Salesforce

AP-222

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Version product

Latest Version: 6.0

Question: 1

After a grantseeker has submitted an application for review. Foodvania needs to review the Funding Request and allocate the funds appropriately. For audit purposes, all expenditures must be tracked according to how the money was disbursed (Mortgage arrearage. Utility assistance, etc.).
Which two would the consultant build to handle this request utilizing Public Sector Solutions(PSS)?

A. Recommend using PSS with the Nonprofit Success Pack.
B. Recommend using PSS with the Outbound Funds Module.
C. Recommend using PSS with the Grants Management product.
D. Recommend using PSS with FinancialForce Accounting.

Answer: B, C

Explanation:
The Outbound Funds Module and the Grants Management product are two solutions that can be used with Public Sector Solutions (PSS) to handle the request of deploying a digital experience that enables constituents to sign up for volunteer projects. The Outbound Funds Module is an open source app that can help public sector agencies to track their funding programs, funding requests, disbursements, and expenditures. The Grants Management product is a prebuilt app that comes with PSS and it can help public sector agencies to manage the entire grant lifecycle, from application to award to reporting.
https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/manage-grants-with-public-sector-solutions

Question: 2

A government agency recently implemented Inspections Management, but the internal users want an easier way to generate Visits. Currently, the users must navigate to the Related List tab on an Application, scroll to the Visits* related list and click 'New.' The users also have lo manually fill all of the fields when creating the Visit record. What is the recommended approach for creating a better user experience when creating a Visit?

A. Change the Business License Application and Individual Application pages to have a single related list of Visits on the right panel.
B. Create a Screen Flow with the required fields to create a Visit record and add the button to launch the flow on the page layout.

C. Advise the government agency that the current method is the best option available without custom code, which they should avoid wherever possible.
D. Create a new Action on the Business License Application and Individual Application objects to create a Visit record with Predefined Field Values.

Answer: B

Explanation:
Creating a Screen Flow or creating a new Action are two possible approaches for creating a better user experience when creating a Visit. A Screen Flow is a type of flow that can create an interactive user interface to display information or collect data from users. A Screen Flow can have the required fields to create a Visit record and it can be launched by a button on the page layout. An Action is a type of button that can perform tasks such as creating or updating records. An Action can have Predefined Field Values that can automatically populate fields when creating a Visit record.
https://help.salesforce.com/s/articleView?id=psc_admin_setup_visits.htm&type=5&language=en_US

Question: 3

A government agency wants to automate the validation of an applicant's date of birth from a driver's license or passport.
Which features are required to automate the validation of the date of birth?

A. Files
B. Attachments
C. Intelligent Form Reader
D. Content

Answer: C

Explanation:
Intelligent Form Reader is a feature that can be used to automate the validation of an applicant’s date of birth from a driver’s license or passport. Intelligent Form Reader is a component of OmniStudio, which is part of Public Sector Solutions. It allows users to upload documents or images and extract data from them using optical character recognition (OCR) or artificial intelligence (AI). It can also validate the extracted data against Salesforce records or external sources.
https://help.salesforce.com/s/articleView?id=psc_admin_setup_intelligent_form_reader.htm&type=5&language=en_US

Question: 4

What are the three different key modules of Public Sector Solutions: Business Rules Engine?

A. Expression Maps
B. Expression Sets
C. Decision Table
D. Decision Matrix
E. Decision Tree

Answer: B, C, D

Explanation:
Expression Sets, Decision Table, and Decision Matrix are three different key modules of Public Sector Solutions: Business Rules Engine (BRE). Expression Sets are modules that can define expressions that can be reused across multiple rules or matrices. Decision Table is a module that can evaluate data based on rows of conditions and actions in a tabular format. Decision Matrix is a module that can evaluate data based on columns of conditions and outcomes in a tabular format.
https://help.salesforce.com/s/articleView?id=psc_admin_setup_bre.htm&type=5&language=en_US

Question: 5

The City of Snaxboro has implemented CRM Analytics for Public Sector but keeps getting an error message when creating the Analytics (or the Licensing. Permits, and inspections app. They have verified that their users have the appropriate permission sets assigned.
What is the most probable cause for the error message?

A. There are no Visit records.
B. There are no active Action Plan Templates.
C. Person Accounts have not been enabled.
D. There are no Violation records.

Answer: A

Explanation:
There are no Visit records is the most probable cause for the error message when creating the Analytics for the Licensing, Permits, and Inspections app. CRM Analytics for Public Sector is a prebuilt app that comes with Public Sector Solutions and it can provide reports and dashboards for licensing, permitting, and inspections data. However, if there are no Visit records in the org, the Analytics app cannot generate any data and will show an error message. To fix this issue, the City of Snaxboro needs to create some Visit records or import some sample data.
https://help.salesforce.com/s/articleView?id=psc_admin_setup_crm_analytics.htm&type=5&language=en_US

Question: 6

A public sector agency Is looking to digitize Its operations for Emergency Response. As the technical consultant on the project, the expectations are to roll out a public facing portal that allows citizens to submit a simple emergency request with some basic information.
Which two are the correct approaches a consultant should take to meet these objectives?

A. Build a digital experience site using pre-configured emergency response management (ERM) specific template
B. Create a custom Case Record Type and leverage a prebuilt Contact Support Form
C. Build a digital experience site using the Help Center template based on the agency's requirement
D. Leverage prebuilt Emergency Service Request flow.

