



Free Salesforce AP-222 Practice Questions

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Question 1

Question Type: MultipleChoice

A Technical Consultant has been asked to give insight to the reviewers explaining how a particular grant seeker was prioritized now that the Prioritization Expression Sets and Matrix have been developed. Which three tasks must the Technical Consultant do to accommodate this request?

Options:

- A- Create a Screen flow and incorporate the Decision Explainer component to display the outcome.
- B- Create an Apex Trigger to document the decision steps performed.
- C- Add the Decision Explainer Log History component to the Lightning record page(s).
- D- Integrate the BRE with Decision Explainer.
- E- Assign the Decision Explainer Permissions Set License to the appropriate user(s).

Answer:

C, D, E

Explanation:

The Bottom Line (Direct Answer): Answer: C, D, E --- C (Add the Decision Explainer Log History component to..); D

The Core Concept Explained: Business Rules Engine externalizes decision logic from custom code. Expression Sets orchestrate calculations and can call decision assets so policy thresholds remain maintainable by authorized business users.

Step-by-Step Technical Analysis: Identify the inputs that drive the decision, declare them as Expression Set resources, and use Decision Matrices or Decision Tables where business users must maintain rule thresholds. Execute representative samples before activation, then confirm the output and Decision Explainer history match the expected eligibility, fee, or prioritization result. Integrate BRE with Decision Explainer, add the Decision Explainer Log History component to the relevant Lightning record pages, and assign the Decision Explainer permission set license to the appropriate users.

Why the Incorrect Options Are Wrong: A can orchestrate work, but it is not the preferred rule-decision asset for maintainable fee, eligibility, or prioritization logic. B adds a custom build path and increases lifecycle, security, and upgrade effort when a packaged or declarative capability already supports the requirement.

Question 2

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- Salesforce Shield
- C- Classic Encryption
- D- Field History Tracking

Answer:

B

Explanation:

Salesforce Shield. This is the packaged route that keeps the process supportable, auditable, and aligned to the data model.

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. C does not align with the Lightning-based managed package and Experience Cloud assumptions. D does not meet the implementation-quality bar for security, scale, auditability, or maintainability in this scenario.

Question 3

Question Type: MultipleChoice

Bobahaven 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 Bobahaven to protect the application forms?

Options:

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

Answer:

D

Explanation:

Implement spam checking for Bobahaven's Experience Site forms using CAPTCHA. This selection keeps the implementation declarative and within the intended Public Sector operating 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. Implement CAPTCHA or reCAPTCHA on the Experience Site forms.

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

Question 4

Question Type: MultipleChoice

A company discovered that Salesforce already has a pre-built DataPack, that comes with industry-standard procedures; the system administrator wants to move and deploy the DataPack, to achieve this. Which tool can be used to deploy the DataPack Lightning Web Component?

Options:

- A- VSCode
- B- Change Sets
- C- ANT Migration Tool
- D- VSCode and Salesforce DX

Answer:

D

Explanation:

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

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. Use VS Code and Salesforce DX when deploying DataPack Lightning Web Component files. 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 is not the complete deployment route for the DataPack LWC artifacts in the scenario. B is not the complete deployment route for the DataPack LWC

artifacts in the scenario. C is not the complete deployment route for the DataPack LWC artifacts in the scenario.

Question 5

Question Type: MultipleChoice

A Public Sector Organization (PSO) has recently deployed Grants Management from Public Sector Solutions within their Salesforce Org and has launched their publicly available Grants Portal. The PSO would like to ensure that they meet their statutory requirements and perform their due diligence, as they now have Organizations registering via their portal. The PSO's statutory and due diligence processes include verifying the details of the Organization as well as requesting, collecting, and storing documentation about the Organization. The PSO would like to track these activities separately, as these processes can be run in parallel. Which feature available in PSS would the Technical Consultant configure to meet the PSO's requirements?

Options:

- A- A Path targeted at Account
- B- A Support Process targeted at Account
- C- An Action Plan targeted at Account
- D- An Action Plan Template targeted at Account

Answer:

C

Explanation:

An Action Plan targeted at Account. This maps the scenario to the Salesforce-native capability that owns the requirement.

