

## New Salesforce Public-Sector-Solutions Dumps & Questions Updated on 2023 [Q15-Q29]



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### QUESTION 15

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?

- \* Install the ERM for PSS Managed Package
- \* Enable Person Account
- \* Enable Email-to-Case
- \* Enable Web-to-Case
- \* Install the ERM for PSS Unmanaged Package

Explanation

Installing the ERM for PSS Managed Package, enabling Person Accounts, and enabling Web-to-Case are three prerequisite items that should be configured so that PSS components can be used to respond to an emergency.

The ERM for PSS Managed Package is a package that contains the Emergency Response Management (ERM) app, 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. Enabling Person Accounts is a feature that can be used to store information about individual people who are not associated with a business account, such as citizens or volunteers. Enabling Web-to-Case is a feature that can be used to create cases from web forms submitted by external users, such as emergency service requests.

Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_community\\_response.htm&type=5&la](https://help.salesforce.com/s/articleView?id=psc_admin_setup_community_response.htm&type=5&la)

## QUESTION 16

A government-supported agency that helps constituents track the status of their claims is using Public Sector Solutions. For claim assessors to review and process claims, it is crucial to see the applications and Decision Explanation Logs.

Which component can be added to see the history of Decision Explanations for a claim?

- \* Decision Explainer Log History
- \* Log History
- \* Audit Log
- \* Record History

Explanation

Decision Explainer Log History is a component that can be added to see the history of Decision Explanations for a claim. Decision Explainer Log History displays a list of Decision Explanations that have been generated for a claim by a Decision Matrix or a Business Rules Engine (BRE). It shows the date, time, user, rule name, rule outcome, and explanation text for each Decision Explanation.

Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_decision\\_explainer\\_log\\_history.htm&](https://help.salesforce.com/s/articleView?id=psc_admin_setup_decision_explainer_log_history.htm&)

## QUESTION 17

A Consultant supports the City of Snaxboro in setting up a new Licensing & Permitting system. The City is already using Public Sector Solutions for Emergency Response Management capabilities and is planning to use the Licensing & Permitting capabilities available in the same Salesforce instance.

Which of the following configurations directly impacts the City's Salesforce licensing cost?

- \* Configuring more than ten different OmniScript Application forms and making them available on an Experience Site for external users to apply.
- \* Configuring an Application Object Usage Record to track the number of applications processed for License & Permit Management and Emergency Response Management.
- \* Configuring Business Regulatory Authorization Type Dependencies for external users to view on the Experience site when searching for a specific Permit to apply for.
- \* Configuring multiple record types for the Individual Application and the Business License Application for both License & Permit Management and Emergency Response Management.

Explanation

Configuring more than ten different OmniScript Application forms and making them available on an Experience Site for external users to apply is a configuration that directly impacts the City's Salesforce licensing cost. OmniScript Application forms are

guided digital forms that can be used to capture data from external users, such as license or permit applicants. Experience Site is a digital experience site that can be used to communicate with external users and provide access to Salesforce data and functionality. Configuring more than ten different OmniScript Application forms and making them available on an Experience Site requires CustomerCommunity Plus licenses, which are based on user counts and have higher costs than Customer Community licenses, which are based on logins or page views.

Reference:[https://help.salesforce.com/s/articleView?id=sf.networks\\_license\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.networks_license_types.htm&type=5)

## QUESTION 18

The Department of Disaster Assistance is implementing Grants Management using Public Sector Solutions.

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

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

Explanation

Using Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect is the best solution to standardize the business process for reviewing grant applications. Action Plans are a feature of Public Sector Solutions that can help public sector agencies to create and manage tasks and subtasks for different types of records, such as accounts or cases. Action Plans can be used to define due diligence steps, such as verifying eligibility or checking references, related tasks, such as sending emails or making calls, and documents to collect, such as financial statements or tax returns. Action Plans can also be applied to grant applications using the Account object, which is a standard object that can store information about grant applicants or recipients.

Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_action\\_plans.htm&type=5&language=](https://help.salesforce.com/s/articleView?id=psc_admin_setup_action_plans.htm&type=5&language=)

## QUESTION 19

A government agency using Public Sector Solutions often has to perform onsite visits for compliance inspections. Various internal teams across the government agency need to have visibility into and collaborate on inspections.

Which Public Sector Solutions feature should be used to automate inspection tasks works and drive internal collaboration?

- \* OmniStudio
- \* Action Plans
- \* Data Raptors
- \* Business Rules Engine

Explanation

Action Plans are part of the Public Sector Solutions package and they are used to automate inspection tasks and workflows. Action Plans allow the government agency to create templates for common inspections, assign tasks to team members, track progress and status, and collaborate on inspections using Chatter.

Reference:<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/automate-inspec>

## QUESTION 20

A government agency wants to provide the ability for an external customer to apply for a grant. They require data about the applicant's financial status, project plans, and other details, which must match the structure of their paper form to comply with the Paper Reduction Act. The expectation is that there will be a lot of interest in this grant, and a high volume of applications will occur. It is also required to have pixel-perfect branding of the application within the authenticated website.

