




AP-222 Exam Reference & AP-222 New Questions

CSP Exam Reference Sheet

| Instruction | Explanation |
|--|--|
| Assignment, Display, and Input | |
| Text: $a = \text{expression}$ Block:  | Evaluates <code>expression</code> and then assigns a copy of the result to the variable <code>a</code> . |
| Text: <code>DISPLAY(expression)</code> Block:  | Displays the value of <code>expression</code> , followed by a space. |
| Text: <code>INPUT()</code> Block: <code>INPUT</code> | Accepts a value from the user and returns the input value. |
| Arithmetic Operators and Numeric Procedures | |
| Text and Block: $a + b$ $a - b$ $a * b$ a / b | The arithmetic operators <code>+</code> , <code>-</code> , <code>*</code> , and <code>/</code> are used to perform arithmetic on <code>a</code> and <code>b</code> . For example, <code>17 / 5</code> evaluates to <code>3.4</code> . The order of operations used in mathematics applies when evaluating expressions. |
| Text and Block: $a \text{ MOD } b$ | Evaluates to the remainder when <code>a</code> is divided by <code>b</code> . Assume that <code>a</code> is an integer greater than or equal to <code>0</code> and <code>b</code> is an integer greater than <code>0</code> . For example, <code>17 MOD 5</code> evaluates to <code>2</code> . The <code>MOD</code> operator has the same precedence as the <code>*</code> and <code>/</code> operators. |
| Text: <code>RANDOM(a, b)</code> Block:  | Generates and returns a random integer from <code>a</code> to <code>b</code> , including <code>a</code> and <code>b</code> . Each result is equally likely to occur. For example, <code>RANDOM(1, 3)</code> could return <code>1</code> , <code>2</code> , or <code>3</code> . |
| Relational and Boolean Operators | |
| Text and Block: $a = b$ $a \neq b$ $a > b$ $a < b$ $a \geq b$ $a \leq b$ | The relational operators <code>=</code> , <code>≠</code> , <code>></code> , <code><</code> , <code>≥</code> , and <code>≤</code> are used to test the relationship between two variables, expressions, or values. A comparison using relational operators evaluates to a Boolean value. For example, <code>a = b</code> evaluates to <code>true</code> if <code>a</code> and <code>b</code> are equal; otherwise it evaluates to <code>false</code> . |

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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q15-Q20):

NEW QUESTION # 15

A governance agency is implementing Public Sector Solutions and is looking for a solution to automatically read the constituent's date of birth from a scanned document and map it to a field in the Application record using the intelligent Form Reader (IFR). What three steps should a technical consultant configure to satisfy the agency's use case?

- A. Map Form Types to Objects
- B. Set Up Data Extraction
- C. Enable OCR Setting in the Document
- D. Enable Intelligent Form Reader
- E. Enable Data Raptor to read information from a scanned document

Answer: B,C,D

Explanation:

To automatically read the constituent's date of birth from a scanned document and map it to a field in the Application record using the Intelligent Form Reader (IFR) in Salesforce Public Sector Solutions, the following steps should be configured:

* Enable Intelligent Form Reader:

* Navigate to Setup and search for Intelligent Form Reader.

* Enable the Intelligent Form Reader, which allows the system to process and interpret scanned documents.

* Enable OCR Setting in the Document:

* Ensure that OCR (Optical Character Recognition) settings are enabled for the documents. This allows the system to recognize and extract text from scanned images.

* OCR settings can typically be configured within the document management settings or within the IFR configuration settings.

* Set Up Data Extraction:

* Configure the data extraction rules to specify which data fields need to be extracted from the scanned documents. This involves setting up the templates and rules for extracting specific information such as the date of birth.

* Define the mapping rules to map the extracted data to the corresponding fields in the Application record.

By following these steps, the governance agency can automate the extraction and mapping of constituent data from scanned documents, ensuring accurate and efficient data entry into the system.

References:

* Salesforce Help: Intelligent Form Reader

* Salesforce Help: OCR Settings

* Salesforce Public Sector Solutions Documentation

NEW QUESTION # 16

Foodvania has adopted Salesforce Public Sector Solutions to get relief to small businesses experiencing hardship due to the pandemic. Foodvania would like the recipients to apply for relief in a self-service portal, allowing for the upload of supporting documentation and the capability to check the status of their application. What should the consultant recommend using?

