



Free Questions for Public-Sector-Solutions

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Question 1

Question Type: MultipleChoice

A public sector agency has implemented Public Sector Solutions for managing their Grants program. The agency authorities have received a complaint from an applicant whose eligibility was declined for the

program.

How should the agency authorities check how the eligibility was determined for this application record?

Options:

- A- Use Salesforce debug logs using Developer Console to understand how the eligibility is being determined
- B- Use Decision Explainer to understand how the decision was made
- C- Do testing with relevant data sets and check how each test behaves
- D- Use Public Sector Solutions - Selection Explainer to understand how the selection was made

Answer:

B

Explanation:

When an applicant's eligibility for a grant program is declined, and the decision needs to be reviewed or explained within Salesforce Public Sector Solutions, the appropriate tool to use is the Decision Explainer (Option B). This functionality is part of Salesforce's intelligent decision-making tools that provide insights into how decisions were derived based on the configured criteria and data inputs. The Decision Explainer allows administrators or authorized users to review the decision-making process in detail, identifying exactly why an application was declined based on eligibility or other criteria.

Other options like using Salesforce debug logs (Option A) or testing with relevant data sets (Option C) are less direct and can be more time-consuming without providing the specific, user-friendly explanations that the Decision Explainer offers. The Selection Explainer (Option D) is not specifically a standard Salesforce tool under this name, making Option B the most accurate and relevant choice.

Question 2

Question Type: MultipleChoice

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

Options:

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



Answer:

A, B

Explanation:

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



Question 3

Question Type: MultipleChoice

A government agency would like to ensure that the calculation for Correctly; the System Administrator needs to ensure that the ...

Where in the Expression Sets can the Administrator set the data ...

Options:

- A- Entry Criteria for Process builder
- B- Under Add Resource in Expression Sets
- C- Under the Decision Table
- D- Under OmniScripts and while setting options

Answer:

C

Explanation:

In Salesforce Public Sector Solutions, the calculation logic and data processing rules are often managed using Expression Sets and Decision Tables. These tools allow administrators to define complex business rules and logic without needing extensive code. For a government agency looking to ensure correct calculations, the appropriate place to configure these rules is within the Decision Table. Here's how it works:

Decision Tables:

Decision Tables are used to define a set of rules that determine the output based on different input conditions. They provide a structured way to manage complex logic and can be easily updated as business requirements change.

In the context of the calculation, the System Administrator can set up the necessary conditions and corresponding actions within a Decision Table to ensure accurate outcomes. For example, if the agency needs to calculate eligibility or benefits based on various criteria, these rules can be comprehensively defined within the Decision Table.

Setting Data in Expression Sets:

Within the Decision Table, administrators can specify the inputs (data points) and the corresponding expressions to perform the desired calculations. This ensures that the logic is applied consistently across all relevant processes.

By using Decision Tables, administrators have a flexible and scalable method to handle complex decision logic, ensuring that calculations are performed correctly based on predefined rules.

[Salesforce Help: Decision Tables](#)

[Salesforce Public Sector Solutions Documentation](#)

Question 4

Question Type: MultipleChoice

Which Experience Cloud template contains pre-configured components for Licensing and Permitting use cases?

Options:

- A- Public Sector Solution Template
- B- There is no pre-configured template
- C- The customer Account Portal template.
- D- The licenses and Permits template

Answer:

D

Explanation:

For public sector use cases involving licensing and permitting, Salesforce provides a specific Licenses and Permits template within the Experience Cloud. This template is pre-configured with components tailored to these scenarios, offering a streamlined setup and deployment process.

Licenses and Permits Template:

This template includes pre-built pages and components designed to handle common licensing and permitting processes, such as application submission, status tracking, and renewals.

It provides a user-friendly interface and integrates with other Salesforce features to offer a comprehensive solution for public sector agencies.

Pre-configured Components:

The template includes components such as OmniScripts for guided workflows, FlexCards for data display, and various forms and lists to manage licensing and permitting tasks.

These components help reduce the time and effort required to build and configure the site, allowing agencies to quickly deploy a functional solution.

By using the Licenses and Permits template, the city can leverage pre-configured components to address their specific needs efficiently, minimizing the need for extensive customization.

[Salesforce Help: Experience Cloud Templates](#)

[Salesforce Public Sector Solutions Documentation](#)

Question 5

Question Type: MultipleChoice

A government agency recently implemented Inspections Management, but the internal users want an easier way to generate Visits. Currently, the users must navigate to the Related List tab on an Application, scroll to the Visits* related list and click 'New.' The users also have to manually fill all of the fields when creating the Visit record. What is the recommended approach for creating a better user experience when creating a Visit?

Options:

- A- Change the Business License Application and Individual Application pages to have a single related list of Visits on the right panel.
- B- Create a Screen Flow with the required fields to create a Visit record and add the button to launch the flow on the page layout.
- C- Advise the government agency that the current method is the best option available without custom code, which they should avoid wherever possible.
- D- Create a new Action on the Business License Application and Individual Application objects to create a Visit record with Predefined Field Values.

Answer:

B

Explanation:

Creating a Screen Flow or creating a new Action are two possible approaches for creating a better user experience when creating a Visit. 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 have the required fields to create a Visit record and it can be launched by a button on the page layout. An Action is a type of button that can perform tasks such as creating or updating records. An Action can have Predefined Field Values that can automatically populate fields when creating a Visit record. Reference:

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

Question 6

Question Type: MultipleChoice

A government agency is evaluating the use of Public Sector Solutions. Their legacy solution has been in place for over 20 years; many of their current processes and files are still manual and paper-based. The agency would like to digitize and automate more of its processes and files going forward.

