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QUESTIONS & ANSWERS
DEMO VERSION
(LIMITED CONTENT)

Question 1

Question Type: MultipleChoice

A government agency does not have a universal requirement for storing a grantee's data after a grant has been fully disbursed and closed. Some grantees may ask to have their data maintained if involved in legal proceedings. How can a government agency best comply with the grantee's request for historical data storage while at the same time adhering to the request not to use/process the historical data?

Options:

- A- Assign the data to a specific public group and make those records inactive
- B- Export the grantee's data to retain it.
- C- Keep the data in Salesforce and make it invisible to the users and system to restrict the processing of the data.
- D- Export the grantee's data to retain it. Then, delete their data from Salesforce.

Answer:

C

Explanation:

Keep the data in Salesforce and make it invisible to the users and system to restrict the processing of the data. This answer fits because the requirement is about the specific platform mechanism named in the option, not a nearby workaround.

The Core Concept Explained: Grants Management is lifecycle-based. Funding programs, requests, applications, reviews, awards, disbursements, and closeout activities must remain connected for transparency and auditability.

Step-by-Step Technical Analysis: Map the grant lifecycle before selecting tools: plan the funding program, engage applicants, capture applications, review eligibility, award funds, manage disbursements, and close out. Tie the configuration to the funding, application, and compliance records so reviewers can explain decisions and audit money movement. Keep the data in Salesforce but make it invisible to users and systems that should not process it.

Why the Incorrect Options Are Wrong: A weakens governance because retention, legal traceability, or processing restriction is not controlled inside the active security model. B weakens governance because retention, legal traceability, or processing restriction is not controlled inside the active security model. D weakens governance because retention, legal traceability, or processing restriction is not controlled inside the active security model.

Question 2

Question Type: MultipleChoice

The City of Snaxboro has several License and Permit forms that are long and complex. Applicants often fill out these forms incorrectly and forget to submit key pieces of information, resulting in requests for more information on their applications. The city wants to use Public Sector Solutions and digitize these forms to increase the accuracy of information submitted by applicants and reduce processing times. What three recommendations should a Technical Consultant provide to the city to achieve this?

Options:

- A- Add spaces in the names of each of the elements. This ensures improvement to OmniScript's load time.
- B- Create a PDF form and integrate it with the Public Sector Solutions application intake form process
- C- Review the application forms and find logical points in the process that can be broken into shorter steps.
- D- Review the application forms and try to replicate them as much as possible in a single step using OmniScripts.
- E- Analyze all the application forms and create simple, reusable OmniScripts for processes that are repeatable.

Answer:

B, C, E

Explanation:

The Bottom Line (Direct Answer): Answer: B, C, E --- B (Create a PDF form and integrate it with the Public.); C

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 PDF integration where required by the process, break the form into shorter logical steps, and create simple reusable OmniScripts for repeatable sections.

Why the Incorrect Options Are Wrong: A 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 3

Question Type: MultipleChoice

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 constituent's 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?

Options:

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

Answer:

A, B, C

Explanation:

A (Implement spam checking for Bohabaven's Experience..); B (Deploy grant application OmniScripts on Bohabaven's..); C (Set the external organization-wide default sharing..). This answer fits because the requirement is about the specific platform mechanism named in the option, not a nearby workaround.

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 CAPTCHA for spam checking, deploy grant application OmniScripts on pages that require login, and set external organization-wide defaults for grant application objects to Private.

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

Question 4

Question Type: MultipleChoice

A government agency wants to implement the Licenses, Permits, and Inspections modules of Public Sector Solutions. The agency needs to issue licenses and permits to two different sets of constituents; business constituents and private constituents. The agency would like to roll out licenses and permits to their business constituents first, followed by the private constituents at a later date. What data model and implementation strategy should a technical consultant recommend to the government agency for this use case?

Options:

- A- Implement the Business Account and Contact data model for business constituents now, and implement the Person Account data model for private constituents at a later date.
- B- Implement the Business Account and Contact data model for business constituents now, and implement the Household Account and Contact data model for private constituents at a later date.
- C- Implement both the Business Account and Contact data model for business constituents and the Person Account data model for private constituents at the same time.
- D- Implement both the Business Account and Contact data model for business constituents and the Household Account and Contact data model for private constituents at the same time.

Answer:

A

Explanation:

Implement the Business Account and Contact data model for business constituents now, and implement the Person Account data model.. This answer fits because the requirement is about the specific platform mechanism named in the option, not a nearby workaround.

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. Implement the Business Account and Contact model for business constituents now, then implement the Person Account model for private constituents later.

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.

Question 5

Question Type: MultipleChoice

A Consultant supports the City of Snadboro in setting up a new Licensing & Permitting system. The City is already using Public Sector Solutions for Emergency Response Management capabilities and is planning to use the Licensing & Permitting capabilities available in the same Salesforce instance. Which of the following configurations directly impacts the City's Salesforce licensing cost?

Options:

- A- Configuring more than ten different OmniScript Application forms and making them available on an Experience Site for external users to apply
- B- Configuring an Application Object Usage Record to track the number of applications processed for License & Permit Management and Emergency Response Management.
- C- Configuring Business Regulatory Authorization Type Dependencies for external users to view on the Experience site when searching for a specific Permit to apply for.
- D- Configuring multiple record types for the Individual Application and the Business License Application for both License & Permit Management and Emergency Response Management.

Answer:

B

Explanation:

Configuring an Application Object Usage Record to track the number of applications processed for

License & Permit Management and.. This is the lowest-customization answer that still satisfies the business, security, and lifecycle requirements.

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. Configure an Application Object Usage Record to track the number of applications processed for License and Permit Management and Emergency Response Management.

Why the Incorrect Options Are Wrong: A 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.

Question 6

Question Type: MultipleChoice

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?

Options:

- 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.

Question 7

Question Type: MultipleChoice

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?

Options:

- 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 8

Question Type: MultipleChoice

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?

Options:

- 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 9

Question Type: MultipleChoice

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?

Options:

- 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.

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