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. Configure an Action Plan targeted at Account, based on an Action Plan Template for the due diligence process.

Why the Incorrect Options Are Wrong: A may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. B may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. D may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer.

Question 6

Question Type: MultipleChoice

Bobahaven is using Salesforce Public Sector Solutions (PSS), specifically the Licenses, Permits, and Inspections (LPI) modules. These are built on custom objects like Permit Application, not standard Case management. They are also aiming to:; Track SLA performance; Identify applications at risk of breaching SLA; Resolve delays proactively to improve constituent experience What should a technical consultant recommend to Bobahaven to solve this problem?

Options:

- A- Implement Entitlements and Milestones for Applications, including internal notifications and escalations when the application is about to breach the agreed SLA.
- B- Implement Cases with Entitlements and Milestones, including internal notifications and escalations after the application has breached the agreed SLA.
- C- Implement Cases with Entitlements and Milestones, including internal notifications and escalations when the application is about to breach the agreed SLA.
- D- Implement Entitlements and Milestones for Applications, including internal notifications and escalations after the application has breached the agreed SLA.

Answer:

A

Explanation:

Implement Entitlements and Milestones for Applications, including internal notifications and escalations when the application is.. This answer fits because the requirement is about the specific platform mechanism named in the option, not a nearby workaround.

The Core Concept Explained: Business Rules Engine externalizes decision logic from custom code. Expression Sets orchestrate calculations and can call decision assets so policy thresholds remain maintainable by authorized business users.

Step-by-Step Technical Analysis: Identify the inputs that drive the decision, declare them as Expression Set resources, and use Decision Matrices or Decision Tables where business users

must maintain rule thresholds. Execute representative samples before activation, then confirm the output and Decision Explainer history match the expected eligibility, fee, or prioritization result. Configure Entitlements and Milestones for the relevant application object or supported application process.

Why the Incorrect Options Are Wrong: B shifts the process onto Case even though the scenario is centered on application, license, permit, grant, or inspection records. C shifts the process onto Case even though the scenario is centered on application, license, permit, grant, or inspection records. D may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer.

Question 7

Question Type: MultipleChoice

A government agency wants to digitize hundreds of PDF forms for its employees. Which Employee Experience for Public Sector feature(s) are most important to address this opportunity?

Options:

- A- Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community
- B- Salesforce Flows, Customer Community, and Individual Account
- C- Salesforce Flows, Employee and Public Sector Data Models, and Employee Community
- D- Salesforce Flows, APEX, Custom Objects, and VisualForce

Answer:

A

Explanation:

Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community. 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 OmniStudio, Flow, Employee and Public Sector data models, and an Employee Community experience.

Why the Incorrect Options Are Wrong: B adds a custom build path and increases lifecycle, security, and upgrade effort when a packaged or declarative capability already supports the requirement. C may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. D adds a custom build path and increases lifecycle, security, and upgrade effort when a packaged or declarative capability already supports the requirement.

Question 8

Question Type: MultipleChoice

The City of Bobahaven is setting up Employee Experience Management and needs to ensure that sensitive HR data is protected. What configuration should the Technical Consultant perform to assist with meeting this requirement?

Options:

- A- Disable all approval processes on the Case object
- B- Set the Organization-Wide Defaults (OWD) for the Case object to private
- C- Mirror the Org Chart into the Role Hierarchy
- D- Disable the Grant Access Using Hierarchies setting on the Case object

Answer:

D

Explanation:

Disable the Grant Access Using Hierarchies setting on the Case object. 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. Disable Grant Access Using Hierarchies on the Case object where supported for the Employee Experience security design.

Why the Incorrect Options Are Wrong: A points to a disablement approach that either is not supported for the tested feature or would remove a capability the scenario depends on. 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 9

Question Type: MultipleChoice

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

Options:

- 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 10

Question Type: MultipleChoice

Foodvania has adopted Salesforce Public Sector Solutions to get relief to small businesses experiencing hardship due to the pandemic. Foodvania would like the recipients to apply for relief in a self- service portal, allowing for the upload of supporting documentation and the capability to check the status of their application. What should the consultant recommend using?

