

Salesforce AP-222

Public Sector Solutions Accredited Professional

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Latest Version: 13.0

Question: 1

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. Record Types are not supported for Person Accounts.
- D. After Person Accounts is enabled in an org, it can be disabled again.

Answer: B

Explanation:

The Person Account model uses the standard Account object to hold the details about a person. This is the packaged route that keeps the process supportable, auditable, and aligned to the data model.

The Core Concept Explained: Inspection Management relies on a chain of reusable metadata and transaction records. Assessment definitions, visits, inspection results, and violations each serve a different purpose in the compliance lifecycle.

Step-by-Step Technical Analysis: Model the inspection lifecycle from the originating application to the Visit, assessment indicators, results, signatures, and any generated violations. Configure the reusable inspection metadata before inspectors begin work, then test a pass, fail, and issue scenario to confirm downstream records and regulatory references are created correctly. Use Person Accounts because the person record is held through the standard Account object while Salesforce maintains the supporting contact representation behind the scenes.

Why the Incorrect Options Are Wrong: A confuses sales-cloud opportunity data with the constituent/account model used by public-sector records. C is factually inconsistent with Salesforce setup behavior because record types can be used with Person Accounts. D points to a disablement approach that either is not supported for the tested feature or would remove a capability the scenario depends on.

Question: 2

A Public Sector Organization (PSO) would like to enhance its publicly available website, built in Experience Cloud, to allow constituents to report their concerns about someone's health or safety. The PSO is already using Public Sector Solutions. The requirement from the PSO is that the constituent should be able to report their concerns both as authenticated users and

anonymously. Additionally, internal staff should be able to separately track their investigations and any follow-up in a separate Case. Leveraging Public Sector Solutions functionality, what configuration should the Technical Consultant use to meet the requirements?

- A. Use record types on Case, one for the constituents and one for internal staff
- B. Use the Public Complaint and Case objects.
- C. Use a custom object for the Complaint with a lookup relationship to Case.

Answer: B

Explanation:

Use the Public Complaint and Case objects. This is the lowest-customization answer that still satisfies the business, security, and lifecycle requirements.

The Core Concept Explained: Experience Cloud design is driven by persona, authentication, scale, and sharing. The wrong template or license can create unnecessary cost, weak security, or excessive customization.

Step-by-Step Technical Analysis: Begin with the external persona, authentication requirement, and transaction volume. Select the Experience Cloud license or template that matches that access pattern, then configure sharing sets, external OWD, site visibility, and page access. Finish by testing the experience as anonymous, authenticated, and internal users. Use the Public Complaint object for the external concern and Case for the internal follow-up work. For exam preparation, validate the answer by tracing the record lifecycle, the user persona, and the automation owner from intake through reporting.

Why the Incorrect Options Are Wrong: A uses the wrong packaged object or module boundary for this scenario. C adds a custom build path and increases lifecycle, security, and upgrade effort when a packaged or declarative capability already supports the requirement.

Question: 3

Which three work.com managed packages/features can be installed as part of the Employee Experience for Public Sector?

- A. Employee Workspace
- B. Employee Concierge
- C. HR Service Center
- D. Workplace Strategy Planner
- E. Workplace Command Center

Answer: A, B, C

Explanation:

A (Employee Workspace); B (Employee Concierge); C (HR Service Center). This maps the scenario to the Salesforce-native capability that owns the requirement.

The Core Concept Explained: Experience Cloud design is driven by persona, authentication, scale, and sharing. The wrong template or license can create unnecessary cost, weak security, or excessive customization.

Step-by-Step Technical Analysis: Begin with the external persona, authentication requirement, and transaction volume. Select the Experience Cloud license or template that matches that access pattern, then configure sharing sets, external OWD, site visibility, and page access. Finish by testing the experience as anonymous, authenticated, and internal users. Install and configure the employee-facing packages that deliver the workspace, concierge intake, and HR service capabilities. For exam preparation, validate the answer by tracing the record lifecycle, the user persona, and the automation owner from intake through reporting.

Why the Incorrect Options Are Wrong: D uses the wrong packaged object or module boundary for this scenario. E uses the wrong packaged object or module boundary for this scenario.

Question: 4

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

Answer: A, B, C

Explanation:

A (Ensure the email deliverability access level is set to..); B (Enable Person Accounts); C (Confirm browser settings meet published minimum..). 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. Set email deliverability to All Email so activation, notifications, and user communications can work during installation and testing.

Why the Incorrect Options Are Wrong: D is a Sales Cloud/Order Management prerequisite, not a prerequisite for the Public Sector or OmniStudio behavior described. E is a Sales Cloud/Order Management prerequisite, not a prerequisite for the Public Sector or OmniStudio behavior described.

Question: 5

Bohavhan 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. Bohavhan 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 their questions before beginning the application process while reducing implementation and maintenance costs?

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

Answer: C

Explanation:

Implement Salesforce Knowledge, and publish articles to an unauthenticated Experience site page for constituents. This maps the scenario to the Salesforce-native capability that owns the requirement.

The Core Concept Explained: Experience Cloud design is driven by persona, authentication, scale, and sharing. The wrong template or license can create unnecessary cost, weak security, or excessive customization.

Step-by-Step Technical Analysis: Begin with the external persona, authentication requirement, and transaction volume. Select the Experience Cloud license or template that matches that access pattern, then configure sharing sets, external OWD, site visibility, and page access. Finish by testing the experience as anonymous, authenticated, and internal users. Publish Salesforce Knowledge articles to an unauthenticated Experience Cloud page so users can search answers before logging in or starting an application.

Why the Incorrect Options Are Wrong: A introduces unnecessary integration and maintenance overhead for content that can be surfaced directly through Experience Cloud. B restricts access to information that the scenario wants constituents to find before starting or logging into the process. D introduces unnecessary integration and maintenance overhead for content that can be surfaced directly through Experience Cloud.

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