Salesforce

Exam Questions Nonprofit-Cloud-Consultant

Salesforce Certified Nonprofit Cloud Consultant (SP20)

NEW QUESTION 1
- (Exam Topic 1)
A nonprofit organization provides case management to its clients. There is a requirement for a score to be automatically assigned to each client based on several factors such as age, income and number of health conditions. The nonprofit also wants to automate the creation and assignment of follow up tasks related to the client.
Which combination of functions should the consultant recommend?

A. Activities and Customizable Rollups
B. Volunteer Recurrence and Customizable Rollups
C. Engagement Plans and Levels
D. Volunteer Wizard and Reports

Answer: C

NEW QUESTION 2
- (Exam Topic 1)
A nonprofit customer wants to have the status for a Campaign Member on a fundraising campaign automatically update when a donation is received from that Contact.
What should the consultant recommend?

A. Create a workflow rule that updates the Campaign Status when an Opportunity is created.
B. Create an Apex Trigger to update the Contact's Campaign record.
C. Enable Automatic Campaign Member Management in NPSP settings.
D. Use Process Builder to update the Contact's campaign member record.

Answer: C

NEW QUESTION 3
- (Exam Topic 1)
A development associate using NPSP wants to add the Check/Reference Number on a report but does not see that field in the Report Builder. What should the consultant advise?

A. Check if the report type includes Opportunities.
B. Check if the report type includes Payments
C. Check a custom field, "Check/Reference Number" on Opportunity
D. Check a custom field, "Check/Reference Number" on Payments

Answer: B

NEW QUESTION 4
- (Exam Topic 1)
A nonprofit organization is using Volunteers for Salesforce and wants its volunteers to be able to log their own volunteer hours.
Which two solutions should a consultant propose to meet this need? Choose 2 answers

A. Set up a workflow rule with a weekly email alert sent to all volunteers asking them to reply back and report their hours for the week and then a user will manually enter the hours in Salesforce.
B. Set up a Chatter Group for each volunteer job, add volunteers who are assigned to that job, and have the volunteers log their hours in the Chatter Group.
C. Set up the Volunteers Personal Site and direct the volunteer to record hours on the tab there.
D. Set up a Log Volunteer Hours section on a page on your website and direct volunteers there to log their hours to the volunteer job or shift they worked on.

Answer: CD

NEW QUESTION 5
- (Exam Topic 1)
A donor donates $500 to a nonprofit that is matched by his employer. How are the hard credits and soft credits listed in NPSP?

A. The donor has a hard credit of $500 and a soft credit of $500, and the employer has a hard credit of $500
B. The donor has a soft credit of $500 and the employer has a hard credit of $500
C. The donor has a hard credit of $500, the employer has a hard credit of $500, and there are no soft credits
D. The donor has a hard credit of $500 and the employer has a soft credit of $500

Answer: B

NEW QUESTION 6
- (Exam Topic 1)
A nonprofit customer must conflict and store its clients' government-issued ID number. The consultant has set up a custom text field for the ID number. Which security solution should be used to protect this data?

A. Restrict visibility by removing it from the page layout and utilizing role hierarchy to prevent users from accessing that field except for the staff who need to interact with the government ID data
B. Encrypt the government ID field with Classic Encryption for Custom Fields and grant View EncryptedData permission only to those users who have to interact with the data
C. Turn on two-factor authentication for the staff members who need to collect and use the government ID number field data
D. Set the org wide default on Contacts to Private so only the user who owns the Contact records can access it.

Answer: B

NEW QUESTION 7
- (Exam Topic 1)
A nonprofit organization wants to use a multi-channel marketing tool for its email, social, and text messaging engagement. Which solution should the consultant recommend?

A. Marketing Cloud
B. Pardot
C. Community Cloud
D. Service Cloud

Answer: A

NEW QUESTION 8
- (Exam Topic 1)
A nonprofit organization is retiring its legacy donor, donation, and payment processing systems. The organization wants to load 45,000 records into Salesforce from a single flat file. Which tool should be used to create all of the records at once?

A. Import Wizard
B. Data Loader
C. NPSP Data Import
D. ETL Tool

Answer: C

NEW QUESTION 9
- (Exam Topic 1)
A nonprofit organization needs an email marketing tool that will measure email engagement and evaluates the fit of prospective supporters. Which two factors should the consultant recommend?

A. Pardot Grading
B. Marketing Cloud Measures
C. Marketing Cloud Reporting
D. Pardot Scoring

Answer: AD

NEW QUESTION 10
- (Exam Topic 1)
A nonprofit organization needs an audit trial of metadata changes over time and the ability to develop, test,
and a release project independent of other projects in development. Which development model should be chosen?

A. Application development
B. Org development
C. Package development
D. Change Set development

Answer: D

NEW QUESTION 10
- (Exam Topic 1)
A nonprofit organization is interested in a CRM that manages its constituents and has an integrated email marketing tool with built-in scoring and engagement tracking.
Which solution should the consultant recommend?

A. NPSP and Community Cloud
B. NPSP and Social Studio
C. NPSP and Marketing Cloud
D. NPSP and Pardot

Answer: C

NEW QUESTION 15
- (Exam Topic 1)
A nonprofit organization is using Salesforce with the NPSP pre-installed. The nonprofit organization wants to give prospective volunteers a way to fill out their volunteer application online. How should this be accomplished?

