

SALESFORCE CERTIFIED PUBLIC SECTOR SOLUTIONS PRACTICE TEST (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

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Table of Contents

Copyright	1
Table of Contents	2
Introduction	3
How to Use This Guide	4
Questions	5
Answers	8
Explanations	10
Next Steps	16

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What role does customer feedback play in improving public sector services through Salesforce?**
 - A. It is irrelevant to service delivery enhancements
 - B. It helps identify gaps in service delivery
 - C. It primarily influences budget allocations
 - D. It is mainly used for marketing analysis
- 2. Which Experience Cloud template should a public sector agency use for channel sales workflows related to alcohol and beverage distribution?**
 - A. Customer Account Portal.
 - B. Aloha.
 - C. Partner Central.
 - D. Help Center.
- 3. When should a consultant review a process map with a government agency to gain sign-off on business requirements?**
 - A. After the completion of the design and solution phase
 - B. Before the solution design and solution phase of the project
 - C. During the user acceptance testing of the project
 - D. After the architecture team has reviewed the completed process map
- 4. What tools are necessary for an external customer to apply for a grant while meeting the Paper Reduction Act?**
 - A. OmniChannel, Flows, Apex, and DataLoader
 - B. Scripts, Einstein AI, Assessments, and Grants
 - C. OmniScripts, DataRaptors, Integration Procedures, and FlexCards
 - D. Application Form, Lightning Web Components, and Communities
- 5. What approach should be followed to configure a contact page for user registration in a Public Sector Organization?**
 - A. Add 'Register User' action to page layouts
 - B. Enable self-registration settings in the Experience Cloud
 - C. Disable Contact page actions
 - D. Require admin approval for account creation

- 6. Which standard dashboards are included in the Emergency Response Management package for analysis purposes?**
- A. Emergency Requests Overview, Visits, and Outreach
 - B. Emergency Requests Overview, Visits, Patient Details, and Patient Demographics
 - C. Emergency Performance Metrics, Patient Tracking, Emergency Insights
 - D. Emergency Response Outcomes, Patient Feed, and Community Summary
- 7. What aspect of citizen engagement does Salesforce focus on?**
- A. Reducing service delivery costs
 - B. Ensuring compliance with regulations
 - C. Gathering insights to inform service improvements
 - D. Increasing the number of public forums
- 8. Which component can be used to create grant awards and contract documents to send to constituents?**
- A. OmniStudio Document Generation
 - B. Intelligent Document Reader
 - C. Document Checklist Items
 - D. Intelligent Document Automation
- 9. Why is Salesforce considered a valuable tool for public sector mentorship programs?**
- A. It reduces the need for mentorship entirely
 - B. It facilitates knowledge sharing and growth
 - C. It focuses solely on performance evaluations
 - D. It channels all communication through email
- 10. What configuration can a technical consultant adjust to ensure constituents cannot see each other on a new service site?**
- A. Disable the user sharing in the site administration settings page
 - B. Uncheck the 'Site User Visibility' checkbox in the sharing settings page
 - C. Set the Organization Wide Default for the User Object to "Public Read Only"
 - D. Remove access to the user object from the Permission Set assigned to the external users

Answers

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1. B
2. C
3. B
4. C
5. A
6. B
7. C
8. A
9. B
10. B

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Explanations

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1. What role does customer feedback play in improving public sector services through Salesforce?

- A. It is irrelevant to service delivery enhancements
- B. It helps identify gaps in service delivery**
- C. It primarily influences budget allocations
- D. It is mainly used for marketing analysis

Customer feedback is crucial in enhancing public sector services through Salesforce, as it helps identify gaps in service delivery. When public sector organizations actively solicit feedback from citizens and stakeholders, they gain valuable insights into their experiences and concerns regarding services offered. This input can reveal specific areas where improvements are needed, whether it be in the efficiency of service processes, user satisfaction, or accessibility. By leveraging tools within Salesforce, such as surveys or feedback forms, public organizations can systematically collect and analyze this data. The insights garnered from customer feedback allow these organizations to make informed decisions, refine their service offerings, and ultimately lead to better and more responsive public services. This approach not only improves service quality but also fosters greater trust and engagement between the public sector and the communities they serve.

2. Which Experience Cloud template should a public sector agency use for channel sales workflows related to alcohol and beverage distribution?

- A. Customer Account Portal.
- B. Aloha.
- C. Partner Central.**
- D. Help Center.

