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QUESTION 1

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 enablesthe 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 2

A public sector agency plans to use Public Sector Solutions for grants management. There are no in-house developers in the agency, and they are worried that some of the installation steps may potentially require development skills and the use of developer tools such as VS Code and SalesforceDX.

Which steps for Public Sector Solutions setup and installation require the use of such developer tools?

A. Activate DataPack OmniScripts and Integration Procedures

B. Installation of OmniStudio Package in the org

C. Deploy the DataPack Lightning Web Component Files to the Org

D. Download Public Sector Sample DataPacks from Process Library

Correct Answer: C

Deploying the DataPack Lightning Web Component Files to the Org is a step for Public Sector Solutions setup and installation that requires the use of developer tools such as VS Code and SalesforceDX. DataPack Lightning Web Component

Files are files that contain code for displaying DataPacks on Lightning Pages or Experience Sites. To deploy these files

to the org, the agency needs to use a developer tool that supports metadata deployment, such as VS Code and

SalesforceDX.

Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_datapack_lwc.ht
mandtype=5andlanguage=en_US

QUESTION 3

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_exper
ience.htmandtype=5andlanguage=en_US

QUESTION 4

The Department of Disaster Assistance would like to use eSignature capabilities to send the agreements/contracts to its
customers.

Which eSignature providers are readily available without much coding/configuration using Public Sector Solutions
toolkit?(Choose Two) A. eSlgnLlve

B. Adobe Sign

C. DocuSign

D. Conga

Correct Answer: BC

Adobe Sign or DocuSign are two eSignature providers that are readily available without much coding/configuration using Public Sector Solutions toolkit. Adobe Sign and DocuSign are eSignature solutions that can be integrated with Public Sector Solutions without custom coding. They can help public sector agencies to send, sign, and manage contracts and agreements electronically. Adobe Sign and DocuSign integration can provide features such as sending a contract document for review and signatures to multiple recipients, tracking the signed contract document and updating the contract record status in Salesforce, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it using Adobe Sign Web Forms or DocuSign PowerForms. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_adobe_sign.htmandtype=5andla nguage=en_UShttps://help.salesforce.com/s/articleView?id=psc_admin_setup_docusign.ht mandtype=5andlanguage=en_US

QUESTION 5

A Public Sector Organization (PSO) is seeking to improve how they manage us community grants and would like to introduce a new portal to allow Organizations to apply for grants. The PSO would also like to improve its internal processes and use the Grants Management package from Public Sector Solutions. The PSO currently uses Salesforce in a minimal capacity, with their staff using the Salesforce Classic UL. In addition to procuring Grants Management licenses, what other three prerequisites should the Technical Consultant advise the PSO are required?

A. Customer Community Licenses

B. Enable Chatter

C. Enable Web-to-Lead

D. Migrate Users to Lightning Experience

E. Customer Community Plus Licenses

Correct Answer: ABD

Customer Community Licenses, enabling Chatter, and migrating users to Lightning Experience are three prerequisites that should be advised to the Public Sector Organization (PSO) before using Public Sector Solutions (PSS) components to create a portal for grant applications. Customer Community Licenses are licenses that can be used to create external users who can access data and records in Salesforce, such as grant applicants. Enabling Chatter is a feature that can be used to enable collaboration and communication among users in Salesforce, such as grant reviewers. Migrating users to Lightning Experience is a process that can be used to switch users from Salesforce Classic to Lightning Experience, which is the user interface that supports PSS components. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_grants_manage ment.htmandtype=5andlanguage=en_US