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Question 1

Question Type: MultipleChoice

A Consultant has been asked to create a widget that aggregates and calculates information from multiple unrelated objects.

Working with OmniStudio, which tool can accomplish this declaratively?

Options:

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

Answer:

A

Explanation:

When tasked with creating a widget in OmniStudio that aggregates and calculates information from multiple unrelated objects, the most appropriate tool to accomplish this declaratively is Integration Procedures (Option A). Integration Procedures in OmniStudio are designed to handle complex data operations that involve multiple objects, potentially including data aggregation, transformation, and logic application, without requiring custom code.

Option B, MuleSoft Integration, is primarily used for connecting Salesforce with external systems, not for aggregating data within Salesforce.

Option C, SOQL Queries, can retrieve data but do not themselves handle complex multi-object calculations and logic in a declarative manner.

Option D, Apex Classes, are a coding solution, not declarative, and would be used when more complex custom behavior that cannot be achieved declaratively is required.

Integration Procedures allow a declarative approach, fitting the need to work with multiple objects effectively and efficiently within the Salesforce platform.

Question 2

Question Type: MultipleChoice

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?

Options:

- A- After Person Accounts is enabled in an org, it can be disabled again.
- B- Person Accounts bring together fields from Opportunity and Contact.
- C- Record Types are not supported for Person Accounts.
- D- The Person Account model uses the standard Account object to hold the details about a person.

Answer:

D

Explanation:

The statement about Person Accounts that is accurate within the Salesforce ecosystem is that the Person Account model uses the standard Account object to hold the details about a person (Option D). Person Accounts are a specific Salesforce feature that combines the properties of Accounts and Contacts into a single record. This allows organizations to manage individual consumer data more effectively, especially useful in scenarios like licensing and inspections where individuals act as customers.

Option A is incorrect as once Person Accounts are enabled in a Salesforce org, they cannot be disabled.

Option B is incorrect because Person Accounts do not specifically bring together fields from Opportunity and Contact; they are a fusion of Account and Contact.

Option C is incorrect as record types are indeed supported for Person Accounts, allowing for further customization and segmentation within the Person Account model.

Question 3

Question Type: MultipleChoice

A government agency is currently using Business Rules Engine (BRE). Part of the current Prioritization matrix includes household income and household size. To correctly calculate the Households Area Median Income

(AMI) pool, the Expression Set needs to calculate the AMI and then evaluate the percentage against a predefined Federal Income Limit table to determine the prioritization pool.

To accomplish this, the BRE designer should include how many decision matrices?

Options:

A- 1; Only to contain the prioritization pools.

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

C- 2; One to contain the percentages in each prioritization pool and the second to contain the Federal Income limits to evaluate.

D- 1; Only one to contain the prioritization pools with the Federal Income Limits.

Answer:

C

Explanation:

In the context of a government agency using the Business Rules Engine (BRE) to calculate and determine Households Area Median Income (AMI) prioritization using a matrix, the BRE designer should use two decision matrices (Option C). One matrix is necessary to calculate the AMI and to evaluate it against the federal income limits, which involves determining the percentage of AMI relative to these limits. The second matrix is then used to categorize these percentages into different prioritization pools. This allows for a clear separation of logic in handling the data: one matrix for the determination of AMI percentages and another for the allocation into prioritization pools based on these percentages.

Option A and D, which suggest using only one matrix, would not provide the necessary separation of calculations and evaluations for clarity and maintenance. Option B suggests using three matrices, which overcomplicates the process without clear necessity for three separate matrices when two are sufficient for the tasks at hand.

Question 4

Question Type: MultipleChoice

A government agency just implemented Salesforce Emergency Response Management (ERM). However, the internal users are unable to see any Emergency Response related functionalities.

What is the root cause for the access issue? Choose?

Options:

- A- The internal users' role hierarchy has been set incorrectly
- B- The internal users are missing the Emergency Response Management permission set
- C- The internal users are missing the Emergency Management Response permission set license.
- D- The Organization Wide Defaults for ERM objects were set to Public

Answer:

B

Explanation:

When internal users are unable to access functionalities related to Salesforce Emergency Response Management (ERM), the most common and likely issue is related to permissions. Option B, stating that internal users are missing the Emergency Response Management permission set, is the correct answer. This permission set is essential for users to access and operate the ERM functionalities within Salesforce. It enables users to view, edit, and manage emergency response-related data and workflows, which are critical during crisis management scenarios.

