

PUBLIC-SECTOR-SOLUTIONS Q&As

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QUESTION 1

ATechnical 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_explain er.htmandtype=5andlanguage=en_US

QUESTION 2

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

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

Correct Answer: D

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.htmandtype=5andlanguage=en_US



QUESTION 3

A government agency is responsible for providing licenses to various sporting events. To acquire the license, individuals need to pay the required fees. The System Administrator for Public Sector Solution main responsibility is to automatically map and set the fees for each application to ensure the correct fees are mapped.

Which Business Rules Engine tool is used here?

- A. Workflow Field Updates
- B. Data matrices
- C. Process Builder
- **D.** Decision Matrices

Correct Answer: D

Decision Matrices are Business Rules Engine tools that are used to automatically map and set the fees for each application. A Decision Matrix can evaluate answers based on rules and conditions and provide a decision outcome and explanation. For example, a Decision Matrix can determine the fee amount based on the type of license, the city and county location, the volume of current business, and the size of the building. Reference:https://help.salesforce.com/s/arti cleView?id=psc_admin_setup_decision_matrix.htmandtype=5andlanguage=en_US

QUESTION 4

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?

- 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_manage ment.htmandtype=5andlanguage=en_US



QUESTION 5

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_tem plates.htmandtype=5andlanguage=en_US

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