A. Create a web-to-case form in Salesforce with the fields needed to capture the information asked for on the form.
B. Set up the Volunteers for Salesforce Volunteer Signup Form on the nonprofit's website.
C. Create a Chatter Group for prospective volunteers, assign them a Chatter Free license, and have users complete the form.
D. Set up the Volunteers for Salesforce Site Contact Information Site on the nonprofit's website.

Answer: B

NEW QUESTION 17
- (Exam Topic 1)
A nonprofit wants to track various funds in Salesforce to report on its restricted donations. Which NPSP feature should the consultant recommend?

A. Levels
B. Engagement Plans
C. General Accounting Units
D. Customizable Rollups

Answer: C

NEW QUESTION 20
- (Exam Topic 1)
A nonprofit organization is using a free trial of Nonprofit Cloud and engages with a consultant to do some custom configuration work. The consultant starts to gather requirements and look at the overall design. Which two things should the consultant know about the trial experiences available on the Salesforce.org website?

A. Five licenses are included at no cost for qualified customers
B. The trial choices include Lightning Enterprise or Lightnng Enterprise + NPSP
C. The free trial period is for 30 days
D. It is a Developer Edition org

Answer: BC

NEW QUESTION 25
- (Exam Topic 1)
A nonprofit organization wants a cost-effective solution to generate and send donation acknowledgements automatically to donors via email. Which Salesforce solution should the consultant recommend?

A. Nonprofit Success Pack
B. Commerce Cloud
C. Pardot
D. Marketing Cloud

Answer: A

NEW QUESTION 30
- (Exam Topic 1)
During the Build phase of a project, one line of business requests the addition of a new field that is essential for its business process. A different line of business objects to the request and says that this field is unnecessary and will result in duplicate data.
How should the consultant handle this?

A. Fulfill the request and add the field, but create a separate page layout so the field is only visible to the line of business that made the request.
B. Use the established governance committee for discussion and resolution.
C. Work quickly to negotiate between the two groups and resolve the issue before it escalates to theexecutive sponsors.
D. Add the field into a sandbox to test and validate expected outcomes.
E. Remove themselves from the discussion and suggest that the two business line leaders meet to make a decision.

Answer: A

NEW QUESTION 34
- (Exam Topic 1)
An international nonprofit organization works across six different countries in Europe and Africa. The organization relies heavily on volunteers in each country to support its work and wants volunteers to be able to sign up for volunteer jobs on its website.
What is a consideration when setting up Volunteers for Salesforce given this context?

A. Set up a different Site in Volunteers for Salesforce for each country and set the time zone for the Site to the local time zone so all events will appear as the correct time for the time zone.
B. Add text to the Volunteers for Salesforce website informing all volunteers that all time for volunteer jobs and shifts is shown in the time zone of the headquarters and they need to convert the time to their local time zone.
C. Remove the Start Time and End Time fields from the website template and put the times in the description in the local time zone.
D. Set the Volunteer Job's Website Time Zone field value to the time zone in which the job will take place when creating Volunteer Jobs.

Answer: D

NEW QUESTION 38
- (Exam Topic 1)
A local community center provides health care services to eligible local residents. Staff currently triage patients through of a series of qualifying questions that drive additional qualification questions. The center wants to extend triage capabilities to its volunteers to determine whether residents qualify for services. Service decisions need to be made immediately while the patient is interacting with the staff or volunteer.
Which solution should the consultant recommend?

A. Use Case records, Validation Rules and Process Builder to post case details to the central volunteer Chatter Group so all volunteers can collaborate on eligible services.
B. Create a Flow to guide volunteers on triage screens, capture accurate data and generate a services decision.
C. Use a Standard Lightning Component to displaying custom fields from several objects and generate a services decision.
D. Use a Workflow Rule with Field Updates and Case Assignment Rules to triage and assign the case tothe proper services queue.

Answer: B

NEW QUESTION 42

- (Exam Topic 1)
A fundraising associate needs to print mailing labels for the latest direct mail campaign to families who give to the nonprofit organization. The organization uses the Household Account model with Address Management.
Which object and address field should the associate use when building the report?

A. Account; Billing Address
B. Contact; Other Address
C. Account; Shipping Address
D. Contact; Mailing Address

Answer: D

NEW QUESTION 45
- (Exam Topic 1)
How often are updates to the NPSP pushed to production orgs?

A. Three times per year
B. Four times per year
C. Once every two weeks
D. Once every month

Answer: C

NEW QUESTION 47
- (Exam Topic 1)
A nonprofit organization had enabled Person Accounts in its org and now wants to install NPSP. The nonprofit organization wants to completely remove all Person Account features. What should the nonprofit organization consider?

A. Apply for a new Salesforce organization and request a license transfer
B. Use the NPSP Conversion Utility Tool
C. Ensure the Person Account record type is selected as the Household record type in NPSP Settings
D. Create a case in Salesforce to completely remove the Person Account record type

Answer: A

NEW QUESTION 50
- (Exam Topic 1)
A membership organization needs to send out automated renewal emails on a 30/60/90 period. Each referenced email template needs to differ based on the members' web site visits. Which automation method should a consultant recommend?