The suitable Experience Cloud template for public sector agencies involved in channel sales workflows, particularly in the context of alcohol and beverage distribution, is the Partner Central template. This template is designed specifically to facilitate and streamline engagement between an organization and its partners, which is essential in a distribution scenario. Partner Central provides functionalities that support channel sales, allowing agencies to collaborate more efficiently with distributors and other stakeholders. It includes features such as deal registration, lead management, and sales performance tracking that are pivotal for managing relationships and ensuring compliance in the alcohol and beverage industry. The other templates, while useful in various contexts, do not align as closely with the needs of channel sales workflows. Customer Account Portal is more focused on customer management. Aloha is typically designed for hospitality and service industries, making it less relevant for distribution channels. Help Center is geared towards customer support and knowledge sharing rather than the comprehensive sales interactions required in this scenario.

3. When should a consultant review a process map with a government agency to gain sign-off on business requirements?

- A. After the completion of the design and solution phase
- B. Before the solution design and solution phase of the project**
- C. During the user acceptance testing of the project
- D. After the architecture team has reviewed the completed process map

Reviewing a process map with a government agency before the solution design and solution phase is critical for several reasons. This stage is key to ensuring that all stakeholders have a clear understanding of the business requirements and that these requirements accurately reflect the needs and expectations of the agency. Engaging with the agency at this point allows for any necessary adjustments to be made based on their feedback, which can help to avoid costly rework later in the project. During this early review, the consultant can clarify any ambiguities in the process map and ensure alignment with the agency's goals. By obtaining sign-off at this phase, the project team can proceed confidently, knowing that the foundation of the project aligns with the agency's requirements. This proactive approach to collaboration fosters better relationships and enhances the likelihood of project success.

4. What tools are necessary for an external customer to apply for a grant while meeting the Paper Reduction Act?

- A. OmniChannel, Flows, Apex, and DataLoader
- B. Scripts, Einstein AI, Assessments, and Grants
- C. OmniScripts, DataRaptors, Integration Procedures, and FlexCards**
- D. Application Form, Lightning Web Components, and Communities

The choice that includes OmniScripts, DataRaptors, Integration Procedures, and FlexCards is correct because these tools are specifically designed to facilitate the process of gathering and managing application data in a streamlined manner, which aligns with the goals of the Paper Reduction Act. OmniScripts enable the creation of guided interactions for users, allowing them to fill out forms and provide necessary information in a user-friendly way. DataRaptors facilitate data extraction and transformation, allowing data to be pulled from various sources and then manipulated as needed for the grant application process. Integration Procedures offer the capability to orchestrate complex data operations efficiently, and FlexCards are useful for displaying relevant information to users in a cohesive format. These tools collectively enhance the digital experience for external customers applying for grants and support the aim of reducing paper usage by enabling a more efficient electronic submission process. They also help provide a seamless and integrated workflow that makes it easier to apply for grants while complying with regulatory requirements. In contrast, the other options do not provide a cohesive set of tools that specifically address the requirements of applying for grants while ensuring compliance with the Paper Reduction Act. For example, using OmniChannel, Flows, Apex, and DataLoader may cover some aspects of application processing but lacks the user-facing guidance

5. What approach should be followed to configure a contact page for user registration in a Public Sector Organization?

- A. Add 'Register User' action to page layouts**
- B. Enable self-registration settings in the Experience Cloud
- C. Disable Contact page actions
- D. Require admin approval for account creation

To configure a contact page for user registration in a Public Sector Organization, enabling self-registration settings in the Experience Cloud is essential. This approach allows users to register themselves without the need for direct administrative intervention. Experience Cloud provides a streamlined interface and user-friendly experience, fostering engagement and accessibility for the public. Adding a 'Register User' action to page layouts does not create a comprehensive user registration experience on its own. It may present an option for registration but lacks the necessary backend processes and settings to facilitate actual self-registration. Therefore, the self-registration settings are crucial for managing user accounts effectively, ensuring that users can register seamlessly while maintaining compliance with public sector standards and data protection requirements. Implementing these settings facilitates a more efficient user's journey and makes the registration process easier, aligning with the goals of improving service delivery in public sector organizations.

6. Which standard dashboards are included in the Emergency Response Management package for analysis purposes?

- A. Emergency Requests Overview, Visits, and Outreach
- B. Emergency Requests Overview, Visits, Patient Details, and Patient Demographics**
- C. Emergency Performance Metrics, Patient Tracking, Emergency Insights
- D. Emergency Response Outcomes, Patient Feed, and Community Summary

The inclusion of the "Emergency Requests Overview, Visits, Patient Details, and Patient Demographics" as part of the standard dashboards in the Emergency Response Management package is key for comprehensive analysis in emergency situations. The "Emergency Requests Overview" provides a high-level summary of all emergency requests received, enabling quick assessment of demand and resource allocation. "Visits" offers metrics on how many cases are being attended to, which is crucial for tracking response effectiveness. "Patient Details" supplies in-depth information on individual patients, allowing responders to address unique needs and situations adequately. Lastly, "Patient Demographics" gives insight into the population being served, which is essential for identifying specific trends or needs among different community segments. Collectively, these dashboards equip public sector agencies with the necessary data to evaluate and enhance their emergency response efforts, ensuring resources are directed effectively and efficiently for community health and safety.

