Technical Consultant advise the PSO to configure so that PSS components can be used?
A. Enable Email-to-Case
B. Enable Person Account
C. Enable Web-to-Case
D. Install the ERM for PSS Managed Package
E. Install the ERM for PSS Unmanaged Package
Answer: B,C,D (LEAVE A REPLY)
The emergency-response digital experience requires the Public Sector constituent model, web-based request intake, and the packaged Emergency Response functionality.
Person Accounts support individual constituents interacting with the agency and allow the organization to represent residents as people rather than business organizations. Web-to-Case provides web-originated request intake so constituents can submit service requests that become Salesforce records for routing and processing.
The Emergency Response Management managed package supplies the purpose-built Public Sector emergency- response components and processes required by the solution. Salesforce describes Emergency Program Management as enabling agencies to publish emergency-program information and allow constituents and businesses to submit applications and requests for assistance through an Experience Cloud site. It supports services such as emergency assistance, building-access permits, and other crisis-related programs. Salesforce also identifies Emergency Program Management as a core Agentforce Public Sector functional area for mobilizing resources, processing emergency-service applications, communicating status, and managing volunteers. Email-to-Case addresses requests arriving by email rather than the specified web-based experience. The unmanaged package is not the standard packaged deployment model represented by this implementation.
Study Guide References: Emergency Program Management; Emergency Response Management; Person Accounts; Web-to-Case; Experience Cloud Emergency Services.

NEW QUESTION: 43
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 is designed to convert document-heavy, manually processed information into structured digital Salesforce data. Salesforce describes the capability as centralizing document- management tasks, handling information received in PDFs and image files, extracting data from incoming documents, and converting physical or scanned documentation into usable digital records.

For Public Sector specifically, Salesforce states that Intelligent Document Automation can extract and store information from paper or handwritten forms into digital records such as Business License Applications or Individual Applications. The solution reduces manual data entry and allows reviewers to compare extracted application information with the scanned source document. This directly addresses an agency migrating from decades of paper-based operations. Document types, document checklist items, OCR-based extraction, Received Documents, and review components provide a controlled path from document intake through structured digital processing. Business Rules Engine is intended for decision logic and eligibility or fee calculations, not document conversion. Workflows automate process steps but do not inherently extract information from paper files. Smart Forms address data capture but do not provide the document-ingestion and extraction framework required here.

Study Guide References: Intelligent Document Automation; Intelligent Form Reader; Received Documents; Document Checklist; Public Sector Digital Transformation.

NEW QUESTION: 44

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)

Inspection Action Plan Templates are associated with individual Visit records because the tasks, assessments, regulatory checks, and signatures are performed during a specific onsite inspection. Salesforce ' s current configuration guidance instructs administrators to create the

inspection template with Target Object = Visit and an inspection execution Action Plan type. In current Salesforce terminology, this is represented as Assessment Execution; the question uses the corresponding Visit Execution terminology.
The template can contain Assessment Task Definitions, which group the assessment indicators that inspectors evaluate. Those indicators can be associated with regulatory codes, enabling the inspector to understand which legal or regulatory requirement corresponds to each checklist item. This preserves traceability between what is inspected and the regulation being enforced.
Salesforce also allows a Signature Task to be added directly to the inspection Action Plan Template. The signature task can be marked required and used to capture acknowledgement at the completion of the inspection. Targeting Business License Application would be inappropriate because the Action Plan represents the work conducted during the physical Visit, even though that Visit originates from or relates to a Business License Application.
Study Guide References: Inspection Visits; Action Plan Templates; Visit/Assessment Execution; Assessment Task Definitions; Regulatory Codes; Signature Tasks.

NEW QUESTION: 45
A Public Sector Organization (PSO) is already using Grants Management from Public Sector and has users interacting with the PSO digitally via their Experience Cloud site. The Technical Consultant has already configured the site to allow users to create support requests themselves; however, the support team in the PSO often creates Cases on behalf of external users. The PSO has received feedback that users of the Site are unable to see Cases that the support team has created.
What can the Technical Consultant configure to make Cases created by the support team visible to the users of the site?
A. Create or modify a share group for the Profile used for the Site that gives access to Cases
B. Change the Organization-Wide Default settings for Case to Public Read/Write
C. Create or modify a sharing set for the Profile used for the Site that gives access to Cases
D. Create or modify a permission set that gives access to Cases owned by the support team
Answer: (SHOW ANSWER)
An Experience Cloud sharing set is the appropriate mechanism for granting external site users record access based on the relationship between the user and the target record. Salesforce states that sharing sets can grant site users access to records associated with the user ' s Account or Contact through access mappings. A standard example is granting an Experience Cloud user access to Cases associated with the Account identified on that user ' s Contact record.
This solves the specific ownership issue in the scenario. When a support employee creates a Case, the external constituent does not own the record. With restrictive external organization-wide defaults, ownership alone therefore does not provide the site user access. A sharing set can map the external user ' s Contact or Account relationship to the corresponding Case and grant Read Only or Read/Write access as appropriate. Changing Case OWD to Public Read/Write would expose far more information than required and violate least-privilege design. A permission

set provides object and field permissions but does not by itself grant access to specific records owned by another user.
Study Guide References: Experience Cloud Sharing Sets; Case Sharing; External Organization-Wide Defaults; Account/Contact Access Mapping; Grants Management Digital Experience.