A. Process Builder
B. Apex Trigger and Scheduler
C. Time-Based Workflow
D. Pardot

Answer: D

NEW QUESTION 53
- (Exam Topic 1)
A consultant is importing a number of new individual gifts from a recent fundraising event for a non-profit that is using NPSP. It is very important that donors receive credit for these new donations. Where is the automatic Opportunity Contact Role hard credit value configured for this scenario?

A. Opportunity Settings
B. Affiliation record
C. NPSP Settings
D. Relationship record

Answer: C

NEW QUESTION 54
- (Exam Topic 1)
A nonprofit organization needs to frequently import membership renewal data and daily donation data and needs a different configuration for each.
Which tool should the consultant recommend?

A. Salesforce Import Wizard
B. NPSP Data Importer
C. Salesforce Data Loader
D. NPSP Data Import Batch

Answer: B

NEW QUESTION 59
- (Exam Topic 1)
A developer needs to create a custom Apex class in the TDTM framework. Which sets of steps should the developer take?

A. Create the Visualforce page, test class, and a Trigger Handler record
B. Create the Apex class, test class, and Trigger Handler record

C. Create the Apex trigger, test class, and Trigger Handler record
D. Create the Lightning component, test class, and Trigger Handler record

Answer: B

NEW QUESTION 62
- (Exam Topic 1)
What is a common cause of the NPSP upgrade failing when run in Production and there were no issues running it in the sandbox?

A. Not having adequate test code coverage
B. Not having one or more of the packages in NPSP installed
C. Not running the NPSP Health Check before trying to upgrade in production
D. Not changing the account model to the Household Account Model before trying to upgrade

Answer: A

NEW QUESTION 65
- (Exam Topic 1)
How should a consultant install NPSP in an existing Salesforce organization?

A. Download each NPSP component from the AppExchange, install in the target organization, and complete the post-install instructions
B. Visit the NPSP Installer page, install in the target organization, and complete the post-install instructions
C. Download each NPSP component from The Powrt of Us Hub, install organization, and complete the post-install instructions
D. Visit the NPSP Conversion Utility tool, install in the target organization, and complete the post-install instructions

Answer: B

NEW QUESTION 70
- (Exam Topic 1)
A consultant needs to set up a sandbox strategy for a nonprofit implementation project involving two major development initiatives. For which three purposes should separate sandboxes be used?

A. Quality Assurance
B. Analytics
C. Field Tracking
D. Staging
E. Development

Answer: ADE

NEW QUESTION 75
- (Exam Topic 1)
The executive director at a nonprofit organization wants to have a report to see how much each board member has raised by either direct gifts or gifts they helped to influence for this fiscal year. There is a custom checkbox field on the Contact record to indicate board members.
How should the consultant create this report?

A. Use the Opportunities report typ
B. Add a cross filter for Contacts with Board Member = TRU
C. Summarize the Total Gifts this Year and Soft Credits this Year fields.
D. Use the Contacts & Accounts report typ
E. Add a field filter for Board Member = TRU
F. Include the Total Gifts this Year and Soft Credits this Year fields.
G. Use the Opportunities report typ
H. Add a field filter for Contacts with Board Member = TRU
I. Group results by the Total Gifts this Year and Soft Credits this Year fields.
J. Use the Contacts & Accounts report typ
K. Add a field filter for Board Member = TRU
L. Add a cross filter for Opportunities with Soft Credit
M. Group results by Giving Totals.

Answer: B

NEW QUESTION 79
- (Exam Topic 1)
A nonprofit organization has engaged a consultant to implement NPSP and has a large membership program it wants to manage in Salesforce. Which two things does the consultant need to set up to ensure that the membership rollups in NPSP will work properly?

A. Ensure there is a custom field created for Membership Amount and selected for membership rollups
B. Check that the membership record type is selected for membership rollups.
C. Ensure there is an Opportunity record type set up for memberships
D. Check that the grace period is set up for memberships.

Answer: BD

NEW QUESTION 80
- (Exam Topic 2)

A. A Salesforce admin changes an Engagement Plan Template as requested by the development tea
B. The development manager expects to see the changes reflected on an existing Engagement Plan using that Template on a campaign.Why is the development manager unable to see the Template changes?
C. The development manager requires additional permissions for the new Engagement Plan Template changes.
D. Changes to Engagement Plan Templates only affect new Engagement Plans.
E. Engagement Plan Template changes need to propagate through the platform.
F. Engagement Plan Template changes must be accepted by the user on the Template detail record first.

Answer: B

NEW QUESTION 83
- (Exam Topic 2)
A nonprofit wants to load 10 years of historical fundraising data from the legacy system. While attempting to load the data, an Apex CPU Time Limit Exceeded error message appears and many records fail to load.
How should the consultant change the configuration to complete the data load successfully?

A. On the Trigger Handlers tab, uncheck the Active checkbox on all Trigger Handlers.
B. On the NPSP Settings tab, under the Batch Processing Settings page, decrease the GAU Batch Size.
C. On the NPSP Settings tab, decrease the batch size for NPSP rollups.
D. On the Trigger Handlers tab, add the consultant's username to the Usernames to Exclude field.