Options:

- A- The consultant should recommend the Grants Management product with the Outbound Funds Module to give the recipients the capability to review their applications status.
- B- The consultant should recommend the Outbound Funds Module which includes the Grants Portal feature
- C- The consultant should recommend the Grants Management product which includes the Grants Portal feature.
- D- The consultant should recommend the Outbound Funds Module which includes the Grants Portal feature and the procurement of an allotment of Experience Cloud licenses so as the recipients may review their applications status.

Answer:

C

Explanation:

The consultant should recommend the Grants Management product which includes the Grants Portal feature. This is the packaged route that keeps the process supportable, auditable, and aligned to the data model.

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 Grants Management with the Grants Portal capability.

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 11

Question Type: MultipleChoice

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

Options:

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

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 12

Question Type: MultipleChoice

A government agency plans to implement Public Sector Solutions for its licensing needs. They plan to leverage Business Rules Engine (BRE) to customize the solution to meet their business needs. Which statement correctly describes the relationship between Expression Sets and Decision Matrices in the context of BRE?

Options:

- A- Expression sets and decision matrices accept XML input from and return JSON output to, OmniScripts.
- B- Expression Sets match input values to a table row and return the row's output values.
- C- Expression sets call decision matrices, which are tables that allow implementing of complex rules in a systematic, readable way.
- D- Decision Matrices perform a series of calculations using matrix lookups and user- defined variables and constants.

Answer:

C

Explanation:

Expression sets call decision matrices, which are tables that allow implementing of complex rules in a systematic, readable way. This answer fits because the requirement is about the specific platform mechanism named in the option, not a nearby workaround.

The Core Concept Explained: Business Rules Engine externalizes decision logic from custom code. Expression Sets orchestrate calculations and can call decision assets so policy thresholds remain maintainable by authorized business users.

Step-by-Step Technical Analysis: Identify the inputs that drive the decision, declare them as Expression Set resources, and use Decision Matrices or Decision Tables where business users

must maintain rule thresholds. Execute representative samples before activation, then confirm the output and Decision Explainer history match the expected eligibility, fee, or prioritization result. Build the Expression Set to call one or more Decision Matrices when the process needs complex, systematic, readable rules.

Why the Incorrect Options Are Wrong: A may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. B may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. D may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer.

Question 13

Question Type: MultipleChoice

A Technical Consultant has been asked to give insight to the reviewers explaining how a particular grant seeker was prioritized now that the Prioritization Expression Sets and Matrix have been developed. Which three tasks must the Technical Consultant do to accommodate this request?

Options:

- A- Create a Screen flow and incorporate the Decision Explainer component to display the outcome.
- B- Create an Apex Trigger to document the decision steps performed.
- C- Add the Decision Explainer Log History component to the Lightning record page(s).
- D- Integrate the BRE with Decision Explainer.
- E- Assign the Decision Explainer Permissions Set License to the appropriate user(s).

Answer:

C, D, E

Explanation:

The Bottom Line (Direct Answer): Answer: C, D, E --- C (Add the Decision Explainer Log History component to..); D

The Core Concept Explained: Business Rules Engine externalizes decision logic from custom code. Expression Sets orchestrate calculations and can call decision assets so policy thresholds remain maintainable by authorized business users.

Step-by-Step Technical Analysis: Identify the inputs that drive the decision, declare them as

Expression Set resources, and use Decision Matrices or Decision Tables where business users must maintain rule thresholds. Execute representative samples before activation, then confirm the output and Decision Explorer history match the expected eligibility, fee, or prioritization result. Integrate BRE with Decision Explorer, add the Decision Explorer Log History component to the relevant Lightning record pages, and assign the Decision Explorer permission set license to the appropriate users.

Why the Incorrect Options Are Wrong: A can orchestrate work, but it is not the preferred rule-decision asset for maintainable fee, eligibility, or prioritization logic. B adds a custom build path and increases lifecycle, security, and upgrade effort when a packaged or declarative capability already supports the requirement.



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