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## **New Guaranteed AP-222 Passing | High-quality Salesforce AP-222 Latest Dumps Ppt: Public Sector Solutions Accredited Professional**

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## **Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q85-Q90):**

### **NEW QUESTION # 85**

A government agency is implementing Public Sector Solutions and their intake officer is looking to create a document checklist and review business license applications only. The agency is looking to create a document type for business license applications using the Intelligent Document Automation (IDA) and restrict the record access to the intake officer only. What are the three steps a technical consultant should configure to satisfy the agency's use case?

- **A. Turn on Document Checklist**
- **B. Create a Document Type**
- C. Assign permissions and permission sets for application forms
- D. Create a document type under Notes and Attachment
- **E. Enable Intelligent Document Automation**

**Answer: A,B,E**

Explanation:

To create a document checklist for business license applications with restricted access to an intake officer, the following steps are crucial: Firstly, enabling Intelligent Document Automation (IDA) in Salesforce allows for the automation and management of document processes. Secondly, turning on the Document Checklist feature enables the creation of checklists associated with specific processes, such as business license applications. Lastly, creating a Document Type specific to business license applications allows for the categorization and management of documents within this process. These steps ensure that only the necessary documents are reviewed by the designated intake officer, enhancing the efficiency and security of the document review process.

#### NEW QUESTION # 86

a public sector agency implemented Public Sector Solutions for meeting licensing, permitting, and inspection requirements. The inspection team has requested to make a few changes to the existing inspection form. The System Administrator is unable to see the 'Edit' button for the Action Plan template and hence unable to make any changes. What could be the reason for this?

- A. Action Plan template changes have to be requested to Salesforce support team
- B. System Administrator doesn't have "Edit" permissions to Action Plan template
- C. Edit option needs to be added to Action Plan template page layout
- **D. Once published, an Action Plan template cannot be changed.**

**Answer: D**

Explanation:

Once published, an Action Plan template cannot be changed is the reason why the System Administrator is unable to see the 'Edit' button for the Action Plan template. An Action Plan template is a predefined set of tasks and subtasks that can be applied to records such as cases or permits. Once an Action Plan template is published, it becomes read-only and cannot be edited or deleted. To make changes to a published Action Plan template, the System Administrator needs to clone it and create a new version of it.

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

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

#### NEW QUESTION # 87

Which three work.com managed packages/features can be installed as part of the Employee Experience for Public Sector?

- **A. HR Service Center**
- B. Workplace Command Center
- **C. Employee Workspace**
- D. Workplace Strategy Planner
- **E. Employee Concierge**

**Answer: A,C,E**

Explanation:

In the context of Salesforce's Work.com solutions tailored for Public Sector and focusing on Employee Experience, the relevant managed packages/features to be installed include:

\* HR Service Center (Option B), which offers a centralized platform for managing all HR-related inquiries and processes, enhancing employee access to HR services and information.

\* Employee Workspace (Option C), which provides employees with a personalized and engaging workspace where they can access tools, communications, and resources necessary for their daily operations and collaboration needs within the public sector.

\* Employee Concierge (Option E), which serves as a comprehensive resource for employees to find information, access services, and get questions answered, effectively acting as a digital HR assistant.

Workplace Strategy Planner (Option A) and Workplace Command Center (Option D) are also parts of the broader Work.com capabilities but are not specifically part of the Employee Experience package for Public Sector. They are more aligned with workplace readiness and response rather than daily employee engagement and services.

#### NEW QUESTION # 88

Bobahaven has been using Salesforce Service Cloud for some time and has recently implemented Public Sector Solutions to improve its application and grants management processes. The executive team wants to understand the trends and metrics around Bobahaven's constituent satisfaction with the new system. It is particularly interested in understanding the average time Bobahaven's

employees take to resolve constituent service queries now versus their historical performance. Up until now, however, Bobahaven has not been tracking case duration.

In this scenario, which is the correct reporting and analytics solution to provide ongoing trend reporting of case duration while also minimizing customization?

- A. Standard Salesforce Report using the standard Case report type, with a custom formula to calculate case duration.
- B. Public Sector Case Analytics App, with a newly created custom field to track case duration for new cases.
- **C. Public Sector Case Analytics App, leveraging CRM Analytics' case duration formula**
- D. Standard Salesforce Report using the standard Case report type, with a newly created custom field to track case duration for new cases.

**Answer: C**

Explanation:

For Bobahaven to understand trends and metrics around constituent satisfaction, especially regarding case resolution times, the Public Sector Case Analytics App within Salesforce CRM Analytics (formerly Einstein Analytics) provides a robust solution. This app includes pre-built analytics templates and formulas, such as a case duration formula, which can measure the time taken to resolve cases without the need for extensive customizations. This solution offers advanced analytics capabilities that can handle complex data calculations and visualizations, enabling Bobahaven's executive team to gain deep insights into performance metrics, including historical and current case resolution times.

### NEW QUESTION # 89

A customer wants to view multi-level data related to an Account, such as all the inspections performed and the regulatory violations found. They want to see this on the Account page layout.

What solution should the technical consultant use?

- A. Use a Hierarchical View component
- B. Use an AppExchange component
- **C. Use a Lightning Web component**
- D. Use an Aura Lightning component

**Answer: C**

Explanation:

To achieve the requirement of displaying multi-level data (such as inspections and regulatory violations) on the Account page layout in Salesforce, a Lightning Web Component (LWC) is the most appropriate solution.

Here's why:

\* Customizability:

\* LWCs offer fine-grained control over the data and presentation. This allows the technical consultant to design a component that retrieves and displays multi-level related data (parent Account # Inspections # Violations).

\* Performance:

\* Lightning Web Components are built on modern web standards, making them lightweight and efficient, which is ideal for creating a performant and responsive user experience.

\* Integration with Salesforce Data:

\* LWCs can use Salesforce's Lightning Data Service (LDS) and Apex Controllers to fetch and display data from related objects like Inspections and Violations.

\* Embedded in Page Layouts:

\* LWCs can be added directly to the Account page layout using the Lightning App Builder, providing a seamless user experience.

\* A. Use an Aura Lightning component:

\* While this is a possible solution, Aura components are older technology compared to LWCs.

Salesforce recommends using LWCs for new development due to their superior performance and modern architecture.

\* C. Use a Hierarchical View component:

\* Salesforce does not provide a standard "Hierarchical View component" for such use cases. If hierarchical data needs to be displayed, an LWC or custom component would still be needed.

\* D. Use an AppExchange component:

\* While there might be AppExchange solutions available, custom requirements like this are often better served with custom development to ensure precise alignment with the customer's needs.

Why Not the Other Options? Conclusion: Use a Lightning Web Component (LWC) to create a custom solution tailored to the requirement of displaying multi-level data related to an Account.

## NEW QUESTION # 90

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