Answer: A

Explanation:
https://powerofus.force.com/s/article/NPSP-Configure-Data-Importer-Options

NEW QUESTION 85
- (Exam Topic 2)
Which Salesforce resource should an admin use to search for nonprofit user groups in a particular region or state?

A. AppExchange
B. Trailhead
C. Trailblazer Community
D. Salesforce Help

Answer: C

NEW QUESTION 88
- (Exam Topic 2)
A consultant needs to load a large volume of data for a nonprofit.
Which two steps should the consultant take before the data loads to speed up the process? Choose 2 answers

A. Add record owners to Role Hierarchy.
B. Defer Sharing Rule Calculation.
C. Disable related Apex classes in TDTM.
D. Recalculate Sharing Rules.

Answer: BC

NEW QUESTION 93
- (Exam Topic 2)
A nationally federated nonprofit is implementing a single Salesforce org to provide shared fundraising services to its four regional affiliates. Each affiliate and the national nonprofit must see only its own donor data.
Which Salesforce feature would enable this level of record access?

A. Divisions
B. Record Types
C. Role Hierarchy
D. Criteria-based sharing

Answer: A

Explanation:
(Role hierarchy) https://trailhead.salesforce.com/en/content/learn/modules/data_security/data_security_records
Role hierarchies ensure managers have access to the same records as their subordinates. Each role in the hierarchy represents a level of data access that a user or group of users needs.

NEW QUESTION 98
- (Exam Topic 2)
A nonprofit organization has been informed of a deceased donor and wants to ensure that the donor no longer appears on any mailing lists. Which action should the nonprofit organization take on the donor's contact record?

A. Select the Do Not Email, Do Not Contact, and Email Opt Out fields
B. Delete the Contact record
C. Select the Deceased field
D. Delete the values in the phone and email fields

Answer: C

NEW QUESTION 103
- (Exam Topic 2)
A nonprofit wants to predict the likelihood of a contact recurring donor. What should the consultant recommend to meet

A. Create NPSP Levels for number of donations
B. Implement NPSP Enhanced Recurring Donations
C. Create a Customizable Rollup Field for number
D. Implement Einstein for Nonprofits

Answer: D

NEW QUESTION 107
- (Exam Topic 2)
A nonprofit using NPSP has just implemented the Program Management Module. The nonprofit wants to migrate its client and program data.
Which two steps should the consultant use to import and deduplicate the data against existing records? Choose 2 answers

A. Upload the program data using the NfSP Data Importer.
B. Upload the client data using the Data Import Wizard.
C. Upload the client information using the NPSP Data Importer.
D. Upload the program data using the Data Import Wizard.

Answer: CD

Explanation:
https://powerofus.force.com/s/article/NPSP-BP-Getting-Started-Program-Management#week4

NEW QUESTION 110
- (Exam Topic 2)
A nonprofit organization has white papers, case studies, and impact reports on its website. The organization wants to track website visitors who download those assets. Once tracked, the organization wants to pursue the visitor as a constituent. Which solution should be considered?

A. Affiliation record
B. Relationship record
C. NPSP Settings
D. Opportunity Settings

Answer: C

NEW QUESTION 112
- (Exam Topic 2)
A consultant for a nonprofit needs to upload data that contains payments on existing opportunities in Salesforce using donation matching in the NPSP Data Importer.
After a gift is successfully matched to an existing record, which two updates may occur? Choose 2 answers

A. The Stage of the Opportunity will change to Closed/Won.
B. The open Payment will be marked as Paid.
C. A Payment will be added to the Opportunity.
D. The Opportunity amount will include the new payment amount.

Answer: BD

Explanation:
https://powerofus.force.com/s/article/NPSP-Configure-Data-Importer-Options

NEW QUESTION 115
- (Exam Topic 2)
A nonprofit processed a donation, and then the donor asked the nonprofit to also credit their spouse on that gift.
Assuming standard NP5P configuration, what should a consultant recommend to satisfy this request?

A. Create an Opportunity Contact Role for the spouse and mark it as primary.
B. Create an Opportunity Contact Role for the spouse and set the role to Soft Credit.
C. Clone the Opportunity and set the primary contact to the spouse.
D. Enable Automatic Soft Credit for household members in NPSP settings.

Answer: D

Explanation:
https://powerofus.force.com/s/article/NPSP-Configure-Automated-Soft-Credits#ariaid-title6

NEW QUESTION 117
- (Exam Topic 2)
A nonprofit using Salesforce configured with Person Accounts has recently installed NPSP into its org. Which two configurations should a consultant set to ensure that Person Accounts and NPSP can coexist? Choose 2 answers

A. The Household record type in NPSP Settings is different than the Person Accounts record type.
B. Create a validation rule to prevent the creation of Person Accounts.

C. The default record type for profiles of any user who converts leads is different than the Person Account record type.
D. Remove permissions to Person Accounts for all profiles except System Admin.

