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QUESTION 1

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?

- 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.

Correct Answer: C

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 2

A government agency uses Public Sector Solutions to manage permits and gram approvals. The approvals team leader wants to improve team efficiency by ensuring everyone in the approvals team can see a summary of their open applications pending approval, including how long the application has been pending approval and the moment they log in to Salesforce for the day.

In this scenario, which is the correct reporting and analytics solution to provide Approval insights to team members on login?

- A. Create a custom Approvals report using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver role.
- B. Provide CRM Analytics licenses to all team members, create a custom Approvals dashboard using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver profile.
- C. Create a custom Approvals dashboard using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver profile.
- D. Provide CRM Analytics licenses to all team members, create a custom Approvals report using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver role.

Correct Answer: C

Creating a custom Approvals dashboard using standard Salesforce Reports and Dashboards and adding this to a custom Home Page assigned to the Approver profile is the correct reporting and analytics solution to provide Approval

insights to team members on login. Salesforce Reports and Dashboards are tools that can be used to create and display data visualizations, such as charts, tables, or metrics. A custom Approvals dashboard can show a summary of open applications pending approval, including how long the application has been pending approval. A custom Home Page is a page that can be customized to show different components, such as dashboards, tasks, or news. A custom Home Page can be assigned to a specific profile, such as the Approver profile, and it can be displayed when users log in to Salesforce. Reference:https://help.salesforce.com/s/articleView?id=sf.reports_dashboards_overview.htmandtype=5

QUESTION 3

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>

QUESTION 4

The Department of Disaster Assistance has received the approval to fund government agencies if a disaster occurs in their region.

What is the best solution to capture the fund-related requirements, objectives, and supporting documents?

- A. Utilize the Funding Program Request object to capture the details
- B. Utilize the "Funding Program" object to capture the details
- C. Utilize the "Funding Request" object to capture the details
- D. Utilize the "Business Licence Application" object to capture the details

Correct Answer: C

The "Funding Request" object is the best solution to capture the fund-related requirements, objectives, and supporting documents. The "Funding Request" object is a standard object that comes with Public Sector Solutions. It can be used

to track requests for funding from different sources, such as government agencies or external organizations. The "Funding Request" object can store information such as the funding program, the funding amount, the funding status, the funding requestor, and the funding recipient. It can also have related records such as documents, tasks, or disbursements. Reference:

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

QUESTION 5

A government agency wants to digitize hundreds of PDF forms for its employees.

Which Employee Experience for Public Sector feature(s) are most important to address this opportunity?

- A. Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community
- B. Salesforce Flows, APEX, Custom Objects, and VisualForce
- C. Salesforce Flows, Customer Community, and Individual Account
- D. Salesforce Flows, Employee and Public Sector Data Models, and Employee Community

Correct Answer: A

Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community are the most important features of Employee Experience for Public Sector to address the opportunity of digitizing hundreds of PDF forms for employees. Employee Experience for Public Sector 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. Salesforce OmniStudio is a component of Public Sector Solutions that can help public sector agencies to create guided digital forms using OmniScripts. Flows are tools that can help public sector agencies to automate business processes using flows. Employee and Public Sector Data Models are components of Public Sector Solutions that can help public sector agencies to store and organize data using standard and custom objects. Employee Community is a component of Public Sector Solutions that can help public sector agencies to create a digital experience site for employees to access resources and services.

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

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