



Free Questions for Public-Sector-Solutions

Shared by Hurley on 13-05-2025

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Question 1

Question Type: MultipleChoice

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' Decision Explanation Logs.

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

Options:

- A- Decision Explainer Log History
- B- Log History
- C- Audit Log
- D- Record History

Answer:

A

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&type=5&language=en_US

Question 2

Question Type: MultipleChoice

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 & SalesforceDX.

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

tools?

Options:

- 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

Answer:

C

Explanation:

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

Question 3

Question Type: MultipleChoice

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?

Options:

- A- OmniStudio Tracking Service
- B- Field tracking services

C- Event Monitoring

D- Roll Up libraries

Answer:

A

Explanation:

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>

Question 4

Question Type: MultipleChoice

Bobahaven has implemented Public Sector Solutions to manage constituent applications for permits and licenses. However, they have noticed their call center is receiving a large number of phone calls asking similar questions about the new permit and license application processes. Bobahaven is looking for advice on providing up-to-date information about permit and license processes to constituents so their call center inbound call numbers can be reduced.

Which solution would allow constituents to find answers to the* questions before beginning the application process while reducing implementation and maintenance costs?

Options:

A- Implement Salesforce Knowledge, and publish articles to the Bobahaven public website CMS via outbound API calls.

B- Implement Salesforce Knowledge, and publish articles to the Bobahaven public website via Lightning Out.

C- Implement Salesforce Knowledge, and publish articles to an unauthenticated Experience site page for constituents.

D- Implement Salesforce Knowledge, and publish articles to an authenticated Experience site page for constituents.

Answer:

C

Explanation:

Salesforce Knowledge is a feature that allows Bobahaven to create, manage, and publish articles that provide up-to-date information about permit and license processes to constituents. By publishing articles to an unauthenticated Experience site page, Bobahaven can reduce the implementation and maintenance costs by not requiring login or user management for the site visitors. Constituents can access the articles before beginning the application process and find answers to their questions without calling the call center. Reference:

<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscrypt>

Question 5

Question Type: MultipleChoice

Bobahaven has purchased the Licenses, Permits, and inspections modules of Public Sector Solutions and is eager to transform its constituents' experience by providing authenticated digital permit applications and self-service for constituents. Bobahaven's marketing team has provided the consultant with branding guidelines and asset files. The project sponsor has indicated that while brand standards are important to comply with, the speed to market of this constituent digital experience is a higher priority.

Which two Experience Site templates will the consultant select for building and deploying an authenticated digital experience with some custom branding but with an emphasis on an accelerated development timeframe?

Options:

A- Select the BYO (Lightning Web Runtime) template and deploy custom-built Lightning Components.

B- Select the Licenses and Permits Experience Site template, and customize the theme.

C- Select the Help Center Experience Site template, and customize the theme.

D- Select the BYO (Aura) template and deploy a mix of custom-built Lightning Components with standard components.

Answer:

B, C

Explanation:

The Licenses and Permits Experience Site template and the Help Center Experience Site template are two templates that can be used to build and deploy an authenticated digital experience with some custom branding but with an emphasis on an accelerated development timeframe. These templates come with prebuilt pages, components, and themes that can be customized to match Bobahaven's branding guidelines and asset files. The Licenses and Permits Experience Site template can be used to allow constituents to apply online for grants and check the progress of grant applications. The Help Center Experience Site template can be used to provide self-service resources such as articles, FAQs, and chat. Reference: <https://trailhead.salesforce.com/content/learn/public-sector-solutions-design/create-an-experience-site>

Question 6

Question Type: MultipleChoice

A customer wants to provide recommendations to the public on what kind of license is required for their business (three types). Key attributes are required to determine the correct license type, such as city & county location, the volume of current business (in \$), and the size of the building. The rules often change for the thresholds for the volume and size of the building, so the business needs to be able to update these rules easily.

What declarative components would be required to ask the public these questions and provide a recommendation based on the current rules?

Options:

- A- OmniChannel for capturing answers, along with a Reference Lookup Matrix to evaluate & recommend a license type
- B- OmniStudio for capturing answers, along with Einstein AI to evaluate & recommend a license type
- C- Lightning Web Component for capturing answers, along with Apex to evaluate & recommend a license type
- D- OmniScript for capturing answers, along with a Decision Matrix to evaluate & recommend a license type

Answer:

D

Explanation:

OmniScript is a feature of OmniStudio, which is part of the Public Sector Solutions package. OmniScript allows the customer to create guided digital forms that can capture answers from the public and provide recommendations based on business logic. Decision Matrix is a component of OmniScript that can evaluate answers based on rules and conditions and recommend a license type accordingly. Reference:

<https://trailhead.salesforce.com/content/learn/modules/dynamic-assessments-with-public-sector-solutions/create-and-configure-omni-assessment-tasks>

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Question 7

Question Type: MultipleChoice

A government agency is planning for a project Implementation. The project has to comply with regulations for storing protected health information (PHI). What are two different Salesforce security tools that can be used to meet this requirement?

Options:

- A- Field Audit Trail
- B- Setup Audit Trail
- C- Event Monitoring
- D- Platform Encryption

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Answer:

A, D

Explanation:

Field Audit Trail and Platform Encryption are two different Salesforce security tools that can be used to meet the requirement of storing protected health information (PHI). Field Audit Trail allows government agencies to track changes to sensitive data fields over time and set retention policies for field history data. Platform Encryption allows government agencies to encrypt sensitive data at rest while preserving critical platform functionality. Reference:

<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/secure-data-with-platform-encryption>

Question 8

Question Type: MultipleChoice

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?

Options:

- 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.

Answer:

D, E

Explanation:

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-guid>

ed-digital-forms-with-omniscrypt

Question 9

Question Type: MultipleChoice

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

Options:

- A- Workshops, Schedule and Cost
- B- Scope, Tools and Cost
- C- Scope, Resources and Cost
- D- Scope, Schedule and Cost

Answer:

D

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&language=en_US

Question 10

Question Type: MultipleChoice

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?

Options:

- 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:

A, B, D

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 enables 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>

Question 11

Question Type: MultipleChoice

A public sector agency has implemented Public Sector Solutions for Licenses & 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?

Options:

- A- DataRaptor
- B- Integration Procedure

- C- FlexCard
- D- OmniScript

Answer:

D

Explanation:

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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