Answer: AC

NEW QUESTION 118
- (Exam Topic 2)
A nonprofit needs more insight into why some corporate sponsorships are closing and why others are lost. They want to evaluate information including pipeline value, number of opportunities. Pardot score, win/lost percentage, stage value, and a table of opportunities. The system admin wants to deploy a solution quickly. Which solution should a consultant recommend?

A. B28 Marketing Analytics
B. NPSP Advanced Mapping
C. Salesforce Reports
D. Insights Platform Data Integrity

Answer: C

NEW QUESTION 120
- (Exam Topic 2)
A user creating Opportunities Wants information to appear on both the Opportunity record and the Payment record without having to enter it twice.
Which two steps should the consultant take to meet this requirement? Choose 2 answers

A. Create custom fields on the Payment object.
B. Create lookup fields on the Payment object.
C. Create Payment Mappings in NPSP Settings.
D. Create custom automation on the Payment object.

Answer: AC

NEW QUESTION 121
- (Exam Topic 2)
A nonprofit considers risk mitigation to be vital to the success of its implementation project. What are three elements impacted by change that cause risk?

A. People, processes, cost
B. Time, governance, people
C. Quality, processes, time
D. Cost, quality, time

Answer: D

Explanation:
https://trailhead.salesforce.com/content/learn/modules/project-risk-management-for-partners/identify-assess-add

NEW QUESTION 126
- (Exam Topic 2)
A case manager wants to assign a group of services to a client.
What should the consultant ensure is configured prior to the case manager using the Case Plan Wizard?

A. A Program with Goals
B. A Program with Goals and Action Item Templates
C. A new Case Plan
D. A Program with Action Item Templates

Answer: B

NEW QUESTION 128
- (Exam Topic 2)
A nonprofit uses Salesforce for fundraising and managing its educational programs. Its membership data is stored in a proprietary membership management system. The nonprofit wants real-time insights into whether its donors are members, their renewal dates, and other related data points. The membership data only needs to be viewed.
What should a consultant recommend to meet the requirement?

A. Utilize Salesforce Connect to store this information in External Objects.
B. Utilize Big Objects to store this information in Custom Objects.
C. Utilize Salesforce Connect to store this information in Custom Objects.
D. Utilize Big Objects to store this information in External Objects.

Answer: C

NEW QUESTION 132
- (Exam Topic 2)
A nonprofit realizes that the target deployment date is concurrent with a Salesforce major seasonal release window.
Which two steps should the nonprofit take when finalizing the plan for the new feature in production? Choose 2 answers

A. Verify the sandbox Is on the same release as production.
B. Log a Salesforce support case to change the version of the sandbox release.

C. Deploy a Change Set during the upgrade window for the production instance.
D. Review the sandbox preview instructions for the upcoming release.

Answer: AC

NEW QUESTION 137
- (Exam Topic 2)
A donor has committed to give a consistent amount every month. The nonprofit wants to update the schedule to reflect one-time adjustments to this amount.
What should the consultant recommend to record the regular donations correctly7

A. Implement Enhanced Recurring Donations.
B. Create scheduled Payments.
C. Create a process using Process Builder.
D. Clone Opportunities with Payments.

Answer: A

NEW QUESTION 140
- (Exam Topic 2)
How should a consultant install NPSP in an existing Salesforce org?

A. Install from the NPSP Installer page.
B. Install using the NPSP Conversion Utility tool.
C. Install each NPSP component from the AppExchange.
D. Install each NPSP component from the Trailblazer Community.

Answer: A

Explanation:
https://powerofus.force.com/s/article/NPSP-Install

NEW QUESTION 144
- (Exam Topic 2)
The development director wants all users to only see Engagement Plans on Opportunity records for donations with an Amount greater than 10,000.
How should this be accomplished?

A. Add the Related List - Single Lightning component to the Opportunity Lightning pag
B. Add a component visibility filter to display the Engagement Wan when the Opportunity Amount field is greater than 10,000.
C. Create a tab and associate the Engagement Plan object to the ta
D. Add the Related List - SingleLightning component and set it to Engagement Plan
E. Give read access for the Engagement Plan object to all profiles.
F. Create a custom Lightning component that displays all Engagement Plan
G. Add the component to the Opportunity Lightning Pag
H. Assign the Lightning Page as the Org Default and Activate it.
I. Add the Related Lists component to the Opportunity Lightning pag
J. Set the component visibility filter to ensure the Opportunity Amount field is greater than 10,000. Assign the page to the development director's profile.

Answer: D

NEW QUESTION 148
- (Exam Topic 2)
Which two scenarios should be included in a Salesforce-recommended V2MOM?

A. Metrics
B. Virtues
C. Milestones
D. Vision
E. Objectives

Answer: DE

NEW QUESTION 152
- (Exam Topic 2)
A consultant has is encountering an issue when configuring Nonprofit Cloud Case Management and wants to know if it is a documented issue.
Where should the consultant look first to confirm if it is a known product issue?

A. Salesforce Trust Site
B. AppExchange
C. Trailblazer Community
D. Salesforce Help

Answer: B

NEW QUESTION 155
- (Exam Topic 2)
A nonprofit admin notices the nightly NPSP batch jobs are suddenly taking significantly longer to complete than they did a month earlier.
What are two factors the consultant should tell the system admin to consider? Choose 2 answers

A. A new standard roll-up summary field was added to an object.
B. A new Process Builder process was activated.
C. A new node tree was added to the role hierarchy.
D. A new customizable rollup was added in NPSP Settings.

