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QUESTION 1

The City of Snaxboro has implemented CRM Analytics for Public Sector but keeps getting an error message when creating the Analytics (or the Licensing, Permits, and inspections app). They have verified that their users have the appropriate permission sets assigned. What is the most probable cause for the error message?

- A. There are no Visit records.
- B. There are no active Action Plan Templates.
- C. Person Accounts have not been enabled.
- D. There are no Violation records.

Correct Answer: A

There are no Visit records is the most probable cause for the error message when creating the Analytics for the Licensing, Permits, and Inspections app. CRM Analytics for Public Sector is a prebuilt app that comes with Public Sector Solutions and it can provide reports and dashboards for licensing, permitting, and inspections data. However, if there are no Visit records in the org, the Analytics app cannot generate any data and will show an error message. To fix this issue, the City of Snaxboro needs to create some Visit records or import some sample data.

Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_crm_analytics.htmandtype=5andlanguage=en_US

QUESTION 2

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

Correct Answer: ABD

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 enable 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-visits>



QUESTION 3

The Department of Disaster Assistance is implementing Grants Management using Public Sector Solutions. One of the pain points in the current process is that every grant application reviewer follows a different business process to review the applications received. A solution has been engaged to standardize this process using the Public Sector Solution toolkit. What should be the best solution to achieve this task?

- A. Create a guided omniscrypt guided process to define due diligence steps, related tasks, and documents to collect.
- B. Develop a standard set of processes/guides to coach the reviewers and ask them to follow them without fail.
- C. Use Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect.
- D. Use a screen flow on Accounts to define due diligence steps, related tasks, and documents to collect.

Correct Answer: C

Using Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect is the best solution to standardize the business process for reviewing grant applications. Action Plans are a feature of Public Sector Solutions that can help public sector agencies to create and manage tasks and subtasks for different types of records, such as accounts or cases. Action Plans can be used to define due diligence steps, such as verifying eligibility or checking references, related tasks, such as sending emails or making calls, and documents to collect, such as financial statements or tax returns. Action Plans can also be applied to grant applications using the Account object, which is a standard object that can store information about grant applicants or recipients.

Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_action_plans.htm&language=en_US

QUESTION 4

An inspector at a large public sector agency is planning to make a visit to inspect restaurants in the city for compliance purposes.

Which three built-in Lightning Components can they use to conduct efficient visits?

- A. Inspection Tab Container
- B. Inspection Details
- C. Inspection Calendar
- D. Inspection Dynamic Dashboards
- E. Inspection Action

Correct Answer: ABE

Inspection Tab Container, Inspection Details, and Inspection Action are three built-in Lightning Components that can be used to conduct efficient visits. Inspection Tab Container is a component that can display a tabbed interface for viewing and editing inspection records. Inspection Details is a component that can display the details of an inspection record, such as the inspection type, status, date, and time. Inspection Action is a component that can display the actions that can be performed on an inspection record, such as completing, canceling, or rescheduling the inspection.

Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_inspection_components.htm&language=en_US



QUESTION 5

A government agency wants to digitize hundreds of PDF forms for its employees.

Which Employee Experience for Public Sector feature(s) are most important to address this opportunity?

- A. Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community
- B. Salesforce Flows, APEX, Custom Objects, and VisualForce
- C. Salesforce Flows, Customer Community, and Individual Account
- D. Salesforce Flows, Employee and Public Sector Data Models, and Employee Community

Correct Answer: A

Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community are the most important features of Employee Experience for Public Sector to address the opportunity of digitizing hundreds of PDF forms for employees. Employee Experience for Public Sector 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. Salesforce OmniStudio is a component of Public Sector Solutions that can help public sector agencies to create guided digital forms using OmniScripts. Flows are tools that can help public sector agencies to automate business processes using flows. Employee and Public Sector Data Models are components of Public Sector Solutions that can help public sector agencies to store and organize data using standard and custom objects. Employee Community is a component of Public Sector Solutions that can help public sector agencies to create a digital experience site for employees to access resources and services.

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

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