



Salesforce AP-222

Salesforce Public Sector Solutions Accredited Professional

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Question: 1

A user called in for a status update on their application. In reviewing the application, the caseworker has come to find out that the application was incorrectly prioritized. The case worker's supervisor advised the case worker to check the decision log to see exactly why the application was prioritized the way it was. However, the caseworker cannot see the component even though the Administrator has confirmed it is on the page layout.

What should the Administrator check for next?

- A. Verify that the case worker has the Decision Explainer Permission set
- B. Verify that the case worker has OmniStudio Admin permission.
- C. Verify that the case worker has OmniStudio User permission.
- D. Verify that the case worker has the Rules Engine Runtime permission.

Answer: A

Explanation:

Decision Explainer provides the explainability layer for decisions generated through Public Sector business processes, including eligibility, prioritization, and other Business Rules Engine outcomes. Adding the Decision Explainer Log History component to the Lightning record page makes the interface available, but component placement alone does not grant the user access to Decision Explainer functionality or its underlying records.

Salesforce specifies Decision Explainer access permissions for users who create, use, or review explainability information. Current Public Sector documentation identifies Decision Explainer Service Access for internal users working with Decision Explainer entities and decision logs. Salesforce also provides a Decision Explainer permission set license for access to Decision Explainer functionality. Therefore, after confirming that the component is correctly placed on the application Lightning page, the administrator should validate the caseworker's Decision Explainer permissions. OmniStudio Admin and OmniStudio User concern OmniStudio configuration and execution, while Rule Engine Runtime enables execution of Business Rules Engine logic. Those permissions do not independently

provide access to the Decision Explainer user interface and decision history.

Study Guide Reference: Decision Explainer; Decision Explainer Log History; Business Rules Engine Integration; Public Sector Permission Sets and Permission Set Licenses.

Question: 2

Bobahaven has implemented Agentforce Public Sector 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 their questions before beginning the application process while reducing implementation and maintenance costs?

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

Answer: C

Explanation:

Salesforce Knowledge combined with a public, unauthenticated Experience Cloud site provides the most direct self-service architecture for this requirement. Salesforce Knowledge centralizes permit and licensing guidance in managed articles, while Experience Cloud can expose approved Knowledge content directly to guest users. Salesforce explicitly supports making Knowledge articles available to unauthenticated users when the appropriate article visibility, guest-user access, and sharing configuration are established.

This architecture minimizes integration overhead because the agency does not need to maintain outbound API synchronization with a separate CMS or develop a Lightning Out implementation. It

also avoids imposing an unnecessary authentication step on constituents who merely need general process information before starting an application. Articles can be updated centrally in Salesforce and surfaced immediately through the digital experience according to publication and visibility settings. An authenticated site is appropriate when information is constituent-specific or access must be restricted, but general licensing instructions, FAQs, prerequisites, and application guidance can be exposed publicly. This lowers call-center demand while preserving Salesforce as the authoritative content-management location.

Study Guide Reference: Experience Cloud for Public Sector; Salesforce Knowledge; Guest User Access; Public Self-Service; License and Permit Digital Experiences.

Question: 3

A Public Sector Organization (PSO) is implementing Agentforce Public Sector. It has a requirement that they would like to keep a list of assessment indicators that their teams will use during inspections and have those indicators mapped to regulatory codes that team members can reference.

Leveraging the Public Sector data model, how can the Technical Consultant meet the requirement for the PSO?

- A. Create a lookup relationship on both objects to a junction object called Regulatory Code Map
- B. Use the Assessment Indicator Regulatory Code junction object
- C. Create a master-detail relationship between Regulatory Code and Assessment Indicator
- D. Use the Regulatory Code Assessment Indicator junction object

Answer: D

Explanation:

The standard Public Sector regulatory data model provides the Regulatory Code Assessment Indicator object for associating regulatory requirements with the indicators inspectors evaluate. Salesforce describes assessment indicator definitions as the conditions inspectors check during onsite visits and explicitly supports relating those indicators to applicable regulatory codes so inspectors can reference the governing code while evaluating compliance.

The broader regulatory data model also identifies Regulatory Code Assessment Indicator as part of the standard licensing, permitting, inspection, fee, and enforcement model. This enables

organizations to model compliance requirements declaratively rather than introducing unnecessary custom junction objects or custom master-detail relationships. Using the standard relationship is important because downstream Public Sector capabilities—inspection checklists, assessment execution, regulatory-code visibility, violations, and enforcement processes—are designed around the Salesforce industry data model. Creating a custom Regulatory Code Map would duplicate standard functionality and increase maintenance and integration complexity. A direct master-detail relationship also would not represent the intended mapping architecture.

Study Guide Reference: Public Sector Regulatory Data Model; Regulatory Code; Assessment Indicator Definition; Regulatory Code Assessment Indicator; Inspections and Regulatory Compliance.

Question: 4

A public sector agency needs to build an Experience Cloud template for channel sales workflows. The agency will be recruiting and onboarding associates for issuing licenses for alcohol and beverage distribution. Their key requirement is to be able to easily configure lead distribution, deal registration, and marketing campaigns.

Which Experience Cloud template should they use?

- A. Help Center
- B. Customer Account Portal
- C. Partner Central
- D. Aloha

Answer: C

Explanation:

Partner Central is the Experience Cloud template designed for partner and channel-management scenarios. Salesforce specifically identifies Partner Central as supporting lead distribution, lead monitoring, deal registration, partner onboarding, channel programs, and collaborative marketing capabilities. Salesforce documentation states that organizations can use Partner Central to implement lead distribution and deal registration and manage channel-sales relationships without constructing those functions from the ground up.

Deal registration is particularly relevant because Partner Central includes predesigned components and processes for partner-submitted deals, including Quick Create capabilities, lead and deal list

views, approval workflows, and channel-conflict management. The template also supports partner recruitment and onboarding as well as marketing initiatives such as campaigns and market-development activities. Help Center is primarily intended for customer self-service and knowledge delivery, while Customer Account Portal focuses on customer account interaction. Neither is optimized for partner relationship management and channel-selling workflows. Partner Central therefore aligns directly with the agency's requirement to manage external associates as channel partners.

Study Guide Reference: Experience Cloud; Partner Central; Partner Relationship Management; Lead Distribution; Deal Registration; Channel Marketing.

Question: 5

A public sector agency recently implemented Agentforce Public Sector 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. Classic Encryption
- C. Salesforce Shield
- D. Field History Tracking

Answer: C

Explanation:

Salesforce Shield is the appropriate add-on when an organization requires enhanced security, auditability, monitoring, and data-protection controls. Shield is a suite of security products designed to add additional layers of security, compliance, and governance to Salesforce applications. Its core capabilities include Event Monitoring, Field Audit Trail, and Shield Platform Encryption, with Data Detect also available for sensitive-data discovery.

For a public sector implementation, Shield Platform Encryption strengthens protection for sensitive information stored at rest. Field Audit Trail provides long-term field-level historical information that

supports regulatory audits, governance, and forensic review. Event Monitoring provides detailed visibility into user activity and data access, helping security teams detect suspicious behavior and demonstrate operational monitoring controls. Salesforce specifically describes these capabilities as relevant to regulatory compliance and security governance. Setup Audit Trail and standard Field History Tracking provide narrower auditing functions, while Classic Encryption does not deliver the comprehensive monitoring, encryption, and audit framework represented by Shield. Shield does not itself confer ISO 27001 certification, but it provides significant technical controls that can support an organization's compliance program.

Study Guide Reference: Salesforce Shield; Platform Encryption; Event Monitoring; Field Audit Trail; Public Sector Security and Compliance.

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