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Salesforce AP-222 Exam Syllabus Topics:

Section	Objectives
Topic 1: Constituent Experience	- Omni-channel service interactions - Self-service portals and Experience Cloud
Topic 2: Case and Program Management	- Case lifecycle management - Program and benefit tracking
Topic 3: Security and Compliance	- Data security and access control - Compliance considerations in government deployments
Topic 4: Public Sector Solutions Overview	- Government and public sector use cases - Core concepts of Salesforce Public Sector Solutions
Topic 5: Data Model and Architecture	- Public sector data model components - Object relationships and configuration principles
Topic 6: Automation and Integration	- Integration with external government systems - Flow automation in public sector solutions

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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q117-Q122):

NEW QUESTION # 117

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

Answer: B

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 # 118

A public sector agency expects a large number of applications for a grants program. The agency wants to easily qualify and make decisions for applications based on certain conditions. Which feature should be leveraged for this use case?

- A. Apex Trigger
- **B. Business Rules Engine**
- C. Visual Flow
- D. Process Builder

Answer: B

Explanation:

This is the lowest-customization answer that still satisfies the business, security, and lifecycle requirements.

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 Business Rules Engine to model qualification criteria, decision matrices, decision tables, and expression sets.

NEW QUESTION # 119

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

Answer: A

Explanation:

Implement Entitlements and Milestones for Applications, including internal notifications and escalations when the application is.. This is the lowest-customization answer that still satisfies the business, security, and lifecycle requirements.

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. Configure Entitlements and Milestones for the relevant application object or supported application process.

Why the Incorrect Options Are Wrong: B may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. C shifts the process onto Case even though the scenario is centered on application, license, permit, grant, or inspection records. D shifts the process onto Case even though the scenario is centered on application, license, permit, grant, or inspection records.

NEW QUESTION # 120

A Public Sector Organization (PSO) is currently managing an ongoing emergency by utilizing Emergency Response Management. The PSO would like to gain further insights and use their data in Salesforce to help them analyze their data and understand where they need to increase their focus. What are two preconfigured Dashboards available in the Emergency Response Management package that the Technical Consultant can recommend to the PSO for rapid rollout?

- A. Visits
- **B. Emergency Hotspots**
- C. Global Emergency View
- **D. Emergency Requests Overview**

Answer: B,D

Explanation:

A (Emergency Hotspots); C (Emergency Requests Overview). This is the lowest-customization answer that still satisfies the business, security, and lifecycle requirements.

The Core Concept Explained: Public-sector analytics should reuse packaged datasets and dashboards where possible. Prebuilt assets reduce implementation effort and give agencies consistent metrics across licensing, inspection, case, emergency, and grant operations.

Step-by-Step Technical Analysis: Confirm the operational records and datasets needed for the metric. Use the prebuilt Public Sector or CRM Analytics app when it already models the domain, assign the required admin/user permissions, and validate that prerequisite records exist. Then review dashboards against real licensing, inspection, case, or emergency-response data. Use Emergency Hotspots and Emergency Requests Overview. For exam preparation, validate the answer by tracing the record lifecycle, the user persona, and the automation owner from intake through reporting.

Why the Incorrect Options Are Wrong: B uses the wrong packaged object or module boundary for this scenario. D uses the wrong packaged object or module boundary for this scenario.

NEW QUESTION # 121

What 2 core Salesforce Clouds is Public Sector Solutions based on?

- **A. Experience Cloud**

- B. Service Cloud
- C. Admin
- D. Marketing Cloud

Answer: A,B

Explanation:

Service Cloud and Experience Cloud are two core Salesforce Clouds that Public Sector Solutions is based on.

Service Cloud is a Salesforce Cloud that can help public sector agencies to provide customer service and support, such as managing cases, creating knowledge articles, or using chatbots. Experience Cloud is a Salesforce Cloud that can help public sector agencies to create digital experience sites for external users, such as constituents, businesses, or employees. Public Sector Solutions is based on Service Cloud and Experience Cloud, and it provides additional features and components that are tailored for the delivery of government services. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_concept_psc_overview.htm&type=5&language=en_US

NEW QUESTION # 122

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