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Salesforce Public-Sector-Solutions Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • Public Sector Solutions Implementation Strategies and Best Practices: This domain measures the ability to implement Salesforce Public Sector Solutions using strategic approaches and industry best practices. Focus areas include PSS solutions, data sharing, security, scalability, and data quality. Demonstrating expertise in mapping business processes and designing robust solutions reflects the technical consultant aptitude for driving successful implementations in complex public sector environments.

Topic 2	<ul style="list-style-type: none"> Public Sector Solution Product Configuration: This section assesses the proficiency of public sector technical consultants in identifying and implementing the right Salesforce Public Sector Solutions components for business requirements. Skills in Omnistudio, Service Cloud, and automation tools are key. It tests the ability to create optimized configurations, action plans, and digital experiences that enhance service delivery.
Topic 3	<ul style="list-style-type: none"> Public Sector Solutions - Product-Specific Systems Knowledge: Proficiency of public sector technical consultants in configuring systems for licenses, permits, inspections, grants management, employee experience, and emergency response will be tested. Understanding document processing, eSignature technologies, and reporting options is critical. Success in this area demonstrates expertise in delivering tailored solutions aligned with customer objectives and lifecycle requirements.

>> **Public-Sector-Solutions Exam Sample Questions** <<

Free PDF Quiz 2026 Salesforce Public-Sector-Solutions: Salesforce Public Sector Solutions Accredited Professional (AP-222) Exam – Trustable Exam Sample Questions

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Salesforce Public Sector Solutions Accredited Professional (AP-222) Exam Sample Questions (Q89-Q94):

NEW QUESTION # 89

A government agency is planning to determine applicable fees for customers based on complex data entered by the customer. Business users would like to test this feature with multiple samples before going live. How can the agency execute and confirm samples?

- A. By utilizing the combination of data raptors and integration procedures
- B. By utilizing the flows
- C. By utilizing the integration procedures
- **D. By utilizing the expression sets in BRE module**

Answer: D

Explanation:

Utilizing the expression sets in BRE module is a way to execute and confirm samples for determining applicable fees for customers based on complex data entered by the customer. BRE module is a component of Business Rules Engine (BRE), which is a feature of Public Sector Solutions. It can help public sector agencies to create and manage business rules and logic, such as determining fees or eligibility. Expression sets are modules of BRE that can define expressions that can be reused across multiple rules or matrices. Expression sets can also be executed and confirmed with sample data using the Test Expression Set feature in BRE. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_expression_set.htm&type=5&language=en_US

NEW QUESTION # 90

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 newly created custom field to track case duration for new O cases.
- B. Standard Salesforce Report using the standard Case report type, with a custom formula to calculate case duration.
- **C. Public Sector Case Analytics App, leveraging CRM Analytics' case duration formula**
- D. Public Sector Case Analytics App, 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 # 91

The Department of Disaster Assistance would like to use eSignature capabilities to send the agreements/contracts to its customers. Which eSignature providers are readily available without much coding/configuration using Public Sector Solutions toolkit? (Choose Two)

- A. Conga
- **B. DocuSign**
- C. eSignLIVE
- **D. Adobe Sign**

Answer: B,D

Explanation:

Adobe Sign or DocuSign are two eSignature providers that are readily available without much coding/configuration using Public Sector Solutions toolkit. Adobe Sign and DocuSign are eSignature solutions that can be integrated with Public Sector Solutions without custom coding. They can help public sector agencies to send, sign, and manage contracts and agreements electronically. Adobe Sign and DocuSign integration can provide features such as sending a contract document for review and signatures to multiple recipients, tracking the signed contract document and updating the contract record status in Salesforce, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it using Adobe Sign Web Forms or DocuSign PowerForms. Reference:

https://help.salesforce.com/s/articleView?id=psc_admin_setup_adobe_sign.htm&type=5&language=en_US

NEW QUESTION # 92

A government agency is currently using Business Rules Engine (BRE). Part of the current Prioritization matrix includes household income and household size. To correctly calculate the Households Area Median Income (AMI) pool, the Expression Set needs to calculate the AMI and then evaluate the percentage against a predefined Federal Income Limit table to determine the prioritization pool. To accomplish this, the BRE designer should include how many decision matrices?

- A. 3; One to contain the percentages in each prioritization pool, a second to contain the household data, and the third to contain the Federal Income limits to evaluate.
- B. 1; Only to contain the prioritization pools.
- **C. 2; One to contain the percentages in each prioritization pool and the second to contain the Federal Income limits to evaluate.**
- D. 1; Only one to contain the prioritization pools with the Federal Income Limits.

Answer: C

Explanation:

2; One to contain the percentages in each prioritization pool and the second to contain the Federal Income limits to evaluate. This maps the scenario to the Salesforce-native capability that owns the requirement.

The Core Concept Explained: Business Rules Engine externalizes decision logic from custom code.

Expression Sets orchestrate calculations and can call decision assets so policy thresholds remain maintainable by authorized business users.

Step-by-Step Technical Analysis: Identify the inputs that drive the decision, declare them as Expression Set resources, and use Decision Matrices or Decision Tables where business users must maintain rule thresholds.

Execute representative samples before activation, then confirm the output and Decision Explainer history match the expected eligibility, fee, or prioritization result. Use two decision matrices: one for the Federal Income Limits and one for the prioritization pool percentages.

Why the Incorrect Options Are Wrong: A is useful for functional validation, but it does not prove capacity under the expected production load. C may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. D may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer.

NEW QUESTION # 93

a public sector agency needs to build an Experience Cloud template for channel sales workflows. The agency will be recruiting and onboarding associates for issuing licenses for alcohol and beverage distribution. Then key requirement is to be able to easily configure lead distribution, deal registration, and marketing campaigns.

Which Experience Cloud template should they use?

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

Answer: B

Explanation:

Partner Central is an Experience Cloud template that can be used to build an Experience Cloud site for channel sales workflows. Partner Central can help the government agency to recruit and onboard associates for issuing licenses for alcohol and beverage distribution. It can also provide features such as lead distribution, deal registration, marketing campaigns, reports, and dashboards.

Reference: https://help.salesforce.com/s/articleView?id=sf.networks_partner_central.htm&type=5

NEW QUESTION # 94

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