- A. The consultant should recommend the Grants Management product which Includes the Grants Portal feature
- B. The consultant should recommend the Outbound Funds Module Which Includes the Grants Portal feature
- C. The consultant should recommend the Grants Management product with the Outbound Funds Module to give the recipients the capability to review their applications status.
- D. The consultant should recommend the Outbound Funds Module Which Includes the Grants Portal feature and the procurement for an allotment to Experience Cloud licenses so as the recipients may review their applications status

Answer: A

Explanation:

The consultant should recommend the Grants Management product which includes the Grants Portal feature to allow the recipients to apply for relief in a self-service portal, allowing for the upload of supporting documentation and the capability to check the status of their application. Grants Management is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to manage the entire grant lifecycle, from application to award to reporting. Grants Portal is a component of Grants Management that can help public sector agencies to create a digital experience site for grant applicants or recipients. Grants Portal can allow the recipients to apply for relief in a self-service portal, upload supporting documentation, and check the status of their application.

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

id=psc_admin_setup_grants_management.htm&type=5&language=en_US

NEW QUESTION # 17

A user called in for a status update on their application. In reviewing the application, the caseworker has come to find out that the application was incorrectly prioritized. The case worker's supervisor advised the case worker to check the decision log to see exactly why the application was prioritized the way it was. However, the caseworker cannot see the component even though the Administrator has confirmed it is on the page layout.

What should the Administrator check for next?

- A. Verify that the case worker has OmniStudio Admin permission.
- B. Verify that the case worker has OmniStudio User permission.
- C. Verify that the case worker has the Decision Explainer Permission set.
- D. Verify that the case worker has the Rules Engine Runtime permission.

Answer: C

Explanation:

When a caseworker cannot see a component on a page layout even though it has been confirmed to be present by an Administrator, the first step is to ensure the caseworker has the appropriate permissions. In the case of not being able to view the Decision Log, which is typically linked with specific functionalities in Salesforce Public Sector Solutions, the correct permission to check is whether the caseworker has the Decision Explainer Permission set (Option A). This permission set specifically allows users to access detailed logs and explanations of decisions made by automated systems or processes within Salesforce, like those found in a decision log.

Verifying and ensuring that the caseworker has this permission will likely resolve the issue of visibility.

Other options like Rules Engine Runtime permission (Option B), OmniStudio Admin permission (Option C), and OmniStudio User permission (Option D) are not directly related to accessing decision logs or explanation components, thus making Option A the most suitable and direct solution.

NEW QUESTION # 18

What are the two key document types that a consultant.... Implementation?

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

Answer: B,C

Explanation:

In a Salesforce implementation, particularly for Public Sector Solutions, having clear and structured documentation is critical for the success of the project. Two key document types that a consultant should use are:

* User Stories:

* User Stories are brief descriptions of features or functionalities from the perspective of the end-user. They help in understanding the user's needs and ensure that the development team is aligned with the expected outcomes.

* Each User Story typically follows the format: "As a [role], I want [feature] so that [benefit]." This ensures that the requirements are user-centric and provides clear acceptance criteria.

* Functional Requirements Specification (FRS):

* An FRS is a detailed document that describes the functionality required in the system. It outlines the technical and functional specifications needed to meet the user stories.

* The FRS provides a comprehensive guide for developers, detailing what needs to be built, including user interfaces, data models, workflows, and business rules. It ensures that all stakeholders have a clear understanding of the system's functionality.

These documents are essential as they provide a blueprint for the implementation, ensuring all requirements are captured, understood, and agreed upon by all stakeholders.

References:

* Salesforce Help: Writing User Stories

* Salesforce Help: Functional Requirements

NEW QUESTION # 19

A government agency wants to digitize hundreds of PDF forms for its employees.

Which Employee Experience for Public Sector feature(s) are most important to address this opportunity?

- A. Salesforce Flows, APEX, Custom Objects, and VisualForce
- B. Salesforce Flows, Employee and Public Sector Data Models, and Employee Community
- C. Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community
- D. Salesforce Flows, Customer Community, and Individual Account

Answer: C

Explanation:

Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community are the most important features of Employee Experience for Public Sector to address the opportunity of digitizing hundreds of PDF forms for employees. Employee Experience for Public Sector is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to manage employee programs and benefits, such as leave requests or wellness surveys. Salesforce OmniStudio is a component of Public Sector Solutions that can help public sector agencies to create guided digital forms using OmniScripts. Flows are tools that can help public sector agencies to automate business processes using flows. Employee and Public Sector Data Models are components of Public Sector Solutions that can help public sector agencies to store and organize data using standard and custom objects. Employee Community is a component of Public Sector Solutions that can help public sector agencies to create a digital experience site for employees to access resources and services. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&language=en_US

NEW QUESTION # 20

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