

Public-Sector-Solutions PDF Dumps - The most beneficial Option For Certification Preparation



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Salesforce Public-Sector-Solutions Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Public Sector Solution Product Configuration: This section assesses the proficiency of public sector technical consultants in identifying and implementing the right Salesforce Public Sector Solutions components for business requirements. Skills in Omnistudio, Service Cloud, and automation tools are key. It tests the ability to create optimized configurations, action plans, and digital experiences that enhance service delivery.
Topic 2	<ul style="list-style-type: none">Public Sector Solutions Implementation Strategies and Best Practices: This domain measures the ability to implement Salesforce Public Sector Solutions using strategic approaches and industry best practices. Focus areas include PSS solutions, data sharing, security, scalability, and data quality. Demonstrating expertise in mapping business processes and designing robust solutions reflects the technical consultant aptitude for driving successful implementations in complex public sector environments.
Topic 3	<ul style="list-style-type: none">Public Sector Solutions - Product-Specific Systems Knowledge: Proficiency of public sector technical consultants in configuring systems for licenses, permits, inspections, grants management, employee experience, and emergency response will be tested. Understanding document processing, eSignature technologies, and reporting options is critical. Success in this area demonstrates expertise in delivering tailored solutions aligned with customer objectives and lifecycle requirements.

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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q63-Q68):

NEW QUESTION # 63

A government agency plans to implement Public Sector Solutions to manage their grant programs. The agency has decided to use its existing public-facing portal that resides outside the Salesforce platform. The agency needs to allow constituents to submit their grant applications from their existing portal and integrate submitted application data into the appropriate Public Sector Solutions objects in Salesforce.

What OmniStudio feature can be leveraged to meet this requirement?

- A. FlexCards
- **B. DataRaptor**
- C. Integration Procedure
- D. OmniOut

Answer: B

Explanation:

For integrating data from an external portal into Salesforce's Public Sector Solutions objects, the most effective OmniStudio feature is DataRaptor (Option C). DataRaptors are a tool within OmniStudio designed to streamline and simplify data integration, transformation, and loading processes between external systems and Salesforce. They provide a no-code solution that allows complex data manipulation and integration without the need for extensive programming, making them ideal for scenarios where external data from an agency's public-facing portal needs to be accurately and efficiently mapped to Salesforce objects. OmniOut (Option A) is not a recognized OmniStudio tool; FlexCards (Option B) are used for data visualization and user interaction rather than data integration; Integration Procedure (Option D) could theoretically be used for integrating data but is more complex and less specific to data integration tasks compared to DataRaptors.

NEW QUESTION # 64

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 an authenticated Experience site page for constituents.
- 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 the Bobahaven public website CMS via outbound API calls.

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>

NEW QUESTION # 65

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?

- A. Custom Object for Applications

- B. Person Accounts
- C. Product Schedule
- D. Salesforce Flow

Answer: B

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?](https://help.salesforce.com/s/articleView?id=psc_admin_setup_individual_applications.htm&type=5&language=en_US)

[id=psc_admin_setup_individual_applications.htm&type=5&language=en_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_individual_applications.htm&type=5&language=en_US)

NEW QUESTION # 66

A Public Sector Organization (PSO) has recently deployed Grants Management from Public Sector Solutions within their Salesforce Org and has launched their publicly available Grants Portal. The PSO would like to ensure that they meet their statutory requirements and perform their due diligence, as they now have Organizations registering via their portal. The PSO's statutory and due diligence processes include verifying the details of the Organization as well as requesting, collecting, and storing documentation about the Organization. The PSO would like to track these activities separately, as these processes can be run in parallel.

Which feature available in PSS would the Technical Consultant configure to meet the PSO's requirements?

- A. An Action Plan Template targeted at Account
- B. A Support Process targeted at Account
- C. An Action Plan targeted at Account
- D. A Path targeted at Account

Answer: C

Explanation:

In the context of a Public Sector Organization using Grants Management and needing to track statutory requirements and due diligence processes for organizations registering via their portal, configuring an Action Plan targeted at the Account object is the most suitable solution. Action Plans in Salesforce allow for the creation of standardized, repeatable sets of tasks that can be applied to records. This feature is ideal for managing due diligence processes, as it enables the PSO to define a set of tasks that need to be completed for each organization, track their completion, and ensure consistency in how due diligence is performed. This approach allows these activities to be tracked separately and run in parallel, providing a structured and efficient method for managing statutory and due diligence requirements within the Grants Management framework. This recommendation leverages Salesforce Public Sector Solutions' capabilities to enhance process management and compliance tracking for public sector organizations.

NEW QUESTION # 67

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?

- A. Roll Up libraries
- B. Event Monitoring
- C. OmniStudio Tracking Service
- D. Field tracking services

Answer: C

Explanation:

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-analyz>

NEW QUESTION # 68

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One of the advantages of taking the PassLeader Salesforce Public Sector Solutions Accredited Professional (Public-Sector-Solutions) practice exam (desktop and web-based) is that it helps applicants to focus on their weak areas. It also helps applicants to track their progress and make improvements. Salesforce Public-Sector-Solutions Practice Exams are particularly helpful in identifying areas where one needs more practice.

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