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## Salesforce Public-Sector-Solutions Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>

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## Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q44-Q49):

### NEW QUESTION # 44

What are the two key document types that a consultant might be asked to produce for Public Sector Solutions implementation?  
Choose 2 answers

- A. Budget Plan
- B. Marketing Plan
- C. Functional requirements specification (FRS)
- D. User Stories

**Answer: C,D**

Explanation:

\* Functional Requirements Specification (FRS):

\* The FRS is a key document outlining the detailed functional requirements for the system to be implemented. It describes what the system should do, aligning closely with the agency's needs and use cases for Public Sector Solutions.

\* User Stories:

\* User stories are an Agile artifact describing the functional goals of the system from the perspective of end users. They are concise, actionable, and focus on user needs (e.g., "As a user, I want to apply for a license online to avoid visiting the office").

\* User stories help ensure that the implementation focuses on delivering value to end users.

\* A. Budget Plan:

\* While important for overall project planning, a Budget Plan is not a document typically produced by consultants specific to Public Sector Solutions implementation. It's usually handled by project management teams.

\* C. Marketing Plan:

\* A Marketing Plan is unrelated to the technical or functional implementation of Salesforce Public Sector Solutions.

Why Not the Other Options?

### NEW QUESTION # 45

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. Salesforce Flow
- D. Product Schedule

**Answer: B**

Explanation:

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?id=psc\\_admin\\_setup\\_individual\\_applications.htm&type=5&](https://help.salesforce.com/s/articleView?id=psc_admin_setup_individual_applications.htm&type=5&)

#### NEW QUESTION # 46

A customer wants to provide recommendations to the public on what kind of license is required for their business (three types). Key attributes are required to determine the correct license type, such as city & county location, the volume of current business (in \$), and the size of the building. The rules often change for the thresholds for the volume and size of the building, so the business needs to be able to update these rules easily.

What declarative components would be required to ask the public these questions and provide a recommendation based on the current rules?

- **A. OmniScript for capturing answers, along with a Decision Matrix to evaluate & recommend a license type**
- B. OmniStudio for capturing answers, along with Einstein AI to evaluate & recommend a license type
- C. Lightning Web Component for capturing answers, along with Apex to evaluate & recommend a license type
- D. OmniChannel for capturing answers, along with a Reference Lookup Matrix to evaluate & recommend a license type

**Answer: A**

Explanation:

Explanation

OmniScript is a feature of OmniStudio, which is part of the Public Sector Solutions package. OmniScript allows the customer to create guided digital forms that can capture answers from the public and provide recommendations based on business logic.

Decision Matrix is a component of OmniScript that can evaluate answers based on rules and conditions and recommend a license type accordingly.

Reference:<https://trailhead.salesforce.com/content/learn/modules/dynamic-assessments-with-public-sector-soluti>

#### NEW QUESTION # 47

A Public Sector Organization (PSO) is responding to an emergency and wants to provide a way for constituents and businesses to access resources and submit requests for services and programs. The PSO wants to leverage Public Sector Solutions (PSS) components, where possible, and offer a digital experience to end users.

What three prerequisite items should the Technical Consultant advise the PSO to configure so that PSS components can be used?

- **A. Enable Web-to-Case**
- **B. Install the ERM for PSS Managed Package**
- C. Install the ERM for PSS Unmanaged Package
- D. Enable Email-to-Case
- **E. Enable Person Account**

**Answer: A,B,E**

Explanation:

Installing the ERM for PSS Managed Package, enabling Person Accounts, and enabling Web-to-Case are three prerequisite items that should be configured so that PSS components can be used to respond to an emergency. The ERM for PSS Managed Package is a package that contains the Emergency Response Management (ERM) app, which is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to create and manage emergency response programs and services, and enable citizens

to access resources and submit requests. Enabling Person Accounts is a feature that can be used to store information about individual people who are not associated with a business account, such as citizens or volunteers. Enabling Web-to-Case is a feature that can be used to create cases from web forms submitted by external users, such as emergency service requests. Reference: [https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_community\\_response.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_community_response.htm&type=5&language=en_US)

#### NEW QUESTION # 48

A Public Sector Organization (PSO) would like to enhance its publicly available website, built in Experience Cloud, to allow constituents to report their concerns about someone's health or safety. The PSO is already using Public Sector Solutions. The requirement from the PSO is that the constituent should be able to report their concerns both as authenticated users and anonymously. Additionally, internal staff should be able to separately track their investigations and any follow-up in a separate Case. Leveraging Public Sector Solutions functionality, what configuration should the Technical Consultant use to meet the requirements?

- A. Use a custom object for the Complaint with a lookup relationship to Case.
- B. Use record types on Case, one for the constituents and one for internal staff
- C. Use the Public Complaint and Case objects.
- D. Use the Complaint Case and Case objects.

**Answer: C**

Explanation:

For a Public Sector Organization enhancing its website to allow both authenticated and anonymous reporting of health or safety concerns, the appropriate configuration using Salesforce Public Sector Solutions would involve:

Using the Public Complaint and Case objects (Option C). Salesforce Public Sector Solutions includes specialized objects like Public Complaint, which is designed to handle situations where the public can report issues. These can be configured to allow anonymous entries while maintaining the capability to create and track related Cases for internal follow-up. This setup enables the organization to efficiently manage and segregate public inputs from internal case management processes.

Options A, B, and D do not fully address the requirements:

Option A and B involve using only the Case object or different record types on the Case object. While these configurations could segment reports internally, they do not cater specifically to the need for public input, particularly anonymous reporting.

Option D suggests creating a custom object for the Complaint with a lookup relationship to Case, which would require additional customization and might not leverage existing functionality as efficiently as using Public Complaint.

#### NEW QUESTION # 49

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