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**Exam** : **AP-222**

**Title** : **Public Sector Solutions  
Accredited Professional**

**Vendor** : **Salesforce**

**Version** : **DEMO**

**QUESTION NO: 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 NO: 2**

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. Action plans cannot have tasks with due dates dependent upon prior tasks within the action plan.
- B. The reviewer users cannot create their own tasks within a predefined action plan template.
- C. A document checklist item for an action plan template cannot be created.

D. 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.

**Answer:** D

### QUESTION NO: 3

The employee object has to be linked to the person account to use the Public Sector data model with the Employee data model. How should the employee object be linked with other objects?

- A. PersonAccount → User → Employee
- B. Contact → Individual ← Employee
- C. User → Individual ← Custom employee object
- D. PersonAccount → Individual ← Employee.

**Answer:** D

### QUESTION NO: 4

A government agency plans to implement Public Sector Solutions to manage their grant programs. The agency has decided to use its existing public-facing portal that resides outside the Salesforce platform. The agency needs to allow constituents to submit their grant applications from their existing portal and integrate submitted application data into the appropriate Public Sector Solutions objects in Salesforce. What OmniStudio feature can be leveraged to meet this requirement?

- A. DataRaptor
- B. FlexCards
- C. Integration Procedure
- D. OmniOut

**Answer:** D

### QUESTION NO: 5

The Department of Disaster Assistance has received the approval to fund government agencies if a disaster occurs in their region. What is the best solution to capture the fund-related requirements, objectives, and supporting documents?

- A. Utilize the 'Funding Program Request' object to capture the details
- B. Utilize the 'Funding Program' object to capture the details
- C. Utilize the 'Funding Request' object to capture the details
- D. Utilize the 'Business License Application' object to capture the details

**Answer:** B

Explanation:

Utilize the 'Funding Program' object to capture the details. This answer fits because the requirement is about the specific platform mechanism named in the option, not a nearby workaround.

The Core Concept Explained: Document automation reduces manual review by turning files into governed records, checklist items, extracted fields, or signature events. The design must preserve traceability from upload through review.

Step-by-Step Technical Analysis: Separate document intake from record processing.

Configure the document type, checklist, extraction, signature, or IDA/IFR behavior, map the captured values to the application record, and test with real sample files. Confirm exception handling for unreadable documents, missing uploads, and resubmission cycles. Use Funding Program to capture program-level requirements, objectives, funding purpose, supporting documents, and governance details.

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

### QUESTION NO: 6

A public sector agency plans to use Public Sector Solutions for grants management. There are no in-house developers in the agency, and they are worried that some of the installation steps may potentially require development skills and the use of developer tools such as VS Code & SalesforceDX. Which steps for Public Sector Solutions setup and installation require the use of such developer tools?

- A. Activate DataPack OmniScripts and Integration Procedures
- B. Installation of OmniStudio Package in the org
- C. Deploy the DataPack Lightning Web Component Files to the Org
- D. Download Public Sector Sample DataPacks from Process Library

**Answer: C**

Explanation:

Deploy the DataPack Lightning Web Component Files to the Org. 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 VS Code and Salesforce DX to deploy DataPack Lightning Web Component files to the org.

Why the Incorrect Options Are Wrong: A does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario. B does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario. D does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario.

### QUESTION NO: 7

A public sector agency recently implemented Public Sector Solutions for license and permit use cases. The agency is now planning to get certified for ISO 27001 compliance. One of the essential requirements for achieving this certification is demonstrating that enhanced security, data protection, and auditing capabilities are in place for their implementation. What Salesforce add-on product should a technical consultant recommend for the agency's compliance use cases?

- A. Setup Audit Trail
- B. Field History Tracking
- C. Salesforce Shield
- D. Classic Encryption

**Answer: C**

Explanation:

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

The Core Concept Explained: Public-sector implementations must treat confidentiality, auditability, and legal retention as architecture requirements. The control must be applied at the platform layer that actually prevents unauthorized access or processing.

Step-by-Step Technical Analysis: Classify the protected data first, then apply the least-privilege control at the correct layer: object access, sharing, field security, encryption, event monitoring, or audit retention. Validate the design with a real external or internal user profile and confirm that reporting and integrations do not bypass the intended restriction.

Recommend Salesforce Shield because it brings together Shield Platform Encryption, Event Monitoring, and Field Audit Trail.

Why the Incorrect Options Are Wrong: A does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario. B does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario. D does not align with the Lightning-based managed package and Experience Cloud assumptions.

### QUESTION NO: 8

A government agency is planning a Public Sector Solutions implementation. What are three main constraints that government agencies often have in project implementation?

- A. Workshops, schedule and cost
- B. Scope, Tools and Cost
- C. Scope, Resources and Cost
- D. Scope, Schedule and Cost

**Answer: D**

Explanation:

Scope, Schedule and Cost. This selection keeps the implementation declarative and within the intended Public Sector operating model.

The Core Concept Explained: The tested principle is to use the smallest native Salesforce capability that fully satisfies the requirement while preserving security, reuse, reporting, and upgradeability.

Step-by-Step Technical Analysis: Separate the business outcome from the implementation mechanism. Choose the packaged or declarative Salesforce capability that owns the lifecycle, configure it with the required permissions and data relationships, then validate the behavior with realistic records before user acceptance testing. Identify Scope, Schedule, and Cost as the three main constraints. 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 does not meet the implementation-quality bar for

security, scale, auditability, or maintainability in this scenario. B does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario. C does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario.

**QUESTION NO: 9**

Bohabaven 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 constituents data, and they are wondering how to protect against bots potentially spamming the application forms. What should the Technical Consultant suggest to Bohabaven to protect the application forms?

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

**Answer:** D,E

Explanation:

The Bottom Line (Direct Answer): answer: D, E - D (Implement spam checking for Bohabaven's Experience.); E 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 on the Experience Site forms and set external organization-wide defaults for grant application objects to Private.

Why the Incorrect Options Are Wrong: A does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario. B does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario. C does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario.

**QUESTION NO: 10**

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.** 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.
- B.** The reviewer users cannot create their own tasks within a predefined action plan template.
- C.** Action plans cannot have tasks with due dates dependent upon prior tasks within the action plan.
- D.** A document checklist item for an action plan template cannot be created.

**Answer: A**

Explanation:

An action plan template can be created for the business license application object, and a document checklist item for the image.. This is the packaged route that keeps the process supportable, auditable, and aligned to the data model.

The Core Concept Explained: 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. Create an Action Plan Template for the Business License Application object and include a Document Checklist Item for the driver's license image.

Why the Incorrect Options Are Wrong: B does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario. C does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario. D does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario.