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Salesforce Public-Sector-Solutions Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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.

Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q25-Q30):

NEW QUESTION # 25

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 unauthenticated 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 the Bobahaven public website CMS via outbound API calls.
- D. Implement Salesforce Knowledge, and publish articles to an authenticated Experience site page for constituents.

Answer: A

Explanation:

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-di>

NEW QUESTION # 26

Bobavhan 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. Bobavhan 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 their questions before beginning the application process while reducing implementation and maintenance costs?

- A. Implement Salesforce Knowledge, and publish articles to an unauthenticated Experience site page for constituents.
- B. Implement Salesforce Knowledge, and publish articles to the Bohavhan public website via Lightning Out.
- C. Implement Salesforce Knowledge, and publish articles to the Bohavhan public website CMS via outbound API calls.
- D. Implement Salesforce Knowledge, and publish articles to an authenticated Experience site page for constituents.

Answer: A

Explanation:

Implement Salesforce Knowledge, and publish articles to an unauthenticated Experience site page for constituents. This maps the scenario to the Salesforce-native capability that owns the requirement.

The Core Concept Explained: Experience Cloud design is driven by persona, authentication, scale, and sharing. The wrong template or license can create unnecessary cost, weak security, or excessive customization.

Step-by-Step Technical Analysis: Begin with the external persona, authentication requirement, and transaction volume. Select the Experience Cloud license or template that matches that access pattern, then configure sharing sets, external OWD, site visibility, and page access. Finish by testing the experience as anonymous, authenticated, and internal users. Publish Salesforce Knowledge articles to an unauthenticated Experience Cloud page so users can search answers before logging in or starting an application.

Why the Incorrect Options Are Wrong: A introduces unnecessary integration and maintenance overhead for content that can be surfaced directly through Experience Cloud. B restricts access to information that the scenario wants constituents to find before starting or logging into the process. D introduces unnecessary integration and maintenance overhead for content that can be surfaced directly through Experience Cloud.

NEW QUESTION # 27

The Department of Disaster Assistance would like to enhance its existing grant management experience using the "Grants Management" Public Sector Solution. What are the correct sequential stages involved in the grant management lifecycle?

- A. Plan, Apply, Engage, Review, Award, Manage and Close Out
- B. Plan, Engage, Apply, Review, Award, Manage and Close Out
- C. Apply, Engage, Plan, Apply, Review, Award, Manage and Close Out
- D. Engage, Apply, Plan, Review, Award, Manage and Close Out

Answer: B

Explanation:

Plan, Engage, Apply, Review, Award, Manage and Close Out. This answer fits because the requirement is about the specific platform mechanism named in the option, not a nearby workaround.

The Core Concept Explained: Experience Cloud design is driven by persona, authentication, scale, and sharing. The wrong template or license can create unnecessary cost, weak security, or excessive customization.

Step-by-Step Technical Analysis: Begin with the external persona, authentication requirement, and transaction volume. Select the Experience Cloud license or template that matches that access pattern, then configure sharing sets, external OWD, site visibility, and page access. Finish by testing the experience as anonymous, authenticated, and internal users. Use the sequence Plan, Engage, Apply, Review, Award, Manage, and Close Out. For exam preparation, validate the answer by tracing the record lifecycle, the user persona, and the automation owner from intake through reporting.

Why the Incorrect Options Are Wrong: A uses the wrong packaged object or module boundary for this scenario. C uses the wrong packaged object or module boundary for this scenario. D uses the wrong packaged object or module boundary for this scenario.

NEW QUESTION # 28

Bobahaven has implemented the Licenses, permits, and inspections modules of Salesforce Public Sector Solutions to enable their permit application and approval processes.

Permits received over 12 month require additional manage sign-off before approval. For regulatory compliance, the application's history and approval must be auditable.

What will technical consultant suggest to Bobahaven is the solution for this requirement?

- A. Implement an approval process that routes an approval request to the user's manager when the application duration is longer than 12 months.
- B. Implement an approval escalation rule that escalates applications to the user's manager when the application duration is longer than 12 months.

- C. Implement business Rules Engine to identify application .. 12 months and train staff to use Chatter to request approval from their manager.
- D. Implement a Flow to identify applications over 12 months and assign ownership of the application to the user's manager for approval.

Answer: A

Explanation:

In Salesforce Public Sector Solutions, managing approvals for permit applications is crucial, especially when regulatory compliance requires additional managerial sign-off for applications exceeding a certain duration. Implementing an approval process is the recommended solution to meet these requirements effectively:

Approval Process:

An approval process in Salesforce allows for the automation of approval workflows based on predefined criteria. This ensures that applications follow a consistent and auditable approval path.

For applications with a duration longer than 12 months, the approval process can be configured to route the approval request to the user's manager automatically.

Steps to Implement:

Navigate to Setup > Process Automation > Approval Processes.

Create a new approval process for the Permit Application object.

Define the entry criteria to check if the application duration exceeds 12 months.

Set the approval steps to include routing the approval request to the user's manager.

Ensure that the approval process captures all necessary audit trails, including timestamps and approver details, to maintain compliance.

By implementing an approval process, Bobahaven ensures that applications meeting the specific criteria are escalated appropriately, maintaining regulatory compliance and providing an auditable history of approvals.

Reference:

Salesforce Help: Approval Processes

Salesforce Public Sector Solutions Documentation

NEW QUESTION # 29

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 'Business License Application' object to capture the details
- **B. Utilize the 'Funding Program' object to capture the details**
- C. Utilize the 'Funding Program Request' object to capture the details
- D. Utilize the 'Funding Request' object to capture the details

Answer: B

Explanation:

Utilize the 'Funding Program' object to capture the details. This answer fits because the requirement is about the specific platform mechanism named in the option, not a nearby workaround.

The Core Concept Explained: Document automation reduces manual review by turning files into governed records, checklist items, extracted fields, or signature events. The design must preserve traceability from upload through review.

Step-by-Step Technical Analysis: Separate document intake from record processing. Configure the document type, checklist, extraction, signature, or IDA/IFR behavior, map the captured values to the application record, and test with real sample files.

Confirm exception handling for unreadable documents, missing uploads, and resubmission cycles. Use Funding Program to capture program-level requirements, objectives, funding purpose, supporting documents, and governance details.

Why the Incorrect Options Are Wrong: A uses the wrong packaged object or module boundary for this scenario. C uses the wrong packaged object or module boundary for this scenario. D uses the wrong packaged object or module boundary for this scenario.

NEW QUESTION # 30

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