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Salesforce Public-Sector-Solutions Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> 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.

Topic 2	<ul style="list-style-type: none"> 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.
Topic 3	<ul style="list-style-type: none"> 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.

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Salesforce Public Sector Solutions Accredited Professional (AP-222) Exam Sample Questions (Q11-Q16):

NEW QUESTION # 11

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. Record Types are not supported for Person Accounts.
- **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. Person Accounts bring together fields from Opportunity and Contact.

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 # 12

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, Customer Community, and Individual Account
- B. Salesforce Flows, APEX, Custom Objects, and VisualForce
- **C. Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community**
- D. Salesforce Flows, Employee and Public Sector Data Models, and Employee Community

Answer: C

Explanation:

Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community. This is the packaged route that keeps the process supportable, auditable, and aligned to the data 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. Use OmniStudio, Flow, Employee and Public Sector data models, and an Employee Community experience.

Why the Incorrect Options Are Wrong: B adds a custom build path and increases lifecycle, security, and upgrade effort when a packaged or declarative capability already supports the requirement. C may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. D adds a custom build path and increases lifecycle, security, and upgrade effort when a packaged or declarative capability already supports the requirement.

NEW QUESTION # 13

Bobahaven has implemented Public Sector Solutions to manage constituent applications for permits and licenses. However, they have noticed their call center is receiving a large number of phone calls asking similar questions about the new permit and license application processes. Bobahaven is looking for advice on providing up-to-date information about permit and license processes to constituents so their call center inbound call numbers can be reduced.

Which solution would allow constituents to find answers to the* questions before beginning the application process while reducing implementation and maintenance costs?

- A. Implement Salesforce Knowledge, and publish articles to an authenticated Experience site page for constituents.
- **B. Implement Salesforce Knowledge, and publish articles to an unauthenticated Experience site page for constituents.**
- C. Implement Salesforce Knowledge, and publish articles to the Bobahaven public website CMS via outbound API calls.
- D. Implement Salesforce Knowledge, and publish articles to the Bobahaven public website via Lightning Out.

Answer: B

Explanation:

Explanation

Salesforce Knowledge is a feature that allows Bobahaven to create, manage, and publish articles that provide up-to-date information about permit and license processes to constituents. By publishing articles to an unauthenticated Experience site page, Bobahaven can reduce the implementation and maintenance costs by not requiring login or user management for the site visitors. Constituents can access the articles before beginning the application process and find answers to their questions without calling the call center.

Reference:<https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-di>

NEW QUESTION # 14

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. A document checklist item for an action plan template cannot be created
- **C. 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**
- D. Action plans cannot have tasks with due dates dependent upon prior tasks within the action plan

Answer: C

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

NEW QUESTION # 15

A government agency would like to standardize its grant funding process and is looking for a solution to prioritize and award funds to the most eligible grant-seekers using Public Sector Solutions.

What three components should a technical consultant configure to define applicants' eligibility and help with application prioritization?

- A. Create an Application Form using Web-to-Case
- **B. Create an Application Form using OmniScript Designer**
- **C. Create an Expression Set using BRE**
- **D. Create a Decision Matrix using BRE**
- E. Create an Application Form using Web-to-Lead

Answer: B,C,D

Explanation:

Explanation

A Decision Matrix, an Application Form, and an Expression Set are three components that can be configured to define applicants' eligibility and help with application prioritization. A Decision Matrix is a component of Business Rules Engine (BRE) that can evaluate answers based on rules and conditions and provide a decision outcome and explanation. An Application Form is a component of OmniScript Designer that can create guided digital forms that can capture answers from applicants and provide recommendations based on business logic.

An Expression Set is a component of BRE that can define expressions that can be reused across multiple rules or matrices.

Reference: <https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-di>

NEW QUESTION # 16

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