Which Public Sector Solution should a Technical Consultant recommend for this use case?

Options:

- A- Workflows
- B- Smart Forms
- C- Business Rule Engine
- D- Intelligent Document Automation

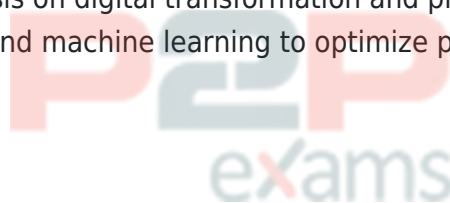


Answer:

D

Explanation:

For a government agency looking to digitize and automate manual and paper-based processes, Intelligent Document Automation (IDA) is a highly recommended solution within the Salesforce Public Sector Solutions suite. IDA allows organizations to convert paper documents into digital format, automate the extraction of data from these documents, and streamline document processing workflows. This capability is crucial for an agency with a legacy system looking to modernize its operations. IDA can significantly reduce manual data entry, improve data accuracy, and accelerate processing times for various applications and documents. This recommendation aligns with Salesforce's emphasis on digital transformation and process automation, leveraging advanced technologies like AI and machine learning to optimize public sector operations.



Question 7

Question Type: MultipleChoice

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?

Options:

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

Answer:

D

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&language=en_US

Question 8

Question Type: MultipleChoice

What is right order of the grantmaking lifecycle?

Options:

- A- Engage, Award, Plan, Review.
- B- Plan, Engage, Award, Review.
- C- Review, Award, Engage, Plan

Answer:

B

Explanation:

The grantmaking lifecycle in Salesforce Public Sector Solutions follows a specific sequence to ensure a structured and effective process. The correct order is:

Plan: This initial phase involves defining the goals, objectives, and criteria for the grant. It includes the preparation of necessary documentation and the establishment of timelines and budgets.

Engage: In this phase, the organization reaches out to potential applicants and stakeholders. This includes marketing the grant opportunity, conducting informational sessions, and providing support to applicants during the application process.

Award: After applications have been received and reviewed, the organization selects the grant recipients. This phase involves the formal awarding of grants, which may include contract signing and disbursement of funds.

Review: The final phase involves monitoring and evaluating the progress and outcomes of the funded projects. It includes collecting reports from grantees, assessing the impact of the grants, and making any necessary adjustments for future grant cycles.

This structured approach ensures that grants are awarded in a fair, transparent, and efficient manner, while also allowing for continuous improvement in the grantmaking process.

[Salesforce Help: Grants Management Lifecycle](#)

[Salesforce Grants Management Documentation](#)

Question 9

Question Type: MultipleChoice

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 UL. In addition to procuring Grants Management licenses, what other three prerequisites should the Technical Consultant advise the PSO are required?

Options:

- A- Customer Community Licenses
- B- Enable Chatter
- C- Enable Web-to-Lead

- D- Migrate Users to Lightning Experience
- E- Customer Community Plus Licenses

Answer:

A, B, D

Explanation:

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

Question 10

Question Type: MultipleChoice

The City of Snaxboro has several License and Permit forms that are long and complex. Applicants often fill out these forms incorrectly and forget to submit key pieces of information, resulting in requests for more information on their applications. The city wants to use Public Sector Solutions and digitize these forms to increase the accuracy of information submitted by applicants and reduce processing times.

What three recommendations should a Technical Consultant provide to the city to achieve this?

Options:

- A- Add spaces in the names of each of the elements. This ensures improvement to OmniScript's load time.
- B- Create a PDF form and integrate it with the Public Sector Solutions application intake form process
- C- Review the application forms and find logical points in the process that can be broken into shorter steps.

D- Review the application forms and try to replicate them as much as possible in a single step using OmniScripts.

E- (Analyze all the application forms and create simple, reusable OmniScripts for processes that are repeatable.

Answer:

C, D, E

Explanation:

To help the City of Snaxboro enhance the accuracy of submissions and reduce processing times for complex license and permit forms, here are three recommendations using Salesforce Public Sector Solutions:

Review the application forms and find logical points in the process that can be broken into shorter steps (Option C). This approach helps simplify the application process by breaking lengthy forms into more manageable parts, reducing the cognitive load on applicants and decreasing the likelihood of errors. This is a best practice in user experience design, especially for complex form processes.

Review the application forms and try to replicate them as much as possible in a single step using OmniScripts (Option D). For parts of the form that are straightforward and do not necessarily benefit from being broken down, using OmniScripts to replicate the process in a single step can streamline data entry and make the process faster for users. This approach should be used judiciously to avoid overwhelming users and should be balanced with breaking down more complex sections.

Analyze all the application forms and create simple, reusable OmniScripts for processes that are repeatable (Option E). OmniScripts allow for creating dynamic, guided experiences that can simplify complex processes and ensure data is captured accurately. By creating reusable scripts for common processes across different forms, the city can maintain consistency and efficiency, reducing the administrative burden and improving the user experience.

Options A and B were not selected because:

Option A suggests adding spaces in element names to improve OmniScript's load time, which is not a recognized or effective practice for this purpose.

Option B proposes using a PDF form integrated with the application intake process, which would counteract efforts towards digital transformation by relying on a less interactive and less flexible format.

The chosen options (C, D, E) leverage Salesforce's capabilities to digitize and streamline complex forms effectively, thus enhancing the quality of submissions and operational efficiency. These practices are supported by Salesforce's guidelines for designing user-friendly digital forms and processes within its Public Sector Solutions framework.

Question 11

Question Type: MultipleChoice

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?

Options:

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

Answer:

C

Explanation:

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

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