7. What aspect of citizen engagement does Salesforce focus on?

- A. Reducing service delivery costs
- B. Ensuring compliance with regulations
- C. Gathering insights to inform service improvements**
- D. Increasing the number of public forums

Salesforce emphasizes gathering insights to inform service improvements as a central aspect of citizen engagement. This focus aligns with the organization's commitment to enhancing public sector effectiveness by leveraging data analytics and feedback mechanisms. By collecting and analyzing insights from citizens, public sector agencies can understand community needs, preferences, and pain points. This knowledge allows them to optimize services, tailor programs to better serve constituents, and foster a more responsive government. In this context, insights gathered can lead to innovative solutions, improved service delivery, and a more engaged citizenry, ultimately ensuring that services meet the expectations and demands of the community. This strategic approach not only strengthens the relationship between the government and its citizens but also enables continuous improvement in public services.

8. Which component can be used to create grant awards and contract documents to send to constituents?

- A. OmniStudio Document Generation**
- B. Intelligent Document Reader
- C. Document Checklist Items
- D. Intelligent Document Automation

OmniStudio Document Generation is specifically designed for creating and managing documents, including grant awards and contract documents. This component allows users to generate customized documents based on data input and predefined templates. It integrates seamlessly with Salesforce, making it easier to automate the process of document generation and ensure consistency across all materials sent to constituents. Utilizing this tool streamlines operations and enhances efficiency by reducing manual work while also ensuring compliance with necessary formats and regulations relevant to grant and contract documentation. The capability to automate document creation ensures that stakeholders receive accurate and timely information, which is essential in public sector solutions where transparency and accountability are critical. Other options serve different functions—Intelligent Document Reader is focused on processing documents rather than generating them, Document Checklist Items help track what is needed for submission or reviews but do not create documents, and Intelligent Document Automation is generally aimed at optimizing document workflows rather than specifically generating customized documents for grants or contracts.

9. Why is Salesforce considered a valuable tool for public sector mentorship programs?

- A. It reduces the need for mentorship entirely
- B. It facilitates knowledge sharing and growth**
- C. It focuses solely on performance evaluations
- D. It channels all communication through email

Salesforce is considered a valuable tool for public sector mentorship programs primarily because it facilitates knowledge sharing and growth. The platform offers various features that support collaboration, tracking progress, and fostering relationships between mentors and mentees. By enabling users to easily share resources, experiences, and best practices, Salesforce enhances the learning process, making mentorship programs more effective. This platform allows for the organization of data related to mentorship activities, tracking interactions, and setting development goals, which further supports personal and professional growth. As a result, participants can benefit from structured guidance and shared expertise that may not be possible without such a tool. The other options do not align with the purpose of Salesforce in mentorship programs. Reducing the need for mentorship altogether would undermine the program's goals of development and support. Focusing solely on performance evaluations ignores the broader context of mentorship, which is about growth and learning, rather than just measuring outcomes. Channeling all communication through email would limit the dynamic interactions that can occur through a more integrated and collaborative platform like Salesforce. Thus, the emphasis on knowledge sharing and growth is what makes Salesforce an integral resource for these types of initiatives.

10. What configuration can a technical consultant adjust to ensure constituents cannot see each other on a new service site?

- A. Disable the user sharing in the site administration settings page
- B. Uncheck the 'Site User Visibility' checkbox in the sharing settings page**
- C. Set the Organization Wide Default for the User Object to "Public Read Only"
- D. Remove access to the user object from the Permission Set assigned to the external users

Unchecking the 'Site User Visibility' checkbox in the sharing settings page is the correct choice for ensuring that constituents cannot see each other on a new service site. This configuration directly impacts how users interact with one another on the site; when this setting is disabled, it restricts the visibility of other users, thereby maintaining the privacy of constituents. When this option is selected, each user can operate on the site without being able to view or interact with the profiles of other users. This is particularly important in service contexts where confidentiality and privacy are crucial for transparency and trust among constituents. The other options may affect user visibility but do not provide the same level of targeted control. For instance, disabling user sharing in the site administration settings page may limit sharing capabilities, but it doesn't specifically target visibility settings tied to individual user interactions. Setting the Organization Wide Default for the User Object to "Public Read Only" would still allow users to see the profiles of others, since it does not restrict visibility but rather sets the level of access. Additionally, removing access to the user object from the Permission Set could create permission issues that might prevent necessary functions for constituents, rather than just addressing user visibility alone. In summary, adjusting the 'Site User Visibility' setting is a straightforward

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

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We wish you the very best on your exam journey. You've got this!

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