

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

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## QUESTION 1

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&type=5](https://help.salesforce.com/s/articleView?id=sf.networks_partner_central.htm&type=5)

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## QUESTION 2

A government agency runs various research and grant programs for scholars. They have decided to use the Individual Application object in Grants Management for Public Sector Solutions. Which Salesforce features must be enabled to support this use case?

- A. Salesforce Flow
- B. Product Schedule
- C. Person Accounts
- D. Custom Object for Applications

Correct Answer: C

Person Accounts are a Salesforce feature that must be enabled to support the use case of using the Individual Application object in Grants Management for Public Sector Solutions. Person Accounts are a type of account that can store information about individual people, such as scholars, who are not associated with a business account. The Individual Application object is a child object of the Account object and it can be used to track grant applications from individual applicants. Reference: [https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_individual\\_applications.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_individual_applications.htm&type=5&language=en_US)

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## QUESTION 3

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)

#### QUESTION 4

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 5

A public sector agency plans to use Public Sector Solutions for grants management. There are no in-house developers in the agency, and they are worried that some of the installation steps may potentially require development skills and the

use of developer tools such as VS Code and SalesforceDX.

Which steps for Public Sector Solutions setup and installation require the use of such developer tools?

- A. Activate DataPack OmniScripts and Integration Procedures
- B. Installation of OmniStudio Package in the org
- C. Deploy the DataPack Lightning Web Component Files to the Org
- D. Download Public Sector Sample DataPacks from Process Library

Correct Answer: C

Deploying the DataPack Lightning Web Component Files to the Org is a step for Public Sector Solutions setup and installation that requires the use of developer tools such as VS Code and SalesforceDX. DataPack Lightning Web Component

Files are files that contain code for displaying DataPacks on Lightning Pages or Experience Sites. To deploy these files to the org, the agency needs to use a developer tool that supports metadata deployment, such as VS Code and

SalesforceDX.

Reference: [https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_datapack\\_lwc.htm&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_datapack_lwc.htm&language=en_US)

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## QUESTION 6

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:

1.

The applicant must upload an image of their driver's license

2.

The license reviewer must perform a background check within five business/working days

3.

The license reviewer must enter the background check results into an external system manually within two business days of completing the background check

4.

The license reviewer must provide a recommendation to the approver to approve/reject the application and submit it for review

5.

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?

- A. 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)
- B. The reviewer users cannot create their own tasks within a predefined action plan template
- C. Action plans cannot have tasks with due dates dependent upon prior tasks within the action plan
- D. A document checklist item for an action plan template cannot be created

Correct Answer: A

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

#### QUESTION 7

A Public Sector Organization (PSO) is seeking to improve how they manage us community grants and would like to introduce a new portal to allow Organizations to apply for grants. The PSO would also like to improve its internal processes and use the Grants Management package from Public Sector Solutions. The PSO currently uses Salesforce in a minimal capacity, with their staff using the Salesforce Classic UI. In addition to procuring Grants Management licenses, what other three prerequisites should the Technical Consultant advise the PSO are required?

- A. Customer Community Licenses
- B. Enable Chatter
- C. Enable Web-to-Lead
- D. Migrate Users to Lightning Experience
- E. Customer Community Plus Licenses

Correct Answer: ABD

Customer Community Licenses, enabling Chatter, and migrating users to Lightning Experience are three prerequisites that should be advised to the Public Sector Organization (PSO) before using Public Sector Solutions (PSS) components to create a portal for grant applications. Customer Community Licenses are licenses that can be used to create external users who can access data and records in Salesforce, such as grant applicants. Enabling Chatter is a feature that can be used to enable collaboration and communication among users in Salesforce, such as grant reviewers. Migrating users to Lightning Experience is a process that can be used to switch users from Salesforce Classic to Lightning Experience, which is the user interface that supports PSS components.

Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_grants\\_management.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_grants_management.htm&type=5&language=en_US)

#### QUESTION 8

What are the three different key modules of Public Sector Solutions: Business Rules Engine?

- A. Expression Maps
- B. Expression Sets
- C. Decision Table
- D. Decision Matrix
- E. Decision Tree

Correct Answer: BCD

Expression Sets, Decision Table, and Decision Matrix are three different key modules of Public Sector Solutions: Business Rules Engine (BRE). Expression Sets are modules that can define expressions that can be reused across multiple rules or matrices. Decision Table is a module that can evaluate data based on rows of conditions and actions in a tabular format. Decision Matrix is a module that can evaluate data based on columns of conditions and outcomes in a tabular format. Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_bre.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_bre.htm&type=5&language=en_US)

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## QUESTION 9

An inspector at a large public sector agency is planning to make a visit to inspect restaurants in the city for compliance purposes.

Which three built-in Lightning Components can they use to conduct efficient visits?

- A. Inspection Tab Container
- B. Inspection Details
- C. Inspection Calendar
- D. Inspection Dynamic Dashboards
- E. Inspection Action

Correct Answer: ABE

Inspection Tab Container, Inspection Details, and Inspection Action are three built-in Lightning Components that can be used to conduct efficient visits. Inspection Tab Container is a component that can display a tabbed interface for viewing and editing inspection records. Inspection Details is a component that can display the details of an inspection record, such as the inspection type, status, date, and time. Inspection Action is a component that can display the actions that can be performed on an inspection record, such as completing, canceling, or rescheduling the inspection.

Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_inspection\\_components.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_inspection_components.htm&type=5&language=en_US)

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## QUESTION 10

A public sector agency recently implemented Public Sector Solutions for license and permit use cases. The agency is now planning to get certified for ISO 27001 compliance. One of the essential requirements for achieving this certification is demonstrating that enhanced security, data protection, and auditing capabilities are in place for their implementation.

What Salesforce add-on product should a technical consultant recommend for the agency's compliance use cases?

- A. Setup Audit Trail
- B. Field History Tracking
- C. Salesforce Shield
- D. Classic Encryption

Correct Answer: C

Salesforce Shield is a Salesforce add-on product that can be used for the agency's compliance use cases. Salesforce Shield provides enhanced security, data protection, and auditing capabilities for the agency's implementation. It includes three features: Platform Encryption, Event Monitoring, and Field Audit Trail. Platform Encryption allows the agency to encrypt sensitive data at rest while preserving critical platform functionality. Event Monitoring allows the agency to track and audit user activity and performance across the platform. Field Audit Trail allows the agency to track changes to sensitive data fields over time and set retention policies for field history data. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/secure-data-with-platform-encryption>

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