

# PUBLIC-SECTOR-SOLUTIONS<sup>Q&As</sup>

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## QUESTION 1

A public sector agency has implemented Public Sector Solutions for Licenses and Permits. After the intake of the Permit application, an applicant needs to pay permit fees. This step requires checking permit fees associated with the type of permit in an external system and, at the same time, applying an applicable discount on fees based on the site/ address (this data resides in a custom object).

What feature of Public Sector Solutions can be leveraged to meet this requirement?

- A. DataRaptor
- B. Integration Procedure
- C. FlexCard
- D. OmniScript

Correct Answer: D

OmniScript is a feature of OmniStudio, which is part of the Public Sector Solutions package. OmniScript allows the public sector agency to create guided digital forms that can integrate with external systems and custom objects. OmniScript can be used to check permit fees from an external system and apply discounts based on site/address data from a custom object. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscrypt>

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## QUESTION 2

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. Then key requirement is to be able to easily configure lead distribution, deal registration, and marketing campaigns.

Which Experience Cloud template should they use?

- A. Customer Account Portal
- B. Aloha
- C. Partner Central
- D. Help Center

Correct Answer: C

Partner Central is an Experience Cloud template that can be used to build an Experience Cloud site for channel sales workflows. Partner Central can help the government agency to recruit and onboard associates for issuing licenses for alcohol and beverage distribution. It can also provide features such as lead distribution, deal registration, marketing campaigns, reports, and dashboards.

Reference: [https://help.salesforce.com/s/articleView?id=sf.networks\\_partner\\_central.htm&ty=pe=5](https://help.salesforce.com/s/articleView?id=sf.networks_partner_central.htm&ty=pe=5)

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## QUESTION 3

A Technical Consultant has been asked to give insight to the reviewers explaining how a particular grant seeker was prioritized now that the 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).

Correct Answer: ACE

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](https://help.salesforce.com/s/articleView?id=psc_admin_setup_decision_explainer.htm&type=5&language=en_US)

#### QUESTION 4

The Department of Disaster Assistance would like to use eSignature capabilities to send the agreements/contracts to its customers.

Which eSignature providers are readily available without much coding/configuration using Public Sector Solutions toolkit? (Choose Two) A. eSignLive

- B. Adobe Sign
- C. DocuSign
- D. Conga

Correct Answer: BC

Adobe Sign or DocuSign are two eSignature providers that are readily available without much coding/configuration using Public Sector Solutions toolkit. Adobe Sign and DocuSign are eSignature solutions that can be integrated with Public Sector Solutions without custom coding. They can help public sector agencies to send, sign, and manage contracts and agreements electronically. Adobe Sign and 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 Adobe Sign Web Forms or DocuSign PowerForms. Reference:

[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_adobe\\_sign.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_adobe_sign.htm&type=5&language=en_US)  
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## QUESTION 5

A government agency recently implemented Public Sector Solutions 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. Field tracking services
- C. Event Monitoring
- D. Roll Up libraries

Correct Answer: A

OmniStudio Tracking Service is an OmniStudio feature that can be used to identify potential areas for further improvement in licensing processing. OmniStudio Tracking Service allows the government agency to track and analyze how constituents interact with OmniScripts, DataRaptors, Integration Procedures, FlexCards, and other OmniStudio components. The agency can use this data to optimize the performance, usability, and efficiency of their licensing processes. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/track-and-analyze-omnistudio-components>

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