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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 - 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 3	<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.

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

NEW QUESTION # 25

A government agency uses Public Sector Solutions to manage permits and grant 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.

Answer: C

Explanation:

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.htm&type=5

NEW QUESTION # 26

Often, one permit is dependent on another, and businesses require a specific set of permits to do business. The City of Snaxboro would like to show its constituents all the permits required for different business types, so they know exactly what they need to apply for. What is the recommended approach for building out this functionality?

- A. Create a custom object called Permit Dependency and make it a junction object between the Business Type object and Regulatory Authorization Type object. Configure the Permit Dependency records and embed a list view of the Business Types on the Experience Site for applicants to click and review related dependencies.
- B. Create a custom object called "Permit Dependency" and make it a junction object between the Business Type object and Regulatory Authorization Type object. Create a FlexCard that allows the user to select the Business Type from a picklist and display the associated Permit Dependency records. Embed this FlexCard on an Experience site for applicants to use.
- C. Create a new Business Regulatory Authorization Type Dependency record by selecting the Parent Business Regulatory Authorization Type that must be applied first and the Dependent Business Regulatory Authorization Type that must be applied after getting the parent. Ensure the Show Dependent Permits section is available in the portal for applicants to view.
- D. Create an OmniScript with all the applicable Business Types. Based on the Business Type selected, enable a conditional

section to display all the associated permits that are required. Embed this OmniScript on the Experience Site for applicants to use by selecting the Business Type and viewing the associated permits.

Answer: D

Explanation:

For the City of Snaxboro to show constituents the required permits for different business types, an OmniScript is the recommended approach. OmniScript, part of Salesforce's Vlocity tools, allows for the creation of dynamic, guided experiences. By configuring an OmniScript with a selection mechanism for different Business Types and conditional sections that display the associated permits, applicants can easily understand the permit requirements relevant to their business. Embedding this OmniScript on an Experience Site provides a user-friendly interface for constituents to interact with, simplifying the permit application process. This solution leverages Salesforce's capabilities for creating personalized, interactive experiences that guide users through complex processes, making it easier for businesses to comply with regulatory requirements.

NEW QUESTION # 27

A resident in the city of Richdale has concerns about unnecessary debris from construction at a nearby residence and has filed a complaint with the city. The city uses Public Sector Solutions for LPI (Licensing, Permitting & Inspections) to manage residential construction permits.

What three recommendations should a Technical Consultant provide to the city to handle complaints from residents and tie them back to existing residential construction permits?

- A. Link Inspections and Visits to Permit Applications
- B. Configure Action Plans on Cases and Permits
- C. Configure Inspections and Visits
- D. Set up Business Rules Engine (BRE) to determine Complaint validity.
- E. Link Cases to Permits

Answer: A,B,C

Explanation:

Linking inspections and visits to permit applications allows the city to track the progress and status of the inspections related to the complaints. Configuring inspections and visits enables the city to define the inspection types, schedules, checklists, and outcomes. Configuring action plans on cases and permits allows the city to automate the inspection tasks and workflows, assign them to inspectors, and collaborate on them using Chatter. Reference:

<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/configure-inspections-and->

NEW QUESTION # 28

Often, one permit is dependent on another, and businesses require a specific set of permits to do business. The City of Snaxboro would like to show its constituents all the permits required for different business types, so they know exactly what they need to apply for. What is the recommended approach for building out this functionality?

- A. D. Create a custom object called Permit Dependency and make it a junction object between the Business Type object and Regulatory Authorization Type object. Configure the Permit Dependency records and embed a list view of the Business Types on the Experience Site for applicants to click and review related dependencies.
- B. Create a new Business Regulatory Authorization Type Dependency record by selecting the Parent Business Regulatory Authorization Type that must be applied first and the Dependent Business Regulatory Authorization Type that must be applied after getting the parent. Ensure the Show Dependent Permits section is available in the portal for applicants to view.
- C. Create a custom object called "Permit Dependency" and make it a junction object between the Business Type object and Regulatory (§ > Authorization Type object. Create a FlexCard that allows the user to select the Business Type from a picklist and display the associated Permit Dependency records. Embed this FlexCard on an Experience site for applicants to use.
- D. Create an OmniScript with all the applicable Business Types. Based on the Business Type selected, enable a conditional section to display all the associated permits that are required. Embed this OmniScript on the Experience Site for applicants to use by selecting the Business Type and viewing the associated permits.

Answer: D

Explanation:

For the City of Snaxboro to show constituents the required permits for different business types, an OmniScript is the recommended

approach. OmniScript, part of Salesforce's Vlocity tools, allows for the creation of dynamic, guided experiences. By configuring an OmniScript with a selection mechanism for different Business Types and conditional sections that display the associated permits, applicants can easily understand the permit requirements relevant to their business. Embedding this OmniScript on an Experience Site provides a user-friendly interface for constituents to interact with, simplifying the permit application process. This solution leverages Salesforce's capabilities for creating personalized, interactive experiences that guide users through complex processes, making it easier for businesses to comply with regulatory requirements.

NEW QUESTION # 29

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 an unauthenticated Experience site page for constituents.**
- 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 the Bobahaven public website via Lightning Out.

Answer: B

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 # 30

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As is known to us, the Public-Sector-Solutions Certification has been increasingly important for a lot of modern people in the rapid development world. Why is the Public-Sector-Solutions certification so significant for many people? Because having the certification can help people make their dreams come true, including have a better job, gain more wealth, have a higher social position and so on. We believe that you will be fond of our products.

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