Answer: BD

NEW QUESTION 158
- (Exam Topic 2)
A nonprofit wants to manage incoming donations, and provide a portal for its constituents and staff members. The nonprofit also wants to create a new web experience for constituents.
Which solution should a consultant recommend?

A. NPSP with Accounting Subledger
B. NPSP with Experience Cloud
C. NPSP with Account Engagement
D. NPSP with Program Management Module

Answer: B

NEW QUESTION 162
- (Exam Topic 2)
A nonprofit has high staff turnover in several key roles that use Salesforce. The nonprofit needs to improve training and adoption of Salesforce to maximize the value of its investment.
Which two standard Salesforce tools can quickly help new staff use Salesforce with only a Sales or Service Cloud license?
Choose 2 answers

A. Einstein Bots
B. In-App Guidance
C. Path
D. myTrailhead

Answer: BD

NEW QUESTION 166
- (Exam Topic 2)
A nonprofit organization wants to integrate its event management system and Salesforce. The organization wants to automatically send event and event attendee data from its event management system and create Campaigns and Campaign Members in Salesforce on a daily basis. What should the consultant recommend?

A. Export event and event attendee information to the NPSP Import Template and import into Salesforce
B. Consider using a middleware tool to integrate the event management system with Salesforce
C. Export Campaign and Campaign Member information and import into the event management system
D. Consider using Salesforce Connect

Answer: D

NEW QUESTION 168
- (Exam Topic 2)
A nonprofit has a large volume of contacts, accounts, and address records and wants to migrate all of its data into NPSP.
What are two considerations? Choose 2 answers

A. Managing multiple addresses introduces more complexity.
B. Three addresses per contact or organization can be migrated into NPSP.
C. The default address is updated on a nightly basis.
D. Address records consume additional data storage.

Answer: AD

NEW QUESTION 172
- (Exam Topic 2)
When a system admin for a nonprofit times to import data into the NPSP Data Import Object, the error message: "The matching field you chose (Record ID) is not mapped and is required for an Update and Insert operation" appears.
What are two actions the system admin can take to resolve the error? Choose 2 answers

A. Select the appropriate Record ID in the Salesforce Data Import Wizard.
B. Select "Insert" if the admin is using the Salesforce Data Loader.
C. Select "Upsert" if the admin is using the Salesforce Data Loader.
D. Select --None-- for all matching fields if the admin is using the Salesforce Data Import Wizard.

Answer: A

Explanation:
https://developer.salesforce.com/forums/?id=9060G000000I7sYQAS ,and "D".(https://powerofus.force.com/s/article/NPSP-Troubleshooting)

NEW QUESTION 177
- (Exam Topic 2)
A consultant is training a system admin to prepare for a new release of a particular open source Nonprofit Cloud product.

Where are two places the system admin should look for release notes on the product? Choose 2 answers

A. The Nonprofit Hub group in the Trailblazer Community.
B. The Salesforce Trust website.
C. The product's GitHub repository release page.
D. The Nonprofit Cloud release announcement group in the Trailblazer Community.

Answer: CD

NEW QUESTION 179
- (Exam Topic 2)
Which two objects in the Program Management Module are directly connected to objects in Nonprofit Cloud Case Management?
Choose 2 answers

A. Client Alert
B. Case
C. Service Delivery
D. Program

Answer: BC

Explanation:
The PMM has two main objects — Programs and Services
together with contacts and household accounts

NEW QUESTION 184
- (Exam Topic 2)
A gift officer is entering donations and wants to track that the donor responded to the most recent direct mail campaign.
Which feature should the consultant configure to record the donor's campaign response?

A. Custonwable Rollups
B. Automatic Campaign Member Management
C. Sales Process
D. Customizable Campaign Influence

Answer: B

Explanation:
https://trailhead.salesforce.com/en/content/learn/modules/campaign-management-with-nonprofit-success-pack/m

NEW QUESTION 189
- (Exam Topic 2)
A nonprofit is implementing Accounting Subledger and wants to know how the data from Salesforce would be transferred to its accounting system.
Which three methods are possible? Choose 3 answers

A. Integrate Salesforce with the accounting system using middleware.
B. Export data via Salesforce reports to upload to the accounting system.
C. Develop a custom integration solution.
D. Schedule a Data Export from Salesforce.
E. Configure Salesforce Connect to integrate with the accounting system.

Answer: ABC

NEW QUESTION 193
- (Exam Topic 2)
A nonprofit wants to present active volunteer sites on a map which should be visible without logging in. Which tool would support this requirement?

A. Tableau CRM
B. Tableau Public
C. Custom Report
D. Custom Dashboard

Answer: B

NEW QUESTION 195
- (Exam Topic 2)
A Household Account has Contacts with Affiliations, Relationships, and Closed/Won donations associated with it.
What is the outcome when a system admin attempts to delete this Household Account record?

A. Since Closed/Won donations are associated with the Account record, an error message displays.
B. The Household Account record and its standard related records are deleted.
C. Since Affiliations and Relationships are associated with the Contacts in this Account, an error message displays.
D. The Household Account record and its standard related records remain.

