Exam Code: Certified Public Sector Solutions

Exam Name: Salesforce Public Sector Solutions Accredited Professional

Exam A

QUESTION 1
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.

Correct Answer: B
Section:
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.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_visits.htm&type=5&language=en_US

QUESTION 2
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

Correct Answer: C
Section:
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.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_intelligent_form_reader.htm&type=5&language=en_US

QUESTION 3
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

Correct Answer: B, C, D
Section:
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.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_bre.htm&type=5&language=en_US

QUESTION 4
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.

Correct Answer: A
Section:
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.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_crm_analytics.htm&type=5&language=en_US

QUESTION 5
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.

Correct Answer: A, D
Section:
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.

Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_community_response.htm&type=5&language=en_US

QUESTION 6
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

Correct Answer: A, B, D
Section:
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.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_grants_management.htm&type=5&language=en_US

QUESTION 7
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

Correct Answer: A, B, D
Section:
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.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_community_response.htm&type=5&language=en_US

QUESTION 8
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

Correct Answer: A, C, D
Section:
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.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&language=en_US

QUESTION 9
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.

Correct Answer: C
Section:
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.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_dashboards_overview.htm&type=5

QUESTION 10
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 Licence Application' object to capture the details

Correct Answer: C
Section:
Explanation:
The ''Funding Request'' object is the best solution to capture the fund-related requirements, objectives, and supporting documents. The ''Funding Request'' object is a standard object that comes with Public Sector Solutions. It can be used to track requests for funding from different sources, such as government agencies or external organizations. The ''Funding Request'' object can store information such as the funding program, the funding amount, the funding status, the funding requestor, and the funding recipient. It can also have related records such as documents, tasks, or disbursements.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_funding_request.htm&type=5&language=en_US

QUESTION 11
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?

A. Disable all approval processes on the Case object

B. Disable the Grant Access Using Hierarchies setting on the Case object

C. Mirror the Org Chart into The Role Hierarchy

D. Set the Organization-Wide Defaults (OWD) for the Case object to private

Correct Answer: D
Section:
Explanation:
Setting the Organization-Wide Defaults (OWD) for the Case object to private is a configuration that can help to protect sensitive HR data in Employee Experience Management. Employee Experience Management 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. The Case object is a standard object that can be used to track employee requests or issues in Employee Experience Management. Setting the OWD for the Case object to private means that only the owner of the case and users above them in the role hierarchy can access the case record by default. This can prevent unauthorized access to sensitive HR data by other users.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&language=en_US

QUESTION 12
A government agency is planning to determine applicable fees for customers based on complex data entered by the customer. Business users would like to test this feature with multiple samples before going live.
How can the agency execute and confirm samples?

A. By utilizing the flows

B. By utilizing the expression sets in BRE module

C. By utilizing the integration procedures

D. By utilizing the combination of data raptors and integration procedures

Correct Answer: B
Section:
Explanation:
Utilizing the expression sets in BRE module is a way to execute and confirm samples for determining applicable fees for customers based on complex data entered by the customer. BRE module is a component of Business Rules Engine (BRE), which is a feature of Public Sector Solutions. It can help public sector agencies to create and manage business rules and logic, such as determining fees or eligibility. Expression sets are modules of BRE that can define expressions that can be reused across multiple rules or matrices. Expression sets can also be executed and confirmed with sample data using the Test Expression Set feature in BRE.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_expression_set.htm&type=5&language=en_US

QUESTION 13
Which three require set up to configure a License Authorization?

A. Business Type

B. Regulatory Authority

C. Inspection Type

D. Regulatory Authorization Type

E. Business Profile

Correct Answer: A, B, D
Section:
Explanation:
Business Type, Regulatory Authority, and Regulatory Authorization Type are three items that require set up to configure a License Authorization. License Authorization is a feature of Public Sector Solutions that can help public sector agencies to manage licenses and permits for different types of businesses and activities. Business Type is a custom metadata type that can define different categories of businesses, such as restaurants or salons. Regulatory Authority is a custom metadata type that can define different entities that issue licenses or permits, such as city or county governments. Regulatory Authorization Type is a custom metadata type that can define different types of licenses or permits, such as food service license or liquor license.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_license_authorization.htm&type=5&language=en_US

QUESTION 14
A Consultant supports the City of Snaxboro 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?

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.