The role hierarchy issue (Option A) and the licensing problem (Option C) could also potentially cause access problems, but these are generally less common compared to missing permission sets. Option D, regarding the Organization Wide Defaults being set to Public, would not restrict access; if anything, it would make ERM data more accessible, which is opposite to the problem described.

These explanations align with best practices and typical configuration requirements in Salesforce Public Sector Solutions, focusing on ensuring that the necessary permissions and access controls are correctly implemented.

Question 5

Question Type: MultipleChoice

A public sector agency has implemented Public Sector Solutions 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?

Options:

- A- Use Salesforce debug logs using Developer Console to understand how the eligibility is being determined
- B- Use Decision Explorer to understand how the decision was made
- C- Do testing with relevant data sets and check how each test behaves
- D- Use Public Sector Solutions - Selection Explorer to understand how the selection was made

Answer:

B

Explanation:

When an applicant's eligibility for a grant program is declined, and the decision needs to be reviewed or explained within Salesforce Public Sector Solutions, the appropriate tool to use is the Decision Explorer (Option B). This functionality is part of Salesforce's intelligent decision-making tools that provide insights into how decisions were derived based on the configured criteria and data inputs. The Decision Explorer allows administrators or authorized users to review the decision-making process in detail, identifying exactly why an application was declined based on eligibility or other criteria.

Other options like using Salesforce debug logs (Option A) or testing with relevant data sets (Option C) are less direct and can be more time-consuming without providing the specific, user-friendly explanations that the Decision Explorer offers. The Selection Explorer (Option D) is not specifically a standard Salesforce tool under this name, making Option B the most accurate and relevant choice.

Question 6

Question Type: MultipleChoice

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?

Options:

- A- Plan, Apply, Engage, 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- Apply, Engage, Plan, Apply, Review, Award, Manage and Close Out

Answer:

A

Explanation:

The grant management lifecycle within the Salesforce Public Sector Solutions' 'Grants Management' framework typically follows a structured sequence to ensure systematic processing and management of grants. The correct stages in sequential order are:

Plan: Initial stage where the goals, objectives, and framework of the grant program are defined.

Apply: Potential grantees submit their applications for consideration.

Engage: Interaction occurs between the grantors and the applicants, which can include clarifications, additional information requests, and preliminary assessments.

Review: Submitted applications are thoroughly reviewed and evaluated against the grant criteria.

Award: Successful applicants are selected and grant awards are officially made.

Manage: The ongoing management of granted funds, monitoring of the project's progress, and compliance with grant conditions.

Close Out: Finalization of the grant process, including the submission of final reports, financial reconciliation, and formal closure of the grant file.

This sequence ensures a comprehensive approach from the initial planning to the closure of the grant, making Option A (Plan, Apply, Engage, Review, Award, Manage and Close Out) the correct answer.

Question 7

Question Type: MultipleChoice

Department of Disaster Assistance has started implementing a "Grants Management" project using public sector solutions tools. As part of the business process, the department staff has to send an agreement to the Grant Seeker on the funding amount and related conditions. The turnaround time from both parties in exchanging the documents with signatures takes longer than expected.

What is the best way to solve the problem using the available toolset with minimum/less coding?

Options:

- A-** Install and Configure the DocuSign managed package for Salesforce and send the document envelope from the flow using standard DocuSign actions
- B-** Install and Configure the DocuSign managed package for Salesforce and send the document envelope from the flow using apex action
- C-** Set up the DocuSign integration electronic Signature and use Omniscript GenericDocuSign/ObtainEsignature to send the document to related parties
- D-** Set up the DocuSign integration electronic Signature and use Omniscript GenericDocuSign/sendEsignature to send the document to related parties

Answer:

C

Explanation:

To address the issue of lengthy turnaround times in document exchanges and signings in a grants management scenario with minimal coding, setting up the DocuSign integration for electronic signatures and using OmniScript to handle the signature process (Option C) is the best solution. The specific action within OmniScript to be used would be GenericDocuSign/ObtainEsignature. This action allows for sending documents that require signatures directly within the Salesforce environment using DocuSign, thereby significantly reducing the time and effort involved in manual processes.

Options A and B involve configuring the DocuSign managed package but suggest using standard DocuSign actions or Apex actions, which can be less integrated into user flows and might require more coding. Option D mentions using a 'sendEsignature' action, which is less accurate compared to the 'ObtainEsignature' action for this context, as it is crucial to capture signatures rather than just send them out.

These answers and explanations are aligned with best practices in leveraging Salesforce Public Sector Solutions and its integrations to enhance functionality and user experience.

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