

AP-222 Deutsche - AP-222 Zertifizierung

Vor der Zertifizierung	
12 Monate	Interne Audits Erste Gespräche mit potenziellen Zertifizierern
11 Monate	
10 Monate	
9 Monate	
8 Monate	
7 Monate	Angeboteinholung von min. 3 Zertifizierungsgesellschaften
6 Monate	Optionales Voraudit
...	
4 Monate	Entscheidung für eine Zertifizierungsgesellschaft
3 Monate	Festlegung des Audittermins
...	
1 Monat	Prüfung der QM Dokumentation durch Auditor
Zertifizierungsaudit	
Nach der Zertifizierung	
1 Monat	Bericht und Zertifikat nach erfolgreichem Audit
...	
12 Monate	Überwachungsaudit 1
...	
24 Monate	Überwachungsaudit 2
...	
36 Monate	Rezertifizierungsaudit

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>> AP-222 Deutsche <<

AP-222 Zertifizierung - AP-222 Schulungsangebot

Das Prüfungszertifikat für Salesforce AP-222 wird immer wichtiger in dieser schärfkonkurrierten IT-Branche als denn je. Wählen Sie EchteFrage, garantieren wir Ihnen, dass Sie die Salesforce AP-222 Prüfung einmalig zu bestehen. Wir werden Ihnen alle Ihren bezahlten Summe zurückgeben, entweder Sie die Salesforce AP-222 Prüfung nicht bestehen, oder die Testaufgaben von Salesforce AP-222 irgend ein Qualitätsproblem haben. Worauf warten Sie noch? Für Ihren IT-Traum bitte ergreifen Sie schnell Maßnahmen.

Salesforce Public Sector Solutions Accredited Professional AP-222 Prüfungsfragen mit Lösungen (Q74-Q79):

74. Frage

A government agency would like to standardize its grant funding process and is looking for a solution to prioritize and award funds to the most eligible grant-seekers using Public Sector Solutions.

What three components should a technical consultant configure to define applicants' eligibility and help with application prioritization?

- A. Create an Application Form using OmniScript Designer

- B. Create an Expression Set using BRE
- C. Create a Decision Matrix using BRE
- D. Create an Application Form using Web-to-Lead
- E. Create an Application Form using Web-to-Case

Antwort: A,B,C

Begründung:

A Decision Matrix, an Application Form, and an Expression Set are three components that can be configured to define applicants' eligibility and help with application prioritization. A Decision Matrix is a component of Business Rules Engine (BRE) that can evaluate answers based on rules and conditions and provide a decision outcome and explanation. An Application Form is a component of OmniScript Designer that can create guided digital forms that can capture answers from applicants and provide recommendations based on business logic. An Expression Set is a component of BRE that can define expressions that can be reused across multiple rules or matrices. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscrypt>

75. Frage

The city of Sandbox has been using Public sector solution forsome time now. The city wants to quickly

...

Which tool is recommended to help them achieve this requirement?

- A. Salesforce Reports and Dashboards
- B. Tableau for Public Sector
- C. Salesforce Einstein
- D. CRM Analytics for Public Sector

Antwort: A

Begründung:

For the city of Sandbox, which is already using Salesforce Public Sector Solutions and wants to quickly gain insights, Salesforce Reports and Dashboards is the recommended tool. Here's why:

* Ease of Use:

* Salesforce Reports and Dashboards are user-friendly and can be quickly set up by administrators and users without needing extensive customization or additional tools.

* They provide immediate insights by allowing users to create reports and dashboards from existing data within Salesforce.

* Real-time Data:

* Reports and Dashboards offer real-time data visualization and analytics, which is crucial for making informed decisions quickly.

* They can be configured to track various metrics such as case resolution times, constituent satisfaction, and service delivery efficiency.

* Customization:

* Users can customize reports and dashboards to meet specific needs, including filtering data, grouping, and creating various chart types.

* This flexibility allows the city to tailor insights according to their unique requirements and quickly adapt to new information needs.

* Integration:

* These tools are natively integrated within Salesforce, ensuring seamless access to data without the need for additional integrations or software.

Steps to create Reports and Dashboards:

* Create Reports:

* Go to Reports > New Report and select the relevant report type.

* Customize the report by adding filters, groupings, and fields as needed.

* Create Dashboards:

* Go to Dashboards > New Dashboard and add components based on the reports created.

* Arrange and configure the dashboard components to provide a comprehensive view of the data.

Using Salesforce Reports and Dashboards allows the city of Sandbox to leverage existing Salesforce capabilities for quick and effective data analysis.

References:

* Salesforce Help: Reports and Dashboards

* Salesforce Public Sector Solutions Documentation

76. Frage

A government agency plans to implement Public Sector Solutions to manage their grant programs. The agency has decided to use its existing public-facing portal that resides outside the Salesforce platform. The agency needs to allow constituents to submit their grant applications from their existing portal and integrate submitted application data into the appropriate Public Sector Solutions objects in Salesforce.

What OmniStudio feature can be leveraged to meet this requirement?

- A. FlexCards
- B. Integration Procedure
- C. OmniOut
- **D. DataRaptor**

Antwort: D

Begründung:

For integrating data from an external portal into Salesforce's Public Sector Solutions objects, the most effective OmniStudio feature is DataRaptor (Option C). DataRaptors are a tool within OmniStudio designed to streamline and simplify data integration, transformation, and loading processes between external systems and Salesforce. They provide a no-code solution that allows complex data manipulation and integration without the need for extensive programming, making them ideal for scenarios where external data from an agency's public-facing portal needs to be accurately and efficiently mapped to Salesforce objects. OmniOut (Option A) is not a recognized OmniStudio tool; FlexCards (Option B) are used for data visualization and user interaction rather than data integration; Integration Procedure (Option D) could theoretically be used for integrating data but is more complex and less specific to data integration tasks compared to DataRaptors.

77. Frage

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 Entitlements and Milestones for Applications, including internal notifications and escalations when the application is about to breach 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 Cases with Entitlements and Milestones, 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 after the application has breached the agreed SLA.

Antwort: A

Begründung:

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

78. Frage

A government agency uses Public Sector Solutions to manage permits and grant approvals. The approvals team leader wants to improve team efficiency by ensuring everyone in the approvals team can see a summary of their open applications pending approval, including how long the application has been pending approval and the moment they log in to Salesforce for the day.

In this scenario, which is the correct reporting and analytics solution to provide Approval insights to team members on login?

- A. Provide CRM Analytics licenses to all team members, create a custom Approvals dashboard using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver profile.
- B. Create a custom Approvals report using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver role.
- C. Provide CRM Analytics licenses to all team members, create a custom Approvals report using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver role.
- **D. Create a custom Approvals dashboard using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver profile.**

Antwort: D

Begründung:

Creating a custom Approvals dashboard using standard Salesforce Reports and Dashboards and adding this to a custom Home Page assigned to the Approver profile is the correct reporting and analytics solution to provide Approval insights to team members on login. Salesforce Reports and Dashboards are tools that can be used to create and display data visualizations, such as charts, tables, or metrics. A custom Approvals dashboard can show a summary of open applications pending approval, including how long the application has been pending approval. A custom Home Page is a page that can be customized to show different components, such as dashboards, tasks, or news. A custom Home Page can be assigned to a specific profile, such as the Approver profile, and it can be displayed when users log in to Salesforce. Reference: https://help.salesforce.com/s/articleView?id=sf.reports_dashboards_overview.htm&type=5

79. Frage

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