

# Salesforce AP-222 Real Torrent & Authentic AP-222 Exam Hub

Figure 1: Magic Quadrant for Customer Data Platforms



Source: Gartner (February 2024)

Gartner

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## Salesforce Public Sector Solutions Accredited Professional Sample Questions (Q93-Q98):

### NEW QUESTION # 93

A government-supported agency that helps constituents track the status of their claims is using Public Sector Solutions. For claim assessors to review and process claims, it is crucial to see the applications' Decision Explanation Logs.

Which component can be added to see the history of Decision Explanations for a claim?

- A. Record History
- B. Audit Log
- C. Log History
- **D. Decision Explainer Log History**

**Answer: D**

Explanation:

Decision Explainer Log History is a component that can be added to see the history of Decision Explanations for a claim. Decision Explainer Log History displays a list of Decision Explanations that have been generated for a claim by a Decision Matrix or a Business Rules Engine (BRE). It shows the date, time, user, rule name, rule outcome, and explanation text for each Decision Explanation. Reference: [https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_decision\\_explainer\\_log\\_history.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_decision_explainer_log_history.htm&type=5&language=en_US)

### NEW QUESTION # 94

A Public Sector Organization (PSO) is currently managing an ongoing emergency by utilizing Emergency Response Management. The PSO would like to .. 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. Global Emergency View**
- **B. Emergency Hotspots**
- C. Visits
- D. Emergency Requests Overview

**Answer: A,B**

Explanation:

For a Public Sector Organization utilizing Emergency Response Management within Salesforce, the preconfigured dashboards like Global Emergency View and Emergency Hotspots are invaluable tools. The Global Emergency View dashboard provides a comprehensive overview of emergency incidents globally, enabling the organization to monitor situations across different regions. The Emergency Hotspots dashboard focuses on identifying and visualizing areas with high levels of emergency activity, helping the organization to pinpoint where resources and attention are most needed. These dashboards, available within the Emergency Response Management package, facilitate rapid deployment and immediate insights into ongoing emergencies, supporting effective and data-driven response strategies.

### NEW QUESTION # 95

A government agency recently migrated to Salesforce and is very excited to be on board, but their System Administrators have doubts about installing the Omnistudio package.

Which three tasks must be completed or checked before installing the Omnistudio Package?

- **A. Enable Person Accounts**
- **B. Ensure the email deliverability access level is set to "All email"**
- C. Confirm browser settings meet published minimum requirements
- D. Enable Orders
- **E. Enable Assets**

**Answer: A,B,E**

Explanation:

Enabling Assets, enabling Person Accounts, and ensuring the email deliverability access level is set to "All email" are three tasks that must be completed or checked before installing the Omnistudio Package. Assets are records that represent products or services sold to customers. Assets must be enabled to use some features of Omnistudio, such as FlexCards or DataRaptors. Person

Accounts are records that store information about individual people who are not associated with a business account. Person Accounts must be enabled to use some features of Omnistudio, such as OmniScripts or DataPacks. Email deliverability access level determines what types of email can be sent from Salesforce. The email deliverability access level must be set to "All email" to install Omnistudio Package successfully. Reference: [https://help.salesforce.com/s/articleView?id=psc\\_admin\\_setup\\_omnistudio.htm&type=5&language=en\\_US](https://help.salesforce.com/s/articleView?id=psc_admin_setup_omnistudio.htm&type=5&language=en_US)

#### NEW QUESTION # 96

A government agency using Public Sector Solutions often has to perform onsite visits for compliance inspections. Various internal teams across the government agency need to have visibility into and collaborate on inspections.

Which Public Sector Solutions feature should be used to automate inspection tasks works and drive internal collaboration?

- A. Business Rules Engine
- B. Data Raptors
- C. Action Plans
- D. OmniStudio

**Answer: C**

Explanation:

Action Plans are part of the Public Sector Solutions package and they are used to automate inspection tasks and workflows. Action Plans allow the government agency to create templates for common inspections, assign tasks to team members, track progress and status, and collaborate on inspections using Chatter.

Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/automate-inspection-tasks-with-action-plans>

#### NEW QUESTION # 97

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

**Answer: B**

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 # 98

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