Answer: A, D

Explanation:
Building a digital experience site using pre-configured emergency response management (ERM) specific template and leveraging prebuilt Emergency Service Request flow are two correct approaches to meet the objectives of providing a way for citizens to submit a simple emergency request with some basic information. The ERM specific template is a prebuilt template that comes with Community Response for Public Sector, which is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to create and manage emergency response programs and services, and enable citizens to access resources and submit requests. The Emergency Service Request flow is a prebuilt flow that comes with the ERM specific template. It can allow citizens to submit a simple emergency request with some basic information, such as their name, contact details, location, and service type.
https://help.salesforce.com/s/articleView?id=psc_admin_setup_community_response.htm&type=5&language=en_US

Question: 7

A Public Sector Organization (PSO) is seeking to improve how they manage us community grants and would like to introduce a new portal to allow Organizations to apply for grants. The PSO would also like to improve its internal processes and use the Grants Management package from Public Sector Solutions. The PSO currently uses Salesforce in a minimal capacity, with their staff using the Salesforce Classic UL. In addition to procuring Grants Management licenses, what other three prerequisites should the Technical Consultant advise the PSO are required?

A. Customer Community Licenses
B. Enable Chatter

C. Enable Web-to-Lead
D. Migrate Users to Lightning Experience
E. Customer Community Plus Licenses

Answer: A, B, D

Explanation:
Customer Community Licenses, enabling Chatter, and migrating users to Lightning Experience are three prerequisites that should be advised to the Public Sector Organization (PSO) before using Public Sector Solutions (PSS) components to create a portal for grant applications. Customer Community Licenses are licenses that can be used to create external users who can access data and records in Salesforce, such as grant applicants. Enabling Chatter is a feature that can be used to enable collaboration and communication among users in Salesforce, such as grant reviewers. Migrating users to Lightning Experience is a process that can be used to switch users from Salesforce Classic to Lightning Experience, which is the user interface that supports PSS components.
https://help.salesforce.com/s/articleView?id=psc_admin_setup_grants_management.htm&type=5&language=en_US

Question: 8

A Public Sector Organization (PSO) is responding to an emergency and wants to provide a way for constituents and businesses to access resources and submit requests for services and programs. The PSO wants to leverage Public Sector Solutions (PSS) components, where possible, and offer a digital experience to end users.
What three prerequisite items should the Technical Consultant advise the PSO to configure so that PSS components can be used?

A. Install the ERM for PSS Managed Package
B. Enable Person Account
C. Enable Email-to-Case
D. Enable Web-to-Case
E. Install the ERM for PSS Unmanaged Package

Answer: A, B, D

Explanation:
Installing the ERM for PSS Managed Package, enabling Person Accounts, and enabling Web-to-Case are three prerequisite items that should be configured so that PSS components can be used to respond to an emergency. The ERM for PSS Managed Package is a package that contains the Emergency Response Management (ERM) app, which is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to create and manage emergency response programs and services, and enable citizens to access resources and submit requests. Enabling Person Accounts is a feature that can be used to store information about individual

people who are not associated with a business account, such as citizens or volunteers. Enabling Web-to-Case is a feature that can be used to create cases from web forms submitted by external users, such as emergency service requests.
https://help.salesforce.com/s/articleView?id=psc_admin_setup_community_response.htm&type=5&language=en_US

Question: 9

To allow a user to access the Public Sector Solutions Employee Experience pre-built application. Which three permission sets need to be assigned?

A. Employee Experience Community Access
B. Employee Productivity Plus User Data Access
C. Employee Experience for Public Sector
D. Employee Productivity Plus Access
E. Public Sector Solutions User Access

Answer: A, C, D

Explanation:
Employee Experience Community Access, Employee Experience for Public Sector, and Employee Productivity Plus Access are three permission sets that need to be assigned to allow a user to access the Public Sector Solutions Employee Experience pre-built application. Employee Experience Community Access is a permission set that grants access to the Employee Experience community site, which is a digital experience site for employees to access resources and services. Employee Experience for Public Sector is a permission set that grants access to the Employee Experience app, which 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. Employee Productivity Plus Access is a permission set that grants access to the Employee Productivity Plus app, which is another prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to improve employee productivity and collaboration, such as creating action plans or sharing files.
https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&language=en_US

Question: 10

A government agency uses Public Sector Solutions to manage permits and gram approvals. The approvals team leader wants to improve team efficiency by ensuring everyone in the approvals team can see a summary of their open applications pending approval, including how long the application has been pending approval and the moment they log in to Salesforce for the day.

In this scenario, which is the correct reporting and analytics solution to provide Approval insights to team members on login?

A. Create a custom Approvals report using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver role.
B. Provide CRM Analytics licenses to all team members, create a custom Approvals dashboard using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver profile.
C. Create a custom Approvals dashboard using standard Salesforce Reports and Dashboards and add this to a custom Home Page assigned to the Approver profile.
D. Provide CRM Analytics licenses to all team members, create a custom Approvals report using CRM Analytics for Public Sector and add this to a custom Home Page assigned to the Approver role.

Answer: C

Explanation:
Creating a custom Approvals dashboard using standard Salesforce Reports and Dashboards and adding this to a custom Home Page assigned to the Approver profile is the correct reporting and analytics solution to provide Approval insights to team members on login. Salesforce Reports and Dashboards are tools that can be used to create and display data visualizations, such as charts, tables, or metrics. A custom Approvals dashboard can show a summary of open applications pending approval, including how long the application has been pending approval. A custom Home Page is a page that can be customized to show different components, such as dashboards, tasks, or news. A custom Home Page can be assigned to a specific profile, such as the Approver profile, and it can be displayed when users log in to Salesforce.
https://help.salesforce.com/s/articleView?id=sf.reports_dashboards_overview.htm&type=5