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Salesforce AP-222 Exam Syllabus Topics:

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

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Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q120-Q125):

NEW QUESTION # 120

Bobahaven is using Salesforce Public Sector Solutions (PSS), specifically the Licenses, Permits, and Inspections (LPI) modules. These are built on custom objects like Permit Application, not standard Case management. They are also aiming to; Track SLA performance; Identify applications at risk of breaching SLA; Resolve delays proactively to improve constituent experience What should a technical consultant recommend to Bobahaven to solve this problem?

- A. Implement Cases with Entitlements and Milestones, including internal notifications and escalations after the application has breached the agreed SLA.
- B. Implement Entitlements and Milestones for Applications, 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:

This answer fits because the requirement is about the specific platform mechanism named in the option, not a nearby workaround. 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.

NEW QUESTION # 121

A government agency charges license fees for small businesses. The agency uses Public Sector Solutions to automate the license application process and dynamically calculate the license fee (based on multiple parameters, ex: revenue, industry type, etc...) for a specific business customer. Which public sector tools should be leveraged for this use case?

- A. Application form using Flows and embed the Business Rules Engine to derive the license fee in the process.
- **B. Application form using Omniscripts and embed the Business Rules Engine to derive the license fee in the process.**
- C. Application form using Omniscripts and embed the license fee logic using triggered flows
- D. Application form using Omniscripts and embed the license fee logic using integration procedures

Answer: B

Explanation:

Application form using Omniscripts and embed the Business Rules Engine to derive the license fee in the process. This selection keeps the implementation declarative and within the intended Public Sector operating model.

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 OmniScripts for the application form and embed Business Rules Engine to derive the license fee.

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 can orchestrate work, but it is not the preferred rule-decision asset for maintainable fee, eligibility, or prioritization logic. C can orchestrate work, but it is not the preferred rule-decision asset for maintainable fee, eligibility, or prioritization logic.

NEW QUESTION # 122

Bobahaven wants to implement the Grants Management module of Public Sector Solutions. They would like to allow constituents to apply online for grants and check the progress of grant applications. The Chief Marketing Officer and Head of Constituent Services have expressed their concerns about the security of the solution. They want to ensure they comply with privacy regulations around the storage and use of constituent's data, and they are wondering how to protect against bots potentially spamming the application forms. What should the Technical Consultant suggest to Bobahaven to protect the application forms?

- A. Enable the Salesforce Spam Check for Experience Sites.
- B. Set the external organization-wide default sharing settings for grant applications objects to Private.
- C. Provide constituents with a search page on Bobahaven's website to look up application reference numbers and check the applications progress.
- D. Deploy grant application OmniScripts on Bobahaven's Experience Site pages set to 'Requires Login.'
- **E. Implement spam checking for Bobahaven's Experience Site forms using CAPTCHA.**

Answer: E

Explanation:

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

The Core Concept Explained: OmniStudio separates guided interaction, data mapping, orchestration, and UI presentation. That separation is critical for high-volume public-sector intake because each asset can be tested and reused independently.

Step-by-Step Technical Analysis: Design the user journey first, then decide which OmniStudio asset owns each responsibility.

OmniScript captures guided input, DataRaptors map Salesforce data, Integration Procedures orchestrate server-side work, and FlexCards expose summarized context. After assembly, validate data payloads, error handling, security, and performance with realistic application records. Implement CAPTCHA or reCAPTCHA on the Experience Site forms.

NEW QUESTION # 123

The Department of Disaster Assistance is implementing Grants Management using Public Sector Solutions. One of the pain points in the current process is that every grant application reviewer follows a different business process to review the applications received. A solution has been engaged to standardize this process using the Public Sector Solution toolkit. What should be the best solution to achieve this task?

- A. Create a guided omniscript guided process to define due diligence steps, related tasks, and documents to collect.
- **B. Use Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect.**
- C. Develop a standard set of processes/guides to coach the reviewers and ask them to follow them without fail.
- D. Use a screen flow on Accounts to define due diligence steps, related tasks, and documents to collect.

Answer: B

Explanation:

Use Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect. This answer fits because the requirement is about the specific platform mechanism named in the option, not a nearby workaround.

The Core Concept Explained: Start by separating repeatable reviewer work from ad hoc instructions. 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. Configure an Action Plan Template targeted to Account, then generate Action Plans from that template for each organization or applicant account.

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. C depends on manual adoption instead of codifying the process into auditable, repeatable Salesforce configuration.

NEW QUESTION # 124

A public sector agency is leveraging the Business Rules Engine for its Licensing & Permitting implementation. The agency needs to allow multiple permits for a single application, and the permit fee is calculated based on the type of permits selected.

Which two steps would a technical consultant use to address this use case?

- **A. Add an Aggregate step to the group and add the SUM function**
- B. Add an Aggregate Group to the end of the Expression Set
- C. Provide Permission Sets to users for the Expression Set and Lightning Component
- D. Add a Lightning Component to query and Aggregate the total value of all permits

Answer: A

Explanation:

In the context of a Public Sector agency leveraging the Business Rules Engine for Licensing & Permitting, where multiple permits are allowed for a single application with permit fees calculated based on the selected types, the appropriate steps involve data aggregation. An Aggregate step with a SUM function is used to sum up the total value of all selected permits, addressing the need for dynamic fee calculation. Adding an Aggregate Group to the end of the Expression Set organizes these calculations effectively, ensuring that the total permit fee is accurately computed based on the application's permit selections. This approach aligns with Salesforce's Business Rules Engine capabilities, which allow for complex data manipulation and aggregation to support varied business scenarios, such as permit fee calculations in a Licensing & Permitting implementation.

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