Answer: A

NEW QUESTION 199

- (Exam Topic 2)
A nonprofit has significant staff turnover and wants to ensure that the purpose of Salesforce field customization is clearly understood by system admins who are new to the nonprofit.
How should the consultant meet the requirement?

A. Run and view the Setup Audit Trail.
B. Complete all field descriptions.
C. Run the Schema Builder.
D. Create a field history report.

Answer: B

Explanation:
https://trailhead.salesforce.com/content/learn/modules/data_modeling/schema_builder

NEW QUESTION 201
- (Exam Topic 2)
The development director at a nonprofit needs to track grant lifecycles using NPSP, including assigning actions to staff members, tracking applications, reporting deadlines, and summarizing the total amount awarded with payments.
How should the consultant model payments, applications, reporting deadlines, and actions in NPSP for the grant seeking institution?

A)

Payments = Opportunities with Deliverables
Applications = Activities
Reporting deadlines = Opportunities with Deliverables
Actions = Activities

B)

Payments = Opportunities with Payments
Applications = Deliverables
Reporting deadlines = Deliverables
Actions = Activities

C)

Payments = Opportunities with Payments
Applications = Activities
Reporting deadlines = Activities
Actions = Activities

D)

Payments = Recurring Donations with Opportunities
Applications = Deliverables
Reporting deadlines = Deliverables
Actions = Activities

A. Option A
B. Option B
C. Option C
D. Option D

Answer: B

Explanation:
https://www.freecram.com/question/Salesforce.Nonprofit-Cloud-Consultant.v2020-09-19.q37/the-development

NEW QUESTION 202
- (Exam Topic 2)
A nonprofit is using Nonprofit Cloud Case Management. Case managers need to share the initial, midterm, and final client assessments; updates or notes on the client; and pertinent alerts about the client with other staff within the nonprofit who also provide services to the client.
Which two approaches should a consultant recommend to meet the requirement? Choose 2 answers

A. Create Sharing Rules for Assessments, Client Notes, and Client Alerts that share these with the public group.
B. Create a Public Group of staff that need access to this information.
C. Create a permission set that grants Read/Write access to Assessments, Client Notes, and Client Alerts objects.
D. Create a Private Group of staff that need access to this information.

Answer: AC

NEW QUESTION 206
- (Exam Topic 2)

A large nonprofit is a social enterprise that functions like a for-profit corporation. The funding the nonprofit tracks in Salesforce only comes from corporations. The nonprofit needs to manage Leads and track its Opportunity pipeline.
Which account model should the consultant recommend'

A. Standard Account Model without NPSP
B. Individual Account Model in N9SP
C. Person Account Model without NPSP
D. One-to-One Account Model in NPSP

Answer: A

NEW QUESTION 211
- (Exam Topic 2)
A consultant using CumulusCI has customized a nonprofit's org and wants them to validate these changes with the latest release of NPSP which will be pushed to production one week later.
What are two ways the consultant can deploy this for the nonprofit after the release is announced? Choose 2 answers

A. Test customizations in an updated sandbox.
B. Compare the customizations to the NPSP roadmap and create a new trial org.
C. Install NPSP and test the customizations in a new Developer Edition org.
D. Configure a scratch org with NPSP dependency and test customizations.

Answer: AC

NEW QUESTION 215
- (Exam Topic 2)
A volunteer with a nonprofit works at Universal Containers. The volunteer is recorded in Salesforce as part of the Household's account record, but Universal Containers needs to be entered into the Salesforce system.
How should a consultant track the volunteer's relationship with Universal Containers?

A. Create a Universal Containers Organization Account and create a Relationship record between the volunteer and Universal Containers.
B. Create a Universal Containers Organization Account and create an Affiliation record between the volunteer and Universal Containers.
C. Create a Lead for the volunteer at Universal Containers and create a Relationship record between the volunteer Lead and the volunteer Contact.
D. Create a Lead for the volunteer at Universal Containers and create an Affiliation record between the volunteer Lead and Universal Containers.

Answer: B

NEW QUESTION 218
- (Exam Topic 2)
A Salesforce admin would like to report on data from Marketing Cloud using Salesforce reports. The
organization's Marketing Cloud instance is using Marketing Cloud Connect. Tracking is enabled. Which type of data is available for reporting using Salesforce reports?

A. MobileConnect Message details
B. Journey Builder Activity details
C. Interaction Studio Impression details
D. Email Studio Send details

Answer: D

NEW QUESTION 220
- (Exam Topic 2)
A consultant is tasked with implementing NPSP for a UK-based nonprofit. One of their requirements is to localize the US-focused labels of some NPSP fields, such as replacing all references to Organization with Organisation.
What should the consultant do to meet the requirement?

A. Create a support case to change the label.
B. Activate English (UK) In Language Settings.
C. Override the default English labels in Translation Workbench.
D. Reword the field label in Setup.

Answer: B

NEW QUESTION 221
- (Exam Topic 2)
A nonprofit organization wants to add any donor who gives to its Capital Fund to the Capital Campaign. Which two steps should be taken to accomplish this?

