

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

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### QUESTION 1

A Public Sector Organization (PSO) is already using Grants Management from Public Sector Solutions and has users interacting with the PSO digitally via their Experience Cloud site. The Technical Consultant has already configured the site to allow users to create support requests themselves; however, the support team in the PSO often creates Cases on behalf of external users. The PSO has received feedback that users of the Site are unable to see Cases that the support team has created.

What can the Technical Consultant configure to make Cases created by the support team visible to the users of the site?

- A. Change the Organization-Wide Default settings for Case to Public Read/Write
- B. Create or modify a sharing set for the Profile used for the Site that gives access to Cases
- C. Create or modify a permission set that gives access to Cases owned by the support team
- D. Create or modify a share group for the Profile used for the Site that gives access to Cases

Correct Answer: B

Sharing sets are used to grant access to records that are associated with a specific user or profile in a community. By creating or modifying a sharing set for the Profile used for the Site, the Technical Consultant can ensure that external users can see Cases that are related to their accounts or contacts, regardless of who created them.

Reference: [https://developer.salesforce.com/docs/atlas.en-us.psc\\_api.meta/psc\\_api/api\\_psc\\_overview.htm](https://developer.salesforce.com/docs/atlas.en-us.psc_api.meta/psc_api/api_psc_overview.htm)

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### QUESTION 2

To allow a user to access the Public Sector Solutions Employee Experience pre-built application.

Which three permission sets need to be assigned?

- A. Employee Experience Community Access
- B. Employee Productivity Plus User Data Access
- C. Employee Experience for Public Sector
- D. Employee Productivity Plus Access
- E. Public Sector Solutions User Access

Correct Answer: ACD

Employee Experience Community Access, Employee Experience for Public Sector, and Employee Productivity Plus Access are three permission sets that need to be assigned to allow a user to access the Public Sector Solutions Employee Experience pre-built application. Employee Experience Community Access is a permission set that grants access to the Employee Experience community site, which is a digital experience site for employees to access resources and services. Employee Experience for Public Sector is a permission set that grants access to the Employee Experience app, which 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. Employee Productivity Plus Access is a permission set that grants access to the Employee Productivity Plus app, which is another prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to improve employee productivity and

collaboration, such as creating action plans or sharing files.

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

### QUESTION 3

A government agency wants to automate the validation of an applicant's date of birth from a driver's license or passport.

Which features are required to automate the validation of the date of birth?

- A. Files
- B. Attachments
- C. Intelligent Form Reader
- D. Content

Correct Answer: C

Intelligent Form Reader is a feature that can be used to automate the validation of an applicant's date of birth from a driver's license or passport. Intelligent Form Reader is a component of OmniStudio, which is part of Public Sector Solutions. It allows users to upload documents or images and extract data from them using optical character recognition (OCR) or artificial intelligence (AI). It can also validate the extracted data against Salesforce records or external sources. Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_intelligent\\_form\\_reader.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_intelligent_form_reader.htm&type=5&language=en_US)

### QUESTION 4

A customer wants to implement a customer community. Authenticated users will be able to log cases, manage their account and contact information, and apply/view their grant applications.

What two security settings should be configured to ensure the community is secure and no extra information is available to the authenticated community users?

- A. Set up Sharing Rules to grant authenticated users access to their Cases, Applications, and Accounts
- B. Set Org-Wide Defaults for External Users to Hidden for everything
- C. Set up Sharing Sets to grant authenticated users access to their Cases, Applications, and Accounts
- D. Set Org-Wide Defaults for External Users to Private for everything

Correct Answer: BC

Org-wide defaults for external users determine the baseline level of access that guest users and authenticated community users have to records they do not own. Setting them to Hidden for everything means that external users cannot see any records by default, unless they are explicitly shared with them. Sharing sets are used to grant access to records that are associated with a specific user or profile in a community. By setting up sharing sets, the authenticated community users can access their own Cases, Applications, and Accounts, but not those of other users.

References:[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)[https://developer.salesforce.com/docs/atlas.en-us.psc\\_api.meta/psc\\_api/api\\_psc\\_overview.htm](https://developer.salesforce.com/docs/atlas.en-us.psc_api.meta/psc_api/api_psc_overview.htm)

### QUESTION 5

The Department of Disaster Assistance is implementing Grants Management using Public Sector Solutions. One of the pain points in the current process is that every grant application reviewer follows a different business process to review the applications received. A solution has been engaged to standardize this process using the Public Sector Solution toolkit. What should be the best solution to achieve this task?

- A. Create a guided omniscrypt guided process to define due diligence steps, related tasks, and documents to collect.
- B. Develop a standard set of processes/guides to coach the reviewers and ask them to follow them without fail.
- C. Use Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect.
- D. Use a screen flow on Accounts to define due diligence steps, related tasks, and documents to collect.

Correct Answer: C

Using Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect is the best solution to standardize the business process for reviewing grant applications. Action Plans are a feature of Public Sector Solutions that can help public sector agencies to create and manage tasks and subtasks for different types of records, such as accounts or cases. Action Plans can be used to define due diligence steps, such as verifying eligibility or checking references, related tasks, such as sending emails or making calls, and documents to collect, such as financial statements or tax returns. Action Plans can also be applied to grant applications using the Account object, which is a standard object that can store information about grant applicants or recipients.

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

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