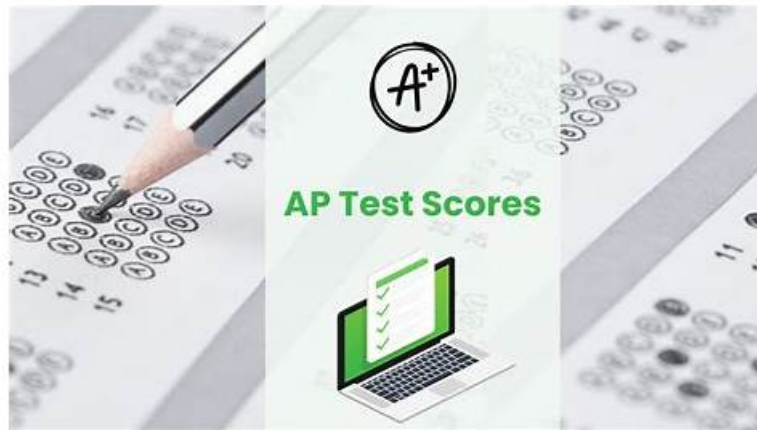# AP-222 Test Simulator Online, Reliable AP-222 Exam Online

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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q93-Q98):

NEW QUESTION # 93
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 Assets
- B. Confirm browser settings meet published minimum requirements
- C. Enable Person Accounts
- D. Enable Orders
- E. Ensure the email deliverability access level is set to "All email"

Answer: A,C,E

NEW QUESTION # 94
Often, one permit is dependent on another, and businesses require a specific set of permits to do business. The City of Snaxboro would like to show its constituents all the permits required for different business types, so they know exactly what they need to apply

for. What is the recommended approach for building out this functionality?

- A. Create an OmniScript with all the applicable Business Types. Based on the Business Type selected, enable a conditional section to display all the associated permits that are required. Embed this OmniScript on the Experience Site for applicants to use by selecting the Business Type and viewing the associated permits.
- B. Create a custom object called "Permit Dependency" and make it a junction object between the Business Type object and Regulatory (§> Authorization Type object. Create a FlexCard that allows the use to select the Business Type from a picklist and display the associated Permit Dependency records. Embed this FlexCard on an Experience site for applicants to use.
- C. Create a custom object called Permit Dependency and make it a junction object between the Business Type object and Regulatory Authorization Type object. Configure the Permit Dependency records and embed a list view of the Business Types on the Experience Site for applicants to click and review related dependencies.
- D. Create a new Business Regulatory Authorization Type Dependency record by selecting the Parent Business Regulatory Authorization Type that must be applied first and the Dependent Business Regulatory Authorization Type that must be applied after getting the parent. Ensure the Show Dependent Permits section is available in the portal for applicants to view.

Answer: A

Explanation:
For the City of Snaxboro to show constituents the required permits for different business types, an OmniScript is the recommended approach. OmniScript, part of Salesforce's Vlocity tools, allows for the creation of dynamic, guided experiences. By configuring an OmniScript with a selection mechanism for different Business Types and conditional sections that display the associated permits, applicants can easily understand the permit requirements relevant to their business. Embedding this OmniScript on an Experience Site provides a user-friendly interface for constituents to interact with, simplifying the permit application process. This solution leverages Salesforce's capabilities for creating personalized, interactive experiences that guide users through complex processes, making it easier for businesses to comply with regulatory requirements.

NEW QUESTION # 95
Bobahaven has implemented the Licenses, Permits, and Inspections modules of Salesforce Public Sector Solutions to enable their permit application and approval processes. Bobahaven's contact center management team has noticed an increase in complaints to the contact center regarding lengthy application response times.
Bobahaven has asked for guidance on identifying applications that are taking longer than the published Service Level Agreement (SLA) for approval times and proactively resolving these to improve the constituent experience.
What should a technical consultant recommend to Bobahaven to solve this problem?

- A. Implement Cases with Entitlements and Milestones, including internal notifications and escalations after the "application has breached the agreed SLA.
- B. Implement Cases with Entitlements and Milestones, including internal notifications and escalations when the application is about to breach the agreed SLA.
- C. Implement Entitlements and Milestones for Applications, including internal notifications and escalations after the application has breached the agreed SLA.
- D. Implement Entitlements and Milestones for Applications, including internal notifications and escalations when the application is about to breach the agreed SLA.

Answer: D

Explanation:
To address the issue of lengthy application response times and improve the constituent experience, it is essential to implement a proactive solution that monitors application processing against the Service Level Agreements (SLAs). Entitlements and Milestones in Salesforce provide the necessary tools to achieve this:
* Entitlements and Milestones:
* Entitlements define the service level and support provided to constituents. Milestones track the key performance indicators and stages within the entitlement process.
* By configuring entitlements and milestones for the permit applications, Bobahaven can monitor the progress of each application against the defined SLAs.
* Proactive Notifications and Escalations:
* Internal notifications and escalations can be set up to trigger when an application is about to breach the agreed SLA. This proactive approach allows the contact center team to intervene before the SLA is violated, thereby improving response times and reducing complaints.
* Steps to Implement:
* Navigate to Setup > Entitlement Management > Entitlements and create entitlements for the permit applications.

* Define Milestones within the entitlements to represent critical stages in the application process.
* Configure milestone actions to include internal notifications and escalation rules that trigger as the application approaches the SLA breach threshold.
* Ensure that the contact center management team receives these notifications to take timely action.
By implementing entitlements and milestones with proactive notifications and escalations, Bobahaven can effectively manage application processing times, ensuring adherence to SLAs and enhancing the overall constituent experience.
References:
* Salesforce Help: Entitlements and Milestones
* Salesforce Public Sector Solutions Documentation

NEW QUESTION # 96
What are the two key document types that a consultant might be asked to produce for Public Sector Solutions implementation?
Choose 2 answers

- A. Functional requirements specification (FRS)
- B. User Stories
- C. Marketing Plan
- D. Budget Plan

Answer: A,B

Explanation:
* Functional Requirements Specification (FRS):
* The FRS is a key document outlining the detailed functional requirements for the system to be implemented. It describes what the system should do, aligning closely with the agency's needs and use cases for Public Sector Solutions.
* User Stories:
* User stories are an Agile artifact describing the functional goals of the system from the perspective of end users. They are concise, actionable, and focus on user needs (e.g., "As a user, I want to apply for a license online to avoid visiting the office").
* User stories help ensure that the implementation focuses on delivering value to end users.
* A. Budget Plan:
* While important for overall project planning, a Budget Plan is not a document typically produced by consultants specific to Public Sector Solutions implementation. It's usually handled by project management teams.
* C. Marketing Plan:
* A Marketing Plan is unrelated to the technical or functional implementation of Salesforce Public Sector Solutions.
Why Not the Other Options?

NEW QUESTION # 97
An administrator at a government agency has ... and updating the action plan template However... Generated is still based on the old Action Plan template....

- A. The inspection type has not been updated with the new action plane template.
- B. The new action Plan Template has not been activated.
- C. The inspection type must also be cloned to create a new action plan template.
- D. The new action Plan template has the same name as the previous template.

Answer: B

Explanation:
In Salesforce Public Sector Solutions, when changes are made to an Action Plan Template, it is crucial to ensure that the updated template is activated for it to be used in generating new action plans. If the generated action plans are still based on the old template, it is likely because the new template has not been activated.
Here's how to resolve this:
* Activate the New Action Plan Template:
* Navigate to Setup > Object Manager > Action Plan Template.
* Find and select the new template.
* Ensure that the template status is set to Active. If not, activate it.
* Verify Template Assignment:
* Ensure that the correct and active Action Plan Template is associated with the relevant processes or inspection types.
By activating the new template, the system will use it for all subsequent action plan generations, ensuring that the latest updates are

applied.
References:
* Salesforce Help: Action Plan Templates
* Salesforce Public Sector Solutions Documentation

NEW QUESTION # 98
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