



# PUBLIC-SECTOR-SOLUTIONS<sup>Q&As</sup>

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### QUESTION 1

A Public Sector Organization (PSO) would like to deploy a digital experience that enables constituents to sign up for volunteer projects.

Which Permission Set License should be assigned to a volunteer to allow them to sign up?

- A. Community Response for Public Sector
- B. Emergency Response for Public Sector
- C. Volunteer Management for Community
- D. Public Sector for Community

Correct Answer: C

Volunteer Management for Community is a Permission Set License that can be assigned to a volunteer to allow them to sign up for volunteer projects. Volunteer Management for Community is a feature of Community Response for Public Sector, which is a prebuilt app that comes with Public Sector Solutions. It allows public sector agencies to create and manage volunteer projects and opportunities, and enable volunteers to sign up and track their hours.

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)

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### QUESTION 2

A public sector agency is looking to digitize its operations for Emergency Response. As the technical consultant on the project, the expectations are to roll out a public facing portal that allows citizens to submit a simple emergency request with some basic information.

Which two are the correct approaches a consultant should take to meet these objectives?

- A. Build a digital experience site using pre-configured emergency response management (ERM) specific template
- B. Create a custom Case Record Type and leverage a prebuilt Contact Support Form
- C. Build a digital experience site using the Help Center template based on the agency's requirement
- D. Leverage prebuilt Emergency Service Request flow.

Correct Answer: AD

Building a digital experience site using pre-configured emergency response management (ERM) specific template and leveraging prebuilt Emergency Service Request flow are two correct approaches to meet the objectives of providing a way for citizens to submit a simple emergency request with some basic information. The ERM specific template is a prebuilt template that comes with Community Response for Public Sector, 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. The Emergency Service Request flow is a prebuilt flow that comes with the ERM specific template. It can allow citizens to submit a simple emergency request with some basic



information, such as their name, contact details, location, and service type.

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)

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### QUESTION 3

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>

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### QUESTION 4

The City of Bobahaven is setting up Employee Experience Management and needs to ensure that sensitive HR data is protected.

What configuration should the Technical Consultant perform to assist with meeting this requirement?

- A. Disable all approval processes on the Case object
- B. Disable the Grant Access Using Hierarchies setting on the Case object
- C. Mirror the Org Chart into The Role Hierarchy
- D. Set the Organization-Wide Defaults (OWD) for the Case object to private

Correct Answer: D

Setting the Organization-Wide Defaults (OWD) for the Case object to private is a configuration that can help to protect sensitive HR data in Employee Experience Management. Employee Experience Management 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. The Case object is a standard object that can be used to track employee requests or issues in Employee Experience Management. Setting the OWD for the Case object to private means that only the owner of the case and users above them in the role hierarchy can access the case record by default. This can prevent unauthorized access to sensitive HR data by other users.

Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_employee\\_experience.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&language=en_US)

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## QUESTION 5

A large government agency is looking to transform its legacy systems using Salesforce. The agency routinely disperses loans to small and medium businesses using a public portal and the number of users can scale up to more than 100 million in the future. The agency is planning to use Experience Cloud to build this public portal.

Considering the number of users, what license types should they consider using?

- A. Customer Community
- B. Channel Account
- C. Customer Community Plus
- D. Partner Community

Correct Answer: A

Customer Community is a license type that should be considered for building a public portal with Experience Cloud for a large number of users. Customer Community licenses are designed for external users who need access to data and records in Salesforce, such as applying for loans or checking loan status. Customer Community licenses are also cost-effective and scalable for high-volume scenarios, as they are based on logins or monthly page views rather than user counts. Reference:[https://help.salesforce.com/s/articleView?id=sf.networks\\_license\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.networks_license_types.htm&type=5)

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