A. Populate the Primary Campaign Source field on the Opportunity record
B. Upload a list of all donors as Campaign Members using the Data Import Wizard
C. Enable the Automatic Campaign Member Management in NPSP settings
D. Create a trigger that automatically adds any donor as a Campaign Member

Answer: AC

NEW QUESTION 226
- (Exam Topic 2)
A member of the donation processing team wants to set up different batch data input configurations for different donation types.

Which feature should the consultant recommend to make processing different donation batches consistent?

A. Gift Entry Templates
B. Advanced Mapping
C. Data Import Wizard
D. Engagement Plan Templates

Answer: A

Explanation:
https://powerofus.force.com/s/article/NPSP-Configure-Gift-Entry

NEW QUESTION 230
- (Exam Topic 2)
The requirements for a Salesforce implementation have been gathered, but there are teams with competing priorities and the overall project goals are undefined.
What are two reasons a project team must define goals? Choose 2 answers

A. Goals guarantee executive engagement.
B. Goals provide a way to measure and prove results.
C. Goals define a clear purpose for the project.
D. Goals catalog all of the teams' pain points.

Answer: CD

NEW QUESTION 231
- (Exam Topic 2)
A nonprofit plans to use the Program Management Module (PMM) to manage Its service delivery. Case managers must be able to create and edit service delivery records.
How can the consultant change the configuration to meet this requirement?

A. Permission Sets
B. Sharing Rules
C. License Type
D. Role Hierarchy

Answer: A

Explanation:
https://trailhead.salesforce.com/en/content/learn/modules/program-management-with-nonprofit-cloud/manage-n

NEW QUESTION 236
- (Exam Topic 2)
A nonprofit on Unlimited Edition uses direct mail extensively as a fundraising channel. The nonprofit wants to automate the search for duplicate contact records.
What should the consultant recommend implementing?

A. Matching Rules
B. Duplicate Rules
C. Scheduled Apex Jobs
D. Duplicate Jobs

Answer: A

NEW QUESTION 237
- (Exam Topic 2)
A nonprofit offers courses that grant teachers credit toward maintaining their teaching certification. Teachers can enroll in an annual cohort to complete the course modules together. The nonprofit needs to track the courses each teacher completes and the credits awarded to them.
Which solution should a consultant recommend?

A. Self-Service Portal
B. Program Management Module
C. Engagement Plans
D. Service Cloud

Answer: A

Explanation:
https://www.salesforce.com/products/service-cloud/self-service-portal/

NEW QUESTION 241
- (Exam Topic 2)
The admin at a nonprofit wants to delegate authority to two specific users to process gift entries.
Which three permissions should the consultant add to a permission set so the users can perform this work with only the necessary level of access?
Choose 3 answers

A. Grant the View All Data permission.
B. Grant visibility to the Gift Entry tab.
C. Grant create, edit and delete access to all required objects and fields.
D. Grant create and edit access to all required objects and fields.

E. Grant access to BDI_BatchOvemde and BDI_DataImport Visualforce pages.

Answer: BDE

NEW QUESTION 243
- (Exam Topic 2)
A nonprofit is looking for an integrated tool that manages more than one channel for personalized journeys, triggers messages automatically to create stronger relationships, and links communications to donations it has received.
Which solution should the consultant recommend?

A. PSP and Experience Cloud
B. NPSP and Pardot
C. NPSP and Marketing Cloud
D. NPSP and Social Studio

Answer: C

Explanation:
https://www.salesforce.com/products/marketing-cloud/faq/

NEW QUESTION 246
- (Exam Topic 2)
The admin at a nonprofit is implementing Salesforce Shield in its org to enable field platform encryption. What are three NPSP considerations when implementing Shield Platform Encryption?
Choose 3 answers

A. The NPSP Data Import object supports encryption of all fields in the import batch.
B. If the Role Name field is encrypted on the NPSP Partial Soft Credit object, the nightly Soft Credit rollups fail.
C. The NPSP MergeContacts list button on Contact list views will fail if the Contact Name is encrypted.
D. Fields on the NPSP Address object can be encrypted, but encryption is unavailable for address fields on the Account and Contact object.
E. NPSP Data Import is unable to perform Custom Unique Id matching on Accounts and Contacts with an encrypted field.

Answer: BCE

NEW QUESTION 251
- (Exam Topic 2)
A consultant is helping a nonprofit diagnose and address some issues they have with NPSP. The consultant sees the customer i$ hitting governor limit errors on a particular job.
Which action should the consultant take to resolve the issue?

A. Schedule that job to run more frequently.
B. Decrease the batch size for that job.
C. Reschedule that nightly job.
D. Increase the batch size for that job.

Answer: B

NEW QUESTION 253
- (Exam Topic 2)
A nonprofit is getting ready to go live with its Nonprofit Cloud implementation.
Which two sandbox configuration options can the consultant create to ensure effective user acceptance testing and training? Choose 2 answers

A. Partial Data Sandbox
B. Developer Sandbox
C. Developer Pro Sandbox
D. Full Data Sandbox

Answer: AD

NEW QUESTION 257
- (Exam Topic 2)
A nonprofit needs to clean up large amounts of Contact address data