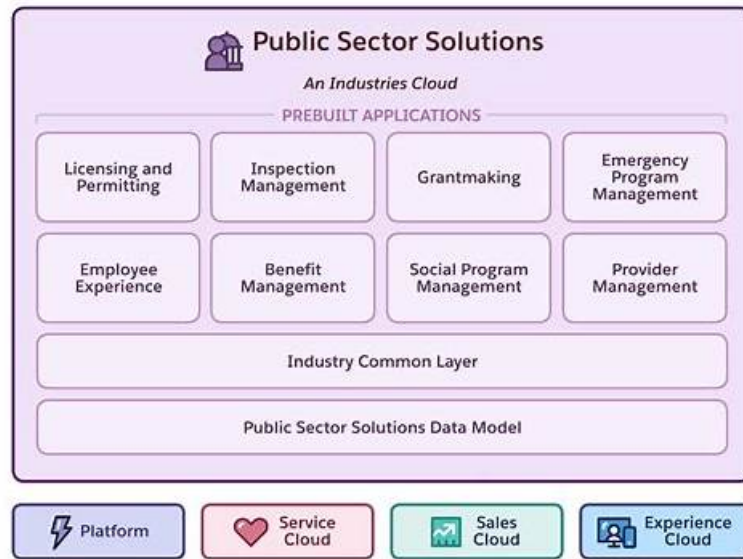


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Salesforce Public-Sector-Solutions Exam Syllabus Topics:

Topic	Details
Topic 1	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.
Topic 2	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's aptitude for driving successful implementations in complex public sector environments.
Topic 3	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.

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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q24-Q29):

NEW QUESTION # 24

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 the Public Complaint and Case objects.**
- C. Use record types on Case, one for the constituents and one for internal staff
- D. Use the Complaint Case and Case objects.

Answer: B

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 # 25

A government agency is planning to determine applicable fees for customers based on complex data entered by the customer. Business users would like to test this feature with multiple samples before going live.

How can the agency execute and confirm samples?

- A. By utilizing the flows
- B. By utilizing the integration procedures
- C. By utilizing the combination of data raptors and integration procedures
- **D. By utilizing the expression sets in BRE module**

Answer: D

Explanation:

Explanation

Utilizing the expression sets in BRE module is a way to execute and confirm samples for determining applicable fees for customers based on complex data entered by the customer. BRE module is a component of Business Rules Engine (BRE), which is a feature of Public Sector Solutions. It can help public sector agencies to create and manage business rules and logic, such as determining fees or eligibility. Expression sets are modules of BRE that can define expressions that can be reused across multiple rules or matrices.

Expression sets can also be executed and confirmed with sample data using the Test Expression Set feature in BRE.

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

NEW QUESTION # 26

To allow a user to access the Public Sector Solutions Employee Experience pre-built application. Which three permission sets need to be assigned?

- A. Employee Productivity Plus User Data Access
- B. Public Sector Solutions User Access
- C. Employee Productivity Plus Access
- D. Employee Experience Community Access
- E. Employee Experience for Public Sector

Answer: C,D,E

Explanation:

Employee Experience Community Access, Employee Experience for Public Sector, and Employee Productivity Plus Access are three permission sets that need to be assigned to allow a user to access the Public Sector Solutions Employee Experience pre-built application. Employee Experience Community Access is a permission set that grants access to the Employee Experience community site, which is a digital experience site for employees to access resources and services. Employee Experience for Public Sector is a permission set that grants access to the Employee Experience app, which 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. Employee Productivity Plus Access is a permission set that grants access to the Employee Productivity Plus app, which is another prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to improve employee productivity and collaboration, such as creating action plans or sharing files. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&language=en_US

NEW QUESTION # 27

A government agency would like to ensure that the calculation for Correctly; the System Administrator needs to ensure that the ...
Where in the Expression Sets can the Administrator set the data ...

- A. Entry Criteria for Process builder
- B. Under Add Resource in Expression Sets
- C. Under the Decision Table
- D. Under OmniScripts and while setting options

Answer: C

Explanation:

In Salesforce Public Sector Solutions, the calculation logic and data processing rules are often managed using Expression Sets and Decision Tables. These tools allow administrators to define complex business rules and logic without needing extensive code. For a government agency looking to ensure correct calculations, the appropriate place to configure these rules is within the Decision Table. Here's how it works:

* Decision Tables:

* Decision Tables are used to define a set of rules that determine the output based on different input conditions. They provide a structured way to manage complex logic and can be easily updated as business requirements change.

* In the context of the calculation, the System Administrator can set up the necessary conditions and corresponding actions within a Decision Table to ensure accurate outcomes. For example, if the agency needs to calculate eligibility or benefits based on various criteria, these rules can be comprehensively defined within the Decision Table.

* Setting Data in Expression Sets:

* Within the Decision Table, administrators can specify the inputs (data points) and the corresponding expressions to perform the desired calculations. This ensures that the logic is applied consistently across all relevant processes.

By using Decision Tables, administrators have a flexible and scalable method to handle complex decision logic, ensuring that calculations are performed correctly based on predefined rules.

References:

* Salesforce Help: Decision Tables

* Salesforce Public Sector Solutions Documentation

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. Bobahaven's contact center management team has noticed an increase in complaints to

the contact center regarding lengthy application response times.

Bobahaven has asked for guidance on identifying applications that are taking longer than the published Service Level Agreement (SLA) for approval times and proactively resolving these to improve the constituent experience.

What should a technical consultant recommend to Bobahaven to solve this problem?

- A. Implement Cases with Entitlements and Milestones, including internal notifications and escalations after the "application has breached the agreed SLA.
- B. Implement Cases with Entitlements and Milestones, including internal notifications and escalations when the application is about to breach the agreed SLA.
- C. Implement Entitlements and Milestones for Applications, including internal notifications and escalations after the application has breached the agreed SLA.
- **D. Implement Entitlements and Milestones for Applications, including internal notifications and escalations when the application is about to breach the agreed SLA.**

Answer: D

Explanation:

To address the issue of lengthy application response times and improve the constituent experience, it is essential to implement a proactive solution that monitors application processing against the Service Level Agreements (SLAs). Entitlements and Milestones in Salesforce provide the necessary tools to achieve this:

Entitlements and Milestones:

Entitlements define the service level and support provided to constituents. Milestones track the key performance indicators and stages within the entitlement process.

By configuring entitlements and milestones for the permit applications, Bobahaven can monitor the progress of each application against the defined SLAs.

Proactive Notifications and Escalations:

Internal notifications and escalations can be set up to trigger when an application is about to breach the agreed SLA. This proactive approach allows the contact center team to intervene before the SLA is violated, thereby improving response times and reducing complaints.

Steps to Implement:

Navigate to Setup > Entitlement Management > Entitlements and create entitlements for the permit applications.

Define Milestones within the entitlements to represent critical stages in the application process.

Configure milestone actions to include internal notifications and escalation rules that trigger as the application approaches the SLA breach threshold.

Ensure that the contact center management team receives these notifications to take timely action.

By implementing entitlements and milestones with proactive notifications and escalations, Bobahaven can effectively manage application processing times, ensuring adherence to SLAs and enhancing the overall constituent experience.

Reference:

Salesforce Help: Entitlements and Milestones

Salesforce Public Sector Solutions Documentation

NEW QUESTION # 29

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