



Salesforce

Exam Questions Public-Sector-Solutions

SalesforcePublic Sector Solutions Accredited Professional

NEW QUESTION 1

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?

- A. Build a digital experience site using pre-configured emergency response management (ERM) specific template
- B. Create a custom Case Record Type and leverage a prebuilt Contact Support Form
- C. Build a digital experience site using the Help Center template based on the agency's requirement
- D. Leverage prebuilt Emergency Service Request flow.

Answer: AD

Explanation:

Building a digital experience site using pre-configured emergency response management (ERM) specific template and leveraging prebuilt Emergency Service Request flow are two correct approaches to meet the objectives of providing a way for citizens to submit a simple emergency request with some basic information. The ERM specific template is a prebuilt template that comes with Community Response for Public Sector, which is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to create and manage emergency response programs and services, and enable citizens to access resources and submit requests. The Emergency Service Request flow is a prebuilt flow that comes with the ERM specific template. It can allow citizens to submit a simple emergency request with some basic information, such as their name, contact details, location, and service type. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_community_response.htm&type=5&language=en_US

NEW QUESTION 2

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. Create a new violation type record and associate it with an appropriate Assessment Indicator Definition
- B. Select the "Auto-generate" checkbox so it will generate a V record whenever the AID 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 V record when selected.
- D. Build an auto-launched Flow that will get all the assessment questions in an inspection
- E. For each question that has a result marked as "Issue" or "Fail", generate a V record.
- F. In the AP Template, xxxxx

Answer: C

Explanation:

In Salesforce Public Sector Solutions, automating the creation of violation records when certain conditions are met during an inspection can be efficiently achieved using Salesforce Flow. Building an auto-launched Flow allows for detailed customization and control over the logic and actions performed based on the inspection results. Here's

how to set it up:

- ? Create the Flow:
- ? Define the Trigger:
- ? Get Assessment Questions:
- ? Decision Element:
- ? Create Records:
- ? Activate the Flow:

This method ensures that the logic is flexible and can be modified without changing the underlying data model. It leverages Salesforce's powerful Flow Builder to create sophisticated automation rules.

References:

- ? Salesforce Help: Create an Auto-launched Flow
- ? Salesforce Public Sector Solutions Documentation

NEW QUESTION 3

A public sector agency recently implemented public Sector solutions for the ?? in the cite. A new inspector has been onboarded to conduct the inspections?? Feature. All other inspectors can access Action Plans without any problems.

- A. The ??Enable Notes?? permission has not been selected for the new inspector.
- B. Person Account Models have not been enabled on the org.
- C. The Salesforce use for the new inspector is disabled.
- D. Action Plans Permission set has not been assigned to the new inspector.

Answer: D

Explanation:

In Salesforce Public Sector Solutions, permissions and access control are crucial for ensuring that users can perform their roles effectively. If a new inspector is unable to access Action Plans while other inspectors can, it is likely due to a missing permission set assignment. Specifically, the Action Plans Permission Set must be assigned to the inspector to grant access to the necessary features. Here's how to check and assign the permission set:

- ? Check User Permissions:
- ? Assign Action Plans Permission Set:

By ensuring that the new inspector has the Action Plans Permission Set, you will grant them the required access to view and manage Action Plans, just like the other inspectors. References:

- ? Salesforce Help: Permission Sets
- ? Salesforce Public Sector Solutions Documentation

NEW QUESTION 4

A Technical Consultant is implementing an experience site for a government agency where they will be accepting grant applications during a specific window of time. The Technical Consultant expects a high volume of interest in this grant offering.

What three steps or tools should be leveraged to ensure the solution can support this surge?

- A. Perform UAT testing to find defects in the code
- B. Set up IP restrictions to control who can access the website and when
- C. Identify expensive processes to offload to asynchronous processes.
- D. Implement CDN and waiting rooms
- E. Analyze and test the application for the expected load with a load testing tool

Answer: CDE

Explanation:

To ensure that a government agency's experience site can handle a high volume of grant applications during a specific window, the following steps or tools should be leveraged:

? Identify expensive processes to offload to asynchronous processes (Option C). This approach helps manage resource-intensive tasks without impacting the user experience on the front end, particularly important during high-traffic periods.

? Implement CDN and waiting rooms (Option D). Content Delivery Networks (CDNs) can significantly improve load times for users by caching content at edge locations closer to users. Waiting rooms can be used to manage access to the site during peak times, preventing overload.

? Analyze and test the application for the expected load with a load testing tool (Option E). Prior to going live, it is crucial to simulate expected traffic using load testing tools to ensure that the site can handle the surge in users without performance degradation.

