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## Salesforce Public-Sector-Solutions Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>

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## Salesforce Public Sector Solutions Accredited Professional (AP-222) Exam Sample Questions (Q55-Q60):

### NEW QUESTION # 55

A customer has specific steps/tasks that need to be performed every time a new Business License Application comes in. The following actions must be completed:

- \*The applicant must upload an image of their driver ' s license
- \*The license reviewer must perform a background check within five business/working days
- \*The license reviewer must enter the background check results into an external system manually within two business days of completing the background check
- \*The license reviewer must provide a recommendation to the approver to approve/reject the application & submit it for review
- \*The license reviewer may add additional steps/tasks for a particular application as needed Which statement is true regarding Action Plan Templates relative to the business requirements above?

- A. The reviewer users cannot create their own tasks within a predefined action plan template
- **B. An action plan template can be created (or the business license application object, and a document checklist item for the Image upload can be created**
- C. A document checklist item for an action plan template cannot be created
- D. Action plans cannot have tasks with due dates dependent upon prior tasks within the action plan

**Answer: B**

Explanation:

An action plan template can be created for the business license application object, and a document checklist item for the Image upload can be created is a true statement regarding Action Plan Templates relative to the business requirements above. An action plan template is a predefined set of tasks and subtasks that can be applied to records such as cases or permits. An action plan template can be created for any custom or standard object that supports activities, such as the business license application object. A document checklist item is a type of task that can require users to upload documents or images as part of an action plan template. Reference: [https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_action\\_plan\\_templates.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_action_plan_templates.htm&type=5&language=en_US)

### NEW QUESTION # 56

A government agency is responsible for providing licenses to various sporting events. To acquire the license, individuals need to pay the required fees. The System Administrator for Public Sector Solution main responsibility is to automatically map and set the fees for each application to ensure the correct fees are mapped.

Which Business Rules Engine tool is used here?

- **A. Decision Matrices**
- B. Process Builder
- C. Workflow Field Updates
- D. Data matrices

**Answer: A**

Explanation:

Explanation

Decision Matrices are Business Rules Engine tools that are used to automatically map and set the fees for each application. A Decision Matrix can evaluate answers based on rules and conditions and provide a decision outcome and explanation. For example, a Decision Matrix can determine the fee amount based on the type of license, the city & county location, the volume of current business, and the size of the building.

Reference: [https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_decision\\_matrix.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_decision_matrix.htm&type=5&language=en_US)

### NEW QUESTION # 57

A government agency is evaluating the use of Public Sector Solutions. Their legacy solution has been in place for over 20 years; many of their current processes and files are still manual and paper-based. The agency would like to digitize and automate more its processes and files going forward. Which Public Sector Solution should a Technical Consultant recommend for this use case?

- A. Workflows
- B. Business Rule Engine
- **C. Intelligent Document Automation**
- D. Smart Forms

**Answer: C**

Explanation:

Intelligent Document Automation. This selection keeps the implementation declarative and within the intended Public Sector operating model.

The Core Concept Explained: Document automation reduces manual review by turning files into governed records, checklist items, extracted fields, or signature events. The design must preserve traceability from upload through review.

Step-by-Step Technical Analysis: Separate document intake from record processing. Configure the document type, checklist, extraction, signature, or IDA/IFR behavior, map the captured values to the application record, and test with real sample files. Confirm exception handling for unreadable documents, missing uploads, and resubmission cycles. Use Intelligent Document Automation because it centralizes document intake, review, extraction, and association with Salesforce records.

Why the Incorrect Options Are Wrong: A may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. B may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. D relies on older automation patterns that do not provide the same rule authoring, explanation, or industry metadata support required here.

Implementation Strategies and Best Practices

### NEW QUESTION # 58

A public sector agency recently implemented public Sector Solutions for the inspection and license renewal of food outlets in the city. The want to set up dynamic assessments where assessment questions are categorized for use in different scenarios depending on whether the outlet is take-way, dining, or a combination of both.

The categorization only applies to specific questions in the assessment.

Two which objects should they add new categories?

- A. Action Plan
- **B. Assessment indicator Definition**
- C. Assessment Task Definition
- **D. Assessment Question**

**Answer: B,D**

Explanation:

For a public sector agency implementing dynamic assessments within Salesforce Public Sector Solutions, the appropriate categorization should be applied to the following objects:

\* Assessment Question:

\* The Assessment Question object is used to define individual questions that will be asked during an assessment. By adding categories to these questions, the agency can dynamically include or exclude questions based on the specific scenario (e.g., take-away, dining, or both).

\* This allows for flexibility and ensures that only relevant questions are presented based on the type of food outlet being inspected.

\* Assessment Indicator Definition:

\* The Assessment Indicator Definition object is used to define criteria and indicators that aggregate assessment questions. Adding categories to these definitions helps in organizing and applying specific sets of questions and indicators based on the context of the assessment.

\* This ensures that the assessments are dynamic and can adapt to different scenarios without requiring separate templates for each type of outlet.

By categorizing both Assessment Questions and Assessment Indicator Definitions, the agency can create a robust and flexible assessment process that adapts to various inspection contexts efficiently.

References:

\* Salesforce Help: Assessment Questions

\* Salesforce Help: Assessment Indicator Definition

### NEW QUESTION # 59

A public sector agency recently implemented Public Sector Solutions for the inspection and license renewal of food outlets in the city. They want to set up dynamic assessments where assessment questions are categorized for use in different scenarios depending on whether the outlet is take-away, dining, or a combination of both. The categorization only applies to specific questions in the assessment. To which object should they add new categories?

- A. Action Plan
- B. Assessment Task Definition
- C. Assessment Indicator Definition
- D. Assessment Question

**Answer: C**

Explanation:

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

The Core Concept Explained: Action Plans standardize repeatable work. They package tasks, dependencies, due dates, and document checklist requirements so staff do not rely on memory or one-off manual steps.

Step-by-Step Technical Analysis: Start by defining the target object that owns the operational work. Build or select the Action Plan Template, add the required tasks or Document Checklist Items, publish the template, and then automate or guide its association to the live record. Test that owners, due dates, dependencies, and applicant-facing upload prompts behave correctly. Add categories to Assessment Indicator Definition so specific questions can be included or filtered based on scenarios such as take-away, dining, or mixed operations.

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 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 # 60

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