What tool(s) would be required to provide an application form like experience to enter this data?

- \* OmniChannel, Flows, Apex, and DataLoader
- \* Scripts, Einstein AI, Assessments, and Grants
- \* OmniScripts, DataRaptors, Integration Procedures, and FlexCards
- \* Application Form, Lightning Web Components, Communities, and Applications

Explanation

OmniScripts, DataRaptors, Integration Procedures, and FlexCards are tools that can be used to provide an application form like experience to enter data. OmniScripts are guided digital forms that can capture data from external customers and provide recommendations based on business logic. DataRaptors are data transformation tools that can map data between different objects or systems. Integration Procedures are integration orchestration tools that can execute multiple actions in a sequence, such as calling DataRaptors or external services. FlexCards are reusable UI components that can display data from multiple sources in a single view.

Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/explore-the-com>

## QUESTION 21

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

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

- \* Enable Orders
- \* Enable Assets
- \* Enable Person Accounts
- \* Ensure the email deliverability access level is set to "All email";
- \* Confirm browser settings meet published minimum requirements

Explanation

Enabling Assets, enabling Person Accounts, and ensuring the email deliverability access level is set to "All email" are three tasks that must be completed or checked before installing the Omnistudio Package. Assets are records that represent products or services sold to customers. Assets must be enabled to use some features of Omnistudio, such as FlexCards or DataRaptors. Person Accounts are records that store information about individual people who are not associated with a business account. Person Accounts must be enabled to use some features of Omnistudio, such as OmniScripts or DataPacks. Email deliverability access level determines what types of email can be sent from Salesforce. The email deliverability access level must be set to "All email" to install Omnistudio Package successfully.

Reference: [https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_omnistudio.htm&type=5&language=en](https://help.salesforce.com/s/articleView?id=psc_admin_setup_omnistudio.htm&type=5&language=en)

## QUESTION 22

The City of Snaxboro has implemented CRM Analytics for Public Sector but keeps getting an error message when creating the Analytics (or 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?

- \* There are no Visit records.
- \* There are no active Action Plan Templates.
- \* Person Accounts have not been enabled.
- \* There are no Violation records.

Explanation

There are no Visit records is the most probable cause for the error message when creating the Analytics for the Licensing, Permits, and Inspections app. CRM Analytics for Public Sector is a prebuilt app that comes with Public Sector Solutions and it can provide reports and dashboards for licensing, permitting, and inspections data. However, if there are no Visit records in the org, the Analytics app cannot generate any data and will show an error message. To fix this issue, the City of Snaxboro needs to create some Visit records or import some sample data.

Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_crm\\_analytics.htm&type=5&language](https://help.salesforce.com/s/articleView?id=psc_admin_setup_crm_analytics.htm&type=5&language)

### QUESTION 23

A government agency is responsible for providing licenses to various sporting events. To acquire the license, individuals need to pay the required fees. The System Administrator for Public Sector Solution main responsibility is to automatically map and set the fees for each application to ensure the correct fees are mapped.

Which Business Rules Engine tool is used here?

- \* Workflow Field Updates
- \* Data matrices
- \* Process Builder
- \* Decision Matrices

Explanation

Decision Matrices are Business Rules Engine tools that are used to automatically map and set the fees for each application. A Decision Matrix can evaluate answers based on rules and conditions and provide a decision outcome and explanation. For example, a Decision Matrix can determine the fee amount based on the type of license, the city & county location, the volume of current business, and the size of the building.

Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_decision\\_matrix.htm&type=5&langua](https://help.salesforce.com/s/articleView?id=psc_admin_setup_decision_matrix.htm&type=5&langua)

### QUESTION 24

The City of Bobahaven is setting up Employee Experience Management and needs to ensure that sensitive HR data is protected.

What configuration should the Technical Consultant perform to assist with meeting this requirement?

- \* Disable all approval processes on the Case object
- \* Disable the Grant Access Using Hierarchies setting on the Case object
- \* Mirror the Org Chart into The Role Hierarchy
- \* Set the Organization-Wide Defaults (OWD) for the Case object to private

Explanation

Setting the Organization-Wide Defaults (OWD) for the Case object to private is a configuration that can help to protect sensitive HR data in Employee Experience Management. Employee Experience Management 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. The Case object is a standard object that can be used to track employee requests or issues in Employee Experience Management.

Setting the OWD for the Case object to private means that only the owner of the case and users above them in the role hierarchy can access the case record by default. This can prevent unauthorized access to sensitive HR data by other users.

Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_employee\\_experience.htm&type=5&l](https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&l)

## QUESTION 25

A government agency charges license fees for small businesses. The agency uses Public Sector Solutions to automate the license application process and dynamically calculate the license fee (based on multiple parameters, ex: revenue, industry type, etc..) for a specific business customer.