Correct Answer: A
Section:
Explanation:
Configuring more than ten different OmniScript Application forms and making them available on an Experience Site for external users to apply is a configuration that directly impacts the City's Salesforce licensing cost. OmniScript Application forms are guided digital forms that can be used to capture data from external users, such as license or permit applicants. Experience Site is a digital experience site that can be used to communicate with external users and provide access to Salesforce data and functionality. Configuring more than ten different OmniScript Application forms and making them available on an Experience Site requires Customer Community Plus licenses, which are based on user counts and have higher costs than Customer Community licenses, which are based on logins or page views.
Reference: https://help.salesforce.com/s/articleView?id=sf.networks_license_types.htm&type=5

QUESTION 15
A Technical Consultant at the Department of Disaster Assistance is designing a solution for the eSignature related use cases. As part of the research, the architect discovered that Public Sector Solutions provide DocuSign integration without custom coding
Which of the three functionalities is readily available with this functionality?

A. Send a contract document for review and signatures.

B. Track the signed contract document and update the contract record status.

C. Approval process to invalidate a contract document that is pending signatures if a new contract document supersedes it.

D. Ability/Request to update the contents of the documents before signing by the reviewer

E. Automatically invalidate a contract document that is pending signatures if a new contract document supersedes it.

Correct Answer: A, B, E
Section:

Explanation:
Sending a contract document for review and signatures, tracking the signed contract document and updating the contract record status, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it are three functionalities that are readily available with DocuSign integration. DocuSign is an eSignature solution that can be integrated with Public Sector Solutions without custom coding. It can help public sector agencies to send, sign, and manage contracts and agreements electronically. DocuSign integration can provide features such as sending a contract document for review and signatures to multiple recipients, tracking the signed contract document and updating the contract record status in Salesforce, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it using DocuSign PowerForms.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_docusign.htm&type=5&language=en_US

QUESTION 16
The Department of Disaster Assistance is implementing Grams Management using Public Sector Solutions. One of the pain points in the current process is that every grant application reviewer follows a different business process to review the applications received. A solution has been engaged to standardize this process using the Public Sector Solution toolkit. What should be the best solution to achieve this task?

A. Create a guided omniscript guided process to define due diligence steps, related tasks, and documents to collect.
B. Develop a standard set of processes/guides to coach the reviewers and ask them to follow them without fail.
C. Use Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect.
D. Use a screen flow on Accounts to define due diligence steps, related tasks, and documents to collect.

Correct Answer: C
Section:
Explanation:
Using Action Plans on Accounts to define due diligence steps, related tasks, and documents to collect is the best solution to standardize the business process for reviewing grant applications. Action Plans are a feature of Public Sector Solutions that can help public sector agencies to create and manage tasks and subtasks for different types of records, such as accounts or cases. Action Plans can be used to define due diligence steps, such as verifying eligibility or checking references, related tasks, such as sending emails or making calls, and documents to collect, such as financial statements or tax returns. Action Plans can also be applied to grant applications using the Account object, which is a standard object that can store information about grant applicants or recipients.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_action_plans.htm&type=5&language=en_US

QUESTION 17
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?

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

Correct Answer: A
Section:
Explanation:
Salesforce OmniStudio, Flows, Employee and Public Sector Data Models, and Employee Community are the most important features of Employee Experience for Public Sector to address the opportunity of digitizing hundreds of PDF forms for employees. Employee Experience for Public Sector 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. Salesforce OmniStudio is a component of Public Sector Solutions that can help public sector agencies to create guided digital forms using OmniScripts. Flows are tools that can help public sector agencies to automate business processes using flows. Employee and Public Sector Data Models are components of Public Sector Solutions that can help public sector agencies to store and organize data using standard and custom objects. Employee Community is a component of Public Sector Solutions that can help public sector agencies to create a digital experience site for employees to access resources and services.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&language=en_US

QUESTION 18

The Department of Disaster Assistance would like to use eSignature capabilities to send the agreements/contracts to its customers.
Which eSignature providers are readily available without much coding/configuration using Public Sector Solutions toolkit? (Choose Two)

A. eSlgnLlve

B. Adobe Sign

C. DocuSign

D. Conga

Correct Answer: B, C
Section:
Explanation:
Adobe Sign or DocuSign are two eSignature providers that are readily available without much coding/configuration using Public Sector Solutions toolkit. Adobe Sign and DocuSign are eSignature solutions that can be integrated with Public Sector Solutions without custom coding. They can help public sector agencies to send, sign, and manage contracts and agreements electronically. Adobe Sign and DocuSign integration can provide features such as sending a contract document for review and signatures to multiple recipients, tracking the signed contract document and updating the contract record status in Salesforce, and automatically invalidating a contract document that is pending signatures if a new contract document supersedes it using Adobe Sign Web Forms or DocuSign PowerForms.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_setup_adobe_sign.htm&type=5&language=en_US
https://help.salesforce.com/s/articleView?id=psc_admin_setup_docusign.htm&type=5&language=en_US

QUESTION 19
A government agency using Public Sector Solutions often has to perform onsite visits for compliance inspections. Various internal teams across the government agency need to have visibility into and collaborate on inspections.
Which Public Sector Solutions feature should be used to automate inspection tasks works and drive internal collaboration?