Option A, while important, primarily focuses on code quality rather than scalability and performance under load. Option B, setting up IP restrictions, does not directly contribute to handling a surge in site traffic but rather controls access based on user location or network, which may not be relevant to the scenario described.

NEW QUESTION 5

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. Files
- B. Attachments
- C. Intelligent Form Reader
- D. Content

Answer: C

Explanation:

Intelligent Form Reader is a feature that can be used to automate the validation of an applicant's date of birth from a driver's license or passport. Intelligent Form Reader is a component of OmniStudio, which is part of Public Sector Solutions. It allows users to upload documents or images and extract data from them using optical character recognition (OCR) or artificial intelligence (AI). It can also validate the extracted data against Salesforce records or external sources. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_intelligent_form_reader.htm&type=5&language=en_US

NEW QUESTION 6

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

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

Answer: ACE

Explanation:

A Screen flow, a Decision Explainer Log History component, and a Decision Explainer Permission Set License are three tasks that must be done to accommodate the request of explaining how a particular grant seeker was prioritized. A Screen flow is a type of flow that can create an interactive user interface to display information or collect data from users. A Screen flow can incorporate the Decision Explainer component, which is a custom Lightning component that can display the outcome and explanation of a decision made by a Decision Matrix or a Business Rules Engine (BRE). A Decision Explainer Log History component is a standard Lightning component that can display a list of Decision Explanations that have been generated for a record by a Decision Matrix or a BRE. A Decision Explainer Permission Set License is a type of license that can grant users access to the Decision Explainer features, such as viewing and creating Decision Explanations. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_decision_explainer.htm&type=5&language=en_US

NEW QUESTION 7

A Public Sector Organization (PSO) has recently deployed Grants Management from Public Sector Solutions 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 PSS would the Technical Consultant configure to meet the PSO's requirements?

- A. A Path targeted at Account
- B. A Support Process targeted at Account
- C. An Action Plan targeted at Account
- D. An Action Plan Template targeted at Account

Answer: C

Explanation:

In the context of a Public Sector Organization using Grants Management and needing to track statutory requirements and due diligence processes for organizations registering via their portal, configuring an Action Plan targeted at the Account object is the most suitable solution. Action Plans in Salesforce allow for the creation of standardized, repeatable sets of tasks that can be applied to records. This feature is ideal for managing due diligence processes, as it enables the

PSO to define a set of tasks that need to be completed for each organization, track their completion, and ensure consistency in how due diligence is performed. This approach allows these activities to be tracked separately and run in parallel, providing a structured and efficient method for managing statutory and due diligence requirements within the Grants Management framework. This recommendation leverages Salesforce Public Sector Solutions' capabilities to enhance process management and compliance tracking for public sector organizations.

NEW QUESTION 8

A public sector agency recently implemented Public Sector Solutions for Licenses, Permits, and Inspections. The agency now wants to enable analytics to gather key metrics on the number of licenses issued, the number of permits revoked, and the number of inspections made per month. The agency has enabled analytics by turning on the "Enable CRM Analytics" setting. The agency wants to set up administrator users who will create and manage the Analytics for Licenses, Permits, and Inspections app.

What two permission sets are required to set up the administrator users for analytics?

- A. CRMA for Public Sector Admin
- B. CRM Analytics Admin
- C. CRM Analytics LPI Admin
- D. CRM Analytics Plus Admin

Answer: AB

Explanation:

To set up administrator users for managing the Analytics for Licenses, Permits, and Inspections app, the required permission sets include CRMA for Public Sector Admin and CRM Analytics Admin. The CRMA for Public Sector Admin permission set is tailored to administrators managing Public Sector Solutions, providing necessary access and permissions for public sector-specific analytics configurations. The CRM Analytics Admin permission set grants comprehensive administrative capabilities within CRM Analytics, enabling users to create, manage, and deploy analytics applications and dashboards. Together, these permission sets equip administrators with the full range of tools needed to effectively oversee analytics in the context of Licenses, Permits, and Inspections.

NEW QUESTION 9

A government agency recently implemented Inspections Management, but the internal users want an easier way to generate Visits. Currently, the users must navigate to the Related List tab on an Application, scroll to the Visits* related list and click 'New.' The users also have to manually fill all of the fields when creating the Visit record. What is the recommended approach for creating a better user experience when creating a Visit?

- A. Change the Business License Application and Individual Application pages to have a single related list of Visits on the right panel.
- B. Create a Screen Flow with the required fields to create a Visit record and add the button to launch the flow on the page layout.
- C. Advise the government agency that the current method is the best option available without custom code, which they should avoid wherever possible.
- D. Create a new Action on the Business License Application and Individual Application objects to create a Visit record with Predefined Field Values.