Which public sector tools should be leveraged for this use case?

- \* Application form using Omniscripts and embed the license fee logic using integration procedures
- \* Application form using Flows and embed the Business Rules Engine to derive the license fee in the process.
- \* Application form using Omniscripts and embed the Business Rules Engine to derive the license fee in the process
- \* Application form using Omniscripts and embed the license fee logic using triggered flows

Explanation

Application form using OmniScripts and embedding the Business Rules Engine to derive the license fee in the process is a way to automate the license fee calculation for small businesses based on multiple parameters using Public Sector Solutions tools.

OmniScripts are guided digital forms that can be used to capture data from external users, such as license or permit applicants. Business Rules Engine (BRE) is a feature of Public Sector Solutions that can help public sector agencies to create and manage business rules and logic, such as determining fees or eligibility. OmniScripts can embed the Business Rules Engine to derive the license fee in the process based on multiple parameters, such as revenue, industry type, etc. Reference:

[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_omniscript.htm&type=5&language=en\\_UShttps://](https://help.salesforce.com/s/articleView?id=psc_admin_setup_omniscript.htm&type=5&language=en_UShttps://)

## QUESTION 26

A customer has specific steps/tasks that need to be performed every time a new Business License Application comes in. The following actions must be completed:

- \*The applicant must upload an image of their driver's license
- \*The license reviewer must perform a background check within five business/working days
- \*The license reviewer must enter the background check results into an external system manually within two business days of completing the background check
- \*The license reviewer must provide a recommendation to the approver to approve/reject the application & submit it for review
- \*The license reviewer may add additional steps/tasks for a particular application as needed Which statement is true regarding Action Plan Templates relative to the business requirements above?
  - \* An action plan template can be created (or the business license application object, and a document checklist item for the Image upload can be created
  - \* The reviewer users cannot create their own tasks within a predefined action plan template
  - \* Action plans cannot have tasks with due dates dependent upon prior tasks within the action plan
  - \* A document checklist item for an action plan template cannot be created

Explanation

An action plan template can be created for the business license application object, and a document checklist item for the Image upload can be created is a true statement regarding Action Plan Templates relative to the business requirements above. An action plan template is a predefined set of tasks and subtasks that can be applied to records such as cases or permits. An action plan template can be created for any custom or standard object that supports activities, such as the business license application object. A document checklist item is a type of task that can require users to upload documents or images as part of an action plan template.

Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_action\\_plan\\_templates.htm&type=5&](https://help.salesforce.com/s/articleView?id=psc_admin_setup_action_plan_templates.htm&type=5&)

## QUESTION 27

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?

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

Explanation

Sending a contract document for review and signatures, tracking the signed contract document and updating the contract record status, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it are three functionalities that are readily available with DocuSign integration. DocuSign is an eSignature solution that can be integrated with Public Sector Solutions without custom coding. It can help public sector agencies to send, sign, and manage contracts and agreements electronically. DocuSign integration can provide features such as sending a contract document for review and signatures to multiple recipients, tracking the signed contract document and updating the contract record status in Salesforce, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it using DocuSign PowerForms.

Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_docusign.htm&type=5&language=en\\_](https://help.salesforce.com/s/articleView?id=psc_admin_setup_docusign.htm&type=5&language=en_)

## QUESTION 28

A government agency is planning a Public Sector Solutions implementation. What are three main constraints that government agencies often have in project implementation?

- \* Workshops, Schedule and Cost
- \* Scope, Tools and Cost
- \* Scope, Resources and Cost
- \* Scope, Schedule and Cost

Explanation

Scope, schedule and cost are the three main constraints that government agencies often have in project implementation. Scope defines the goals, deliverables, and requirements of the project. Schedule defines the timeline, milestones, and dependencies of the project. Cost defines the budget, resources, and risks of the project. These three constraints are also known as the project management triangle or the triple constraint.

Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_concept\\_psc\\_overview.htm&type=5&langua](https://help.salesforce.com/s/articleView?id=psc_admin_concept_psc_overview.htm&type=5&langua)

## QUESTION 29

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 Public Sector Solutions(PSS)?

- \* Recommend using PSS with the Nonprofit Success Pack.
- \* Recommend using PSS with the Outbound Funds Module.
- \* Recommend using PSS with the Grants Management product.
- \* Recommend using PSS with FinancialForce Accounting.

Explanation

The Outbound Funds Module and the Grants Management product are two solutions that can be used with Public Sector Solutions (PSS) to handle the request of deploying a digital experience that enables constituents to sign up for volunteer projects. The Outbound Funds Module is an open source app that can help public sector agencies to track their funding programs, funding requests, disbursements, and expenditures. The Grants Management product is a prebuilt app that comes with PSS and it can help public sector agencies to manage the entire grant lifecycle, from application to award to reporting.

Reference:<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/manage-grants-w>

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