

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

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## QUESTION 1

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. eSgnLive

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 2

A government agency uses Public Sector Solutions to manage permits and program approvals. The approvals team leader wants to improve team efficiency by ensuring everyone in the approvals team can see a summary of their open applications pending approval, including how long the application has been pending approval and the moment they log in to Salesforce for the day.

In this scenario, which is the correct reporting and analytics solution to provide Approval insights to team members on login?

A. Create a custom Approvals report using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver role.

B. Provide CRM Analytics licenses to all team members, create a custom Approvals dashboard using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver profile.

C. Create a custom Approvals dashboard using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver profile.

D. Provide CRM Analytics licenses to all team members, create a custom Approvals report using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver role.

Correct Answer: C

Creating a custom Approvals dashboard using standard Salesforce Reports and Dashboards and adding this to a custom Home Page assigned to the Approver profile is the correct reporting and analytics solution to provide Approval

insights to team members on login. Salesforce Reports and Dashboards are tools that can be used to create and display data visualizations, such as charts, tables, or metrics. A custom Approvals dashboard can show a summary of open applications pending approval, including how long the application has been pending approval. A custom Home Page is a page that can be customized to show different components, such as dashboards, tasks, or news. A custom Home Page can be assigned to a specific profile, such as the Approver profile, and it can be displayed when users log in to Salesforce. Reference:[https://help.salesforce.com/s/articleView?id=sf.reports\\_dashboards\\_overview.htmandtype=5](https://help.salesforce.com/s/articleView?id=sf.reports_dashboards_overview.htmandtype=5)

### QUESTION 3

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. Enable the Salesforce Spam Check for Experience Sites.
- B. Deploy grant application OmniScripts on Bobahaven's Experience Site pages set to "Requires Login."
- C. Provide constituents with a search page on Bobahaven's website to look up application reference numbers and check the applications progress.
- D. Implement spam checking for Bobahaven's Experience Site forms using CAPTCHA.
- E. Set the external organization-wide default sharing settings for grant applications objects to Private.

Correct Answer: DE

Implementing spam checking for Bobahaven's Experience Site forms using CAPTCHA can help prevent bots from submitting fake or malicious grant applications. CAPTCHA is a feature that requires users to prove that they are human by solving a simple challenge before submitting a form. Setting the external organization-wide default sharing settings for grant applications objects to Private can help protect the privacy of the constituents' data. This means that external users cannot see any grant applications by default, unless they are explicitly shared with them. Reference:<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscrypt>

### QUESTION 4

What 2 core Salesforce Clouds is Public Sector Solutions based on?

- A. Service Cloud
- B. Experience Cloud
- C. Marketing Cloud
- D. Admin

Correct Answer: AB

Service Cloud and Experience Cloud are two core Salesforce Clouds that Public Sector Solutions is based on. Service

Cloud is a Salesforce Cloud that can help public sector agencies to provide customer service and support, such as managing cases, creating knowledge articles, or using chatbots. Experience Cloud is a Salesforce Cloud that can help public sector agencies to create digital experience sites for external users, such as constituents, businesses, or employees. Public Sector Solutions is based on Service Cloud and Experience Cloud, and it provides additional features and components that are tailored for the delivery of government services. Reference:

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

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## QUESTION 5

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

Correct Answer: C

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

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