Answer: B

Explanation:

Creating a Screen Flow or creating a new Action are two possible approaches for creating a better user experience when creating a Visit. A Screen Flow is a type of flow that can create an interactive user interface to display information or collect data from users. A Screen Flow can have the required fields to create a Visit record and it can be launched by a button on the page layout. An Action is a type of button that can perform tasks such as creating or updating records. An Action can have Predefined Field Values that can automatically populate fields when creating a Visit record. Reference:

https://help.salesforce.com/s/articleView?id=psc_admin_setup_visits.htm&type=5&language=en_US

NEW QUESTION 10

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 Solutions 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. Configure Inspections and Visits
- C. Link Cases to Permits
- D. Configure Action Plans on Cases and Permits
- E. Set up Business Rules Engine (BRE) to determine Complaint validity.

Answer: ABD

Explanation:

Linking inspections and visits to permit applications allows the city to track the progress and status of the inspections related to the complaints. Configuring inspections and visits enable the city to define the inspection types, schedules, checklists, and outcomes. Configuring action plans on cases and permits allows the city to automate the inspection tasks and workflows, assign them to inspectors, and collaborate on them using Chatter. Reference:

<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/configure-inspections-and-visits>

NEW QUESTION 10

What are the two key document types that a consultant should use for implementation?

- A. User Stories
- B. Functional requirements specification (FRS)
- C. Marketing plan
- D. Budget plan

Answer: AB

Explanation:

In a Salesforce implementation, particularly for Public Sector Solutions, having clear and structured documentation is critical for the success of the project. Two key document types that a consultant should use are:

? User Stories:

? Functional Requirements Specification (FRS):

These documents are essential as they provide a blueprint for the implementation, ensuring all requirements are captured, understood, and agreed upon by all stakeholders. References:

? Salesforce Help: Writing User Stories

? Salesforce Help: Functional Requirements

NEW QUESTION 14

A large government agency is looking to transform its legacy systems using Salesforce. The agency routinely disperses loans to small and medium businesses using a public portal and the number of users can scale up to more than 100 million in the future. The agency is planning to use Experience Cloud to build this public portal.

Considering the number of users, what license types should they consider using?

- A. Customer Community
- B. Channel Account
- C. Customer Community Plus
- D. Partner Community

Answer: A

Explanation:

Customer Community is a license type that should be considered for building a public portal with Experience Cloud for a large number of users. Customer Community licenses are designed for external users who need access to data and records in Salesforce, such as applying for loans or checking loan status. Customer Community licenses are also cost-effective and scalable for high-volume scenarios, as they are based on logins or monthly page views rather than user counts. Reference: https://help.salesforce.com/s/articleView?id=sf.networks_license_types.htm&type=5

NEW QUESTION 15

A Public Sector Organization (PSO) is currently managing an ongoing emergency by utilizing Emergency Response Management. The PSO would like to .. further insights and use their data in Salesforce to help them analyze their data and understand where they need to increase their focus.

What are two preconfigured Dashboards available in the Emergency Response Management package that the Technical Consultant can recommend to the PSO for rapid rollout?

- A. Global Emergency View
- B. Visits
- C. Emergency Hotspots
- D. Emergency Requests Overview

Answer: AC

Explanation:

For a Public Sector Organization utilizing Emergency Response Management within Salesforce, the preconfigured dashboards like Global Emergency View and Emergency Hotspots are invaluable tools. The Global Emergency View dashboard provides a comprehensive overview of emergency incidents globally, enabling the organization to monitor situations across different regions. The Emergency Hotspots dashboard focuses on identifying and visualizing areas with high levels of emergency activity, helping the organization to pinpoint where resources and attention are most needed. These dashboards, available within the Emergency Response Management package, facilitate rapid deployment and immediate insights into ongoing emergencies, supporting effective and data-driven response strategies.

NEW QUESTION 18

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

Answer: A

Explanation:

Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community are the most important features of Employee Experience for Public Sector to address the opportunity of digitizing hundreds of PDF forms for employees. Employee Experience for Public Sector is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to manage employee programs and benefits, such as leave requests or wellness surveys. Salesforce OmniStudio is a component of Public Sector Solutions that can help public sector agencies to create guided digital forms using OmniScripts. Flows are tools that can help public sector agencies to automate business processes using flows. Employee and Public Sector Data Models are components of Public Sector Solutions that can help public sector agencies to store and organize data using standard and custom objects. Employee Community is a component of Public Sector Solutions that can help public sector agencies to create a digital experience site for employees to access resources and services. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&language=en_US

NEW QUESTION 23

Bobahaven has implemented the Licenses, permits, and inspections modules of Salesforce Public Sector Solutions to enable their permit application and approval processes.

Permits received over 12 month require additional manage sign-off before approval. For regulatory compliance, the application??s history and approval must be auditable.

What will technical consultant suggest to Bobahaven is the solution for this requirement?

- A. Implement an approval escalation rule that escalates applications to the user??s manager when the application duration is longer than 12 months.
- B. Implement an approval process that routes an approval request to the user??s manager when the application duration is longer than 12 months.
- C. Implement business Rules Engine to identify application .. 12 months and train staff touse Chatter to request approval from their manager.
- D. Implement a Flow to identify applications over 12 months and assign ownership of the application to the user??s manager for approval.

Answer: B

Explanation:

In Salesforce Public Sector Solutions, managing approvals for permit applications is crucial, especially when regulatory compliance requires additional managerial sign-off for applications exceeding a certain duration. Implementing an approval process is the recommended solution to meet these requirements effectively:

? Approval Process:

? Steps to Implement:

By implementing an approval process, Bobahaven ensures that applications meeting the specific criteria are escalated appropriately, maintaining regulatory compliance and providing an auditable history of approvals.

References:

? Salesforce Help: Approval Processes

? Salesforce Public Sector Solutions Documentation

NEW QUESTION 24

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. 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.

NEW QUESTION 26

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

How can the agency execute and confirm samples?

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

Answer: B

Explanation:

Utilizing the expression sets in BRE module is a way to execute and confirm samples for determining applicable fees for customers based on complex data entered by the customer. BRE module is a component of Business Rules Engine (BRE), which is a feature of Public Sector Solutions. It can help public sector agencies to create and manage business rules and logic, such as determining fees or eligibility. Expression sets are modules of BRE that can define expressions that can be reused across multiple rules or matrices. Expression sets can also be executed and confirmed with sample data using the Test Expression Set feature in BRE. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_expression_set.htm&type=5&language=en_US

NEW QUESTION 31

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. PersonAccount -> Individual <- Employee.
- B. PersonAccount->User->Employee
- C. User -> Individual <- Custom employee object
- D. Contact -> Individual <- Employee

Answer: A

Explanation:

Linking the Employee object with the PersonAccount in the context of the Public Sector data model involves leveraging the Individual object as a junction. The PersonAccount represents the personal details of an individual, while the Individual object in Salesforce acts as a standard mechanism to store privacy and personal data consent information. By associating the Employee custom object with the Individual object, which in turn is linked to the PersonAccount, a comprehensive data model is established. This structure supports the management of employee data in alignment with personal accounts, facilitating a unified view of individuals as both constituents and employees within the public sector framework. This setup respects Salesforce's design principles for data models, ensuring data integrity and privacy compliance.

NEW QUESTION 35

The Department of Disaster Assistance has received the approval to fund government agencies if a disaster occurs in their region.

what is the best solution to capture the fund-related requirements, objectives, and supporting documents?

- A. Utilize the "Funding Program Request" object to capture the details
- B. Utilize the "Funding Program" object to capture the details
- C. Utilize the "Funding Request" object to capture the details
- D. Utilize the "Business Licence Application" object to capture the details

Answer: C

Explanation:

The "Funding Request" object is the best solution to capture the fund-related requirements, objectives, and supporting documents. The "Funding Request" object is a standard object that comes with Public Sector Solutions. It can be used to track requests for funding from different sources, such as government agencies or external organizations. The "Funding Request" object can store information such as the funding program, the funding amount, the funding status, the funding requestor, and the funding recipient. It can also have related records such as documents, tasks, or disbursements. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_funding_request.htm&type=5&language=en_US

NEW QUESTION 37

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

- A. Enable Intelligent Form Reader
- B. Enable OCR Setting in the Document
- C. Map Form Types to Objects
- D. Enable Data Raptor to read information from a scanned document
- E. Set Up Data Extraction

Answer: ABE

Explanation:

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) in Salesforce Public Sector Solutions, the following steps should be configured:

- ? Enable Intelligent Form Reader:
- ? Enable OCR Setting in the Document:
- ? Set Up Data Extraction:

By following these steps, the governance agency can automate the extraction and mapping of constituent data from scanned documents, ensuring accurate and efficient data entry into the system.

References:

- ? Salesforce Help: Intelligent Form Reader
- ? Salesforce Help: OCR Settings
- ? Salesforce Public Sector Solutions Documentation

NEW QUESTION 39

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