NEW QUESTION: 46
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)
Decision Explainer provides the explainability layer for decisions generated through Public Sector business processes, including eligibility, prioritization, and other Business Rules Engine outcomes. Adding the Decision Explainer Log History component to the Lightning record page makes the interface available, but component placement alone does not grant the user access to Decision Explainer functionality or its underlying records.
Salesforce specifies Decision Explainer access permissions for users who create, use, or review explainability information. Current Public Sector documentation identifies Decision Explainer Service Access for internal users working with Decision Explainer entities and decision logs. Salesforce also provides a Decision Explainer permission set license for access to Decision Explainer functionality. Therefore, after confirming that the component is correctly placed on the application Lightning page, the administrator should validate the caseworker ' s Decision Explainer permissions. OmniStudio Admin and OmniStudio User concern OmniStudio configuration and execution, while Rule Engine Runtime enables execution of Business Rules Engine logic. Those permissions do not independently provide access to the Decision Explainer user interface and decision history.
Study Guide References: Decision Explainer; Decision Explainer Log History; Business Rules Engine Integration; Public Sector Permission Sets and Permission Set Licenses.

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NEW QUESTION: 47
What are the three different key modules of Public Sector: Business Rules Engine?
A. Decision Matrix
B. Decision Tree
C. Decision Table
D. Expression Sets
E. Expression Maps
Answer: (SHOW ANSWER)
Business Rules Engine provides three principal rule-building components represented by these options:
Decision Matrices, Decision Tables, and Expression Sets.
A Decision Matrix is a structured lookup table that matches supplied input values to a row and returns the corresponding output. It is well suited to deterministic mappings such as fee schedules, eligibility thresholds, and prioritization categories. A Decision Table is a more flexible lookup mechanism that can read rules from Salesforce records, custom objects, custom metadata, or CSV-based sources and evaluate multiple inputs to return one or more applicable outputs. An Expression Set is the calculation and orchestration layer.
Expression Sets can contain variables, constants, conditions, calculations, aggregations, and lookup steps and can call Decision Matrices or Decision Tables as part of a broader business rule. Salesforce describes the main BRE architecture as Expression Sets together with lookup tables, where Decision Matrices and Decision Tables comprise the lookup-table capabilities.
Decision Trees and Expression Maps are not identified as core Business Rules Engine modules in this architecture.
Study Guide References: Business Rules Engine; Decision Matrices; Decision Tables; Expression Sets; Lookup Tables; Automated Policy Decisions.

NEW QUESTION: 48
A Public Sector Organization (PSO) would like to deploy a digital experience that enables constituents to sign up for volunteer projects.
Which Permission Set License should be assigned to a volunteer to allow them to sign up?
A. Community Response for Public Sector
B. Public Sector for Community
C. Volunteer Management for Community
D. Emergency Response for Public Sector
Answer: (SHOW ANSWER)
Volunteer Management for Community is the permission set license intended to extend the external user ' s base community license with access to Volunteer Management capabilities.
Public Sector external users require both an appropriate Experience Cloud identity and the

product-specific entitlement necessary to use specialized Public Sector functionality. Salesforce explains generally that permission set licenses extend the capabilities available from a user ' s base license and that Public Sector users require the applicable permission sets and permission set licenses for the features they use.
For a volunteer-facing digital experience, the required functionality includes access to volunteer opportunities or projects, registration activities, associated volunteer assignments or shifts, and related participation processes. The Volunteer Management community entitlement is aligned directly with that functional scope.
Community Response for Public Sector and Emergency Response for Public Sector relate to broader emergency/community-response use cases and do not specifically represent the external Volunteer Management entitlement. Public Sector for Community provides broader Public Sector access but does not replace the dedicated Volunteer Management permission set license when volunteer functionality is required.
Assigning the specialized permission set license follows Salesforce ' s least-privilege model by granting the feature entitlement appropriate to the user ' s actual external role.
Study Guide References: Volunteer Management; Experience Cloud Volunteer Access; Permission Set Licenses; Public Sector External Users; Community Volunteer Experience.

NEW QUESTION: 49
The City of Snaxboro has implemented CRM Analytics for Public Sector but keeps getting an error message when creating the Analytics for the Licensing, Permits, and Inspections app. They have verified that their users have the appropriate permission sets assigned.
What is the most probable cause for the error message?
A. There are no Violation records.
B. There are no Visit records.
C. There are no active Action Plan Templates.
D. Person Accounts have not been enabled.
Answer: (SHOW ANSWER)
The Analytics for Licenses, Permits, and Inspections template performs a data compatibility check before creating the analytics application. Salesforce requires the Public Sector org to contain source records from the LPI operational data model so that the template can build its datasets and dashboards.
Salesforce ' s current data-requirements documentation identifies Visit as one of the supported source objects used by LPI analytics, along with Business License Application, Individual Application, Public Complaint, and Regulatory Transaction Fee. If the org lacks qualifying source data, the template returns an error during application creation and instructs the administrator to add the required data before trying again. Among the choices, missing Visit data is the relevant operational-data problem associated with the inspection portion of the analytics application. Visits represent actual inspection activity and are therefore central to metrics such as inspections performed, inspection volume, and related operational trends. Violation records, active Action

Plan Templates, and Person Account enablement are not listed as the prerequisite represented by this compatibility-check scenario.
Study Guide References: CRM Analytics for Public Sector; Analytics for Licenses, Permits, and Inspections; Data Requirements; Visit Object; Analytics Compatibility Check.

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