



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

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**QUESTION 1**

A government agency recently migrated to Salesforce and is very excited to be on board, but their System Administrators have doubts about installing the Omnistudio package.

Which three tasks must be completed or checked before installing the Omnistudio Package?

- A. Enable Orders
- B. Enable Assets
- C. Enable Person Accounts
- D. Ensure the email deliverability access level is set to "All email"
- E. Confirm browser settings meet published minimum requirements

Correct Answer: BCD

Enabling Assets, enabling Person Accounts, and ensuring the email deliverability access level is set to "All email" are three tasks that must be completed or checked before installing the Omnistudio Package. Assets are records that represent products or services sold to customers. Assets must be enabled to use some features of Omnistudio, such as FlexCards or DataRaptors. Person Accounts are records that store information about individual people who are not associated with a business account. Person Accounts must be enabled to use some features of Omnistudio, such as OmniScripts or DataPacks. Email deliverability access level determines what types of email can be sent from Salesforce. The email deliverability access level must be set to "All email" to install Omnistudio Package successfully. Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_omnistudio.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_omnistudio.htm&type=5&language=en_US)

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**QUESTION 2**

A government agency is responsible for providing licenses to various sporting events. To acquire the license, individuals need to pay the required fees. The System Administrator for Public Sector Solution main responsibility is to automatically map and set the fees for each application to ensure the correct fees are mapped.

Which Business Rules Engine tool is used here?

- A. Workflow Field Updates
- B. Data matrices
- C. Process Builder
- D. Decision Matrices

Correct Answer: D

Decision Matrices are Business Rules Engine tools that are used to automatically map and set the fees for each application. A Decision Matrix can evaluate answers based on rules and conditions and provide a decision outcome and explanation. For example, a Decision Matrix can determine the fee amount based on the type of license, the city and county location, the volume of current business, and the size of the building. Reference:[https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_decision\\_matrix.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_decision_matrix.htm&type=5&language=en_US)

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**QUESTION 3**

The Department of Disaster Assistance has received the approval to fund government agencies if a disaster occurs in their region.

what is the best solution to capture the fund-related requirements, objectives, and supporting documents?

- A. Utilize the Funding Program Request object to capture the details
- B. Utilize the "Funding Program" object to capture the details
- C. Utilize the "Funding Request" object to capture the details
- D. Utilize the "Business Licence Application" object to capture the details

Correct Answer: C

The "Funding Request" object is the best solution to capture the fund-related requirements, objectives, and supporting documents. The "Funding Request" object is a standard object that comes with Public Sector Solutions. It can be used to track requests for funding from different sources, such as government agencies or external organizations. The "Funding Request" object can store information such as the funding program, the funding amount, the funding status, the funding requestor, and the funding recipient. It can also have related records such as documents, tasks, or disbursements. Reference:

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

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**QUESTION 4**

A government agency recently implemented Inspections Management, but the internal users want an easier way to generate Visits. Currently, the users must navigate to the Related List tab on an Application, scroll to the Visits\* related list and click "New." The users also have to manually fill all of the fields when creating the Visit record. What is the recommended approach for creating a better user experience when creating a Visit?

- A. Change the Business License Application and Individual Application pages to have a single related list of Visits on the right panel.
- B. Create a Screen Flow with the required fields to create a Visit record and add the button to launch the flow on the page layout.
- C. Advise the government agency that the current method is the best option available without custom code, which they should avoid wherever possible.
- D. Create a new Action on the Business License Application and Individual Application objects to create a Visit record with Predefined Field Values.

Correct Answer: B

Creating a Screen Flow or creating a new Action are two possible approaches for creating a better user experience when creating a Visit. A Screen Flow is a type of flow that can create an interactive user interface to display information or collect data from users. A Screen Flow can have the required fields to create a Visit record and it can be launched by a button on the page layout. An Action is a type of button that can perform tasks such as creating or updating records. An Action can have Predefined Field Values that can automatically populate fields when creating a Visit record.

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

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**QUESTION 5**

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

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