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**QUESTION 1**

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 2**

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

Correct Answer: ACD

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

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### QUESTION 3

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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### QUESTION 4

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

Correct Answer: B

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\\_](https://help.salesforce.com/s/articleView?id=psc_admin_)



setup\_expression\_set.htm&type=5&language=en\_US

### QUESTION 5

What are the three different key modules of Public Sector Solutions: Business Rules Engine?

- A. Expression Maps
- B. Expression Sets
- C. Decision Table
- D. Decision Matrix
- E. Decision Tree

Correct Answer: BCD

Expression Sets, Decision Table, and Decision Matrix are three different key modules of Public Sector Solutions: Business Rules Engine (BRE). Expression Sets are modules that can define expressions that can be reused across multiple rules or matrices. Decision Table is a module that can evaluate data based on rows of conditions and actions in a tabular format. Decision Matrix is a module that can evaluate data based on columns of conditions and outcomes in a tabular format. Reference: [https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_bre.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_bre.htm&type=5&language=en_US)

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