A. OmniStudio

B. Action Plans

C. Data Raptors

D. Business Rules Engine

Correct Answer: B
Section:
Explanation:
Action Plans are part of the Public Sector Solutions package and they are used to automate inspection tasks and workflows. Action Plans allow the government agency to create templates for common inspections, assign tasks to team members, track progress and status, and collaborate on inspections using Chatter.
Reference: https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/automate-inspection-tasks-with-action-plans

QUESTION 20
A public sector agency has implemented Public Sector Solutions for Licenses & Permits. After the intake of the Permit application, an applicant needs to pay permit fees. This step requires checking permit fees associated with the type of permit in an external system and, at the same time, applying an applicable discount on fees based on the site/ address (this data resides in a custom object).
What feature of Public Sector Solutions can be leveraged to meet this requirement?

A. DataRaptor

B. Integration Procedure

C. FlexCard

D. OmniScript

Correct Answer: D

Section:
Explanation:
OmniScript is a feature of OmniStudio, which is part of the Public Sector Solutions package. OmniScript allows the public sector agency to create guided digital forms that can integrate with external systems and custom objects. OmniScript can be used to check permit fees from an external system and apply discounts based on site/address data from a custom object.
Reference: https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscript

QUESTION 21
A resident in the city of Richdale has concerns about unnecessary debris from construction at a nearby residence and has filed a complaint with the city. The city uses Public Sector Solutions for LPI (Licensing, Permitting & Inspections) to manage residential construction permits.
What three recommendations should a Technical Consultant provide to the city to handle complaints from residents and tie them back to existing residential construction permits?

A.   Link Inspections and Visits to Permit Applications

B.   Configure Inspections and Visits

C.   Link Cases to Permits

D.   Configure Action Plans on Cases and Permits

E.   Set up Business Rules Engine (BRE) to determine Complaint validity.

Correct Answer: A, B, D
Section:
Explanation:
Linking inspections and visits to permit applications allows the city to track the progress and status of the inspections related to the complaints. Configuring inspections and visits enables the city to define the inspection types, schedules, checklists, and outcomes. Configuring action plans on cases and permits allows the city to automate the inspection tasks and workflows, assign them to inspectors, and collaborate on them using Chatter.
Reference: https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/configure-inspections-and-visits

QUESTION 22
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

Correct Answer: D
Section:
Explanation:
Scope, schedule and cost are the three main constraints that government agencies often have in project implementation. Scope defines the goals, deliverables, and requirements of the project. Schedule defines the timeline, milestones, and dependencies of the project. Cost defines the budget, resources, and risks of the project. These three constraints are also known as the project management triangle or the triple constraint.
Reference: https://help.salesforce.com/s/articleView?id=psc_admin_concept_psc_overview.htm&type=5&language=en_US

QUESTION 23
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?

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.

Correct Answer: D, E
Section:
Explanation:
Implementing spam checking for Bobahaven's Experience Site forms using CAPTCHA can help prevent bots from submitting fake or malicious grant applications. CAPTCHA is a feature that requires users to prove that they are human by solving a simple challenge before submitting a form. Setting the external organization-wide default sharing settings for grant applications objects to Private can help protect the privacy of the constituents' data. This means that external users cannot see any grant applications by default, unless they are explicitly shared with them.
Reference: https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/create-guided-digital-forms-with-omniscript

QUESTION 24
A government agency is planning for a project Implementation. The project has to comply with regulations for storing protected health information (PHI). What are two different Salesforce security tools that can be used to meet this requirement?

A. Field Audit Trail

B. Setup Audit Trail

C. Event Monitoring

D. Platform Encryption

Correct Answer: A, D
Section:
Explanation:
Field Audit Trail and Platform Encryption are two different Salesforce security tools that can be used to meet the requirement of storing protected health information (PHI). Field Audit Trail allows government agencies to track changes to sensitive data fields over time and set retention policies for field history data. Platform Encryption allows government agencies to encrypt sensitive data at rest while preserving critical platform functionality.
Reference: https://trailhead.salesforce.com/content/learn/modules/public-sector-solutions-design/secure-data-with-platform-encryption