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Updated Salesforce AP-222 Exam Questions with Accurate Answers in PDF

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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q63-Q68):

NEW QUESTION # 63

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 after the application has breached 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 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 # 64

An agency plans to roll out Public Sector Solutions for implementing Licensing and Inspections. As part of the rollout strategy, one of the features they need to enable is Person Accounts.

Which statement is true regarding Person Accounts?

- A. After Person Accounts is enabled in an org, it can be disabled again.
- B. Record Types are not supported for Person Accounts.
- C. Person Accounts bring together fields from Opportunity and Contact.
- D. **The Person Account model uses the standard Account object to hold the details about a person.**

Answer: D

Explanation:

The statement about Person Accounts that is accurate within the Salesforce ecosystem is that the Person Account model uses the standard Account object to hold the details about a person (Option D). Person Accounts are a specific Salesforce feature that combines the properties of Accounts and Contacts into a single record. This allows organizations to manage individual consumer data more effectively, especially useful in scenarios like licensing and inspections where individuals act as customers.

* Option A is incorrect as once Person Accounts are enabled in a Salesforce org, they cannot be disabled.

* Option B is incorrect because Person Accounts do not specifically bring together fields from Opportunity and Contact; they are a fusion of Account and Contact.

* Option C is incorrect as record types are indeed supported for Person Accounts, allowing for further customization and segmentation within the Person Account model.

NEW QUESTION # 65

A public sector agency recently implemented Public Sector Solutions for Licenses, Permits, and Inspections.

The agency now wants to enable analytics to gather key metrics on the number of licenses issued, the number of permits revoked, and the number of inspections made per month. The agency has enabled analytics by turning on the "Enable CRM Analytics" setting. The agency wants to set up administrator users who will create and manage the Analytics for Licenses, Permits, and Inspections app.

What two permission sets are required to set up the administrator users for analytics?

- A. CRMA for Public Sector Admin
- B. CRM Analytics Admin
- C. CRM Analytics LPI Admin
- D. CRM Analytics Plus Admin

Answer: A,B

Explanation:

To set up administrator users for managing the Analytics for Licenses, Permits, and Inspections app, the required permission sets include CRMA for Public Sector Admin and CRM Analytics Admin. The CRMA for Public Sector Admin permission set is tailored to administrators managing Public Sector Solutions, providing necessary access and permissions for public sector-specific analytics configurations. The CRM Analytics Admin permission set grants comprehensive administrative capabilities within CRM Analytics, enabling users to create, manage, and deploy analytics applications and dashboards. Together, these permission sets equip administrators with the full range of tools needed to effectively oversee analytics in the context of Licenses, Permits, and Inspections.

NEW QUESTION # 66

The Department of Disaster Assistance has received the approval to fund government agencies if a disaster occurs in their region. what is the best solution to capture the fund-related requirements, objectives, and supporting documents?

- A. Utilize the "Funding Program" object to capture the details
- B. Utilize the "Funding Request" object to capture the details
- C. Utilize the "Business Licence Application" object to capture the details
- D. Utilize the Funding Program Request" object to capture the details

Answer: B

Explanation:

The "Funding Request" object is the best solution to capture the fund-related requirements, objectives, and supporting documents. The "Funding Request" object is a standard object that comes with Public Sector Solutions. It can be used to track requests for funding from different sources, such as government agencies or external organizations. The "Funding Request" object can store information such as the funding program, the funding amount, the funding status, the funding requestor, and the funding recipient. It can also have related records such as documents, tasks, or disbursements. Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_funding_request.htm&type=5&language=en_US

NEW QUESTION # 67

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 OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community
- C. Salesforce Flows, Customer Community, and Individual Account
- D. Salesforce Flows, Employee and Public Sector Data Models, and Employee Community

Answer: B

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 # 68

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