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Because the Public Sector Solutions Accredited Professional (AP-222) test has a restricted time constraint, time management must be exercised to get success. Only with enough practice one can answer real Salesforce AP-222 Exam Questions in a given amount of time. It has created three formats to aid Salesforce AP-222 applicants in practicing and organizing their time for this aim.

Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q68-Q73):

NEW QUESTION # 68

A company discovered that Salesforce already has a pre-built DataPack, that comes with industry-standard procedures; system administrator wants to move and deploy the DataPack, to achieve this.

Which tool can be used to deploy the DataPack Lightning Web Component?

- A. ANT Migration Tool
- B. Change Sets
- C. VSCode
- D. VSCode and Salesforce DX

Answer: D

Explanation:

To deploy a pre-built DataPack, such as a Lightning Web Component, the combination of Visual Studio Code (VSCode) and Salesforce Developer Experience (Salesforce DX) provides a powerful toolset. VSCode, as an integrated development environment, offers extensive support for Salesforce development, including Lightning Web Components. Salesforce DX enhances this with version control, continuous integration, and deployment capabilities, making it an ideal choice for deploying complex packages like DataPacks. This approach allows system administrators to manage and deploy Salesforce configurations and code

with precision and control.

NEW QUESTION # 69

A public sector agency recently implemented public Sector solutions for thein the cite. A new inspector has been onboarded to conduct the inspections.... Feature. All other inspectors can access Action Plans without any problems.

- A. The 'Enable Notes' permission has not been selected for the new inspector.
- **B. Action Plans Permission set has not been assigned to the new inspector.**
- C. The Salesforce use for the new inspector is disabled.
- D. Person Account Models have not been enabled on the org.

Answer: B

Explanation:

In Salesforce Public Sector Solutions, permissions and access control are crucial for ensuring that users can perform their roles effectively. If a new inspector is unable to access Action Plans while other inspectors can, it is likely due to a missing permission set assignment. Specifically, the Action Plans Permission Set must be assigned to the inspector to grant access to the necessary features. Here's how to check and assign the permission set:

* Check User Permissions:

* Go to Setup > Users > Users.

* Find the new inspector's user record and check their assigned permission sets.

* Assign Action Plans Permission Set:

* Navigate to Setup > Permission Sets.

* Find and select the Action Plans Permission Set.

* Click Manage Assignments and add the new inspector to this permission set.

By ensuring that the new inspector has the Action Plans Permission Set, you will grant them the required access to view and manage Action Plans, just like the other inspectors.

References:

* Salesforce Help: Permission Sets

* Salesforce Public Sector Solutions Documentation

NEW QUESTION # 70

A government agency is planning for a project Implementation. The project has to comply with regulations for storing protected health information (PHI). What are two different Salesforce security tools that can be used to meet this requirement?

- A. Setup Audit Trail
- **B. Field Audit Trail**
- **C. Platform Encryption**
- D. Event Monitoring

Answer: B,C

Explanation:

Field Audit Trail and Platform Encryption are two different Salesforce security tools that can be used to meet the requirement of storing protected health information (PHI). Field Audit Trail allows government agencies to track changes to sensitive data fields over time and set retention policies for field history data. Platform Encryption allows government agencies to encrypt sensitive data at rest while preserving critical platform functionality. Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design>

/secure-data-with-platform-encryption

NEW QUESTION # 71

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 & 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. Download Public Sector Sample DataPacks from Process Library
- C. Installation of OmniStudio Package in the org
- **D. Deploy the DataPack Lightning Web Component Files to the Org**

Answer: D

Explanation:

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 & 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 & SalesforceDX. Reference:

<https://help.salesforce.com/s>

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

NEW QUESTION # 72

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 when the application is about to breach the agreed SLA.
- B. Implement Entitlements and Milestones for Applications, including internal notifications and escalations after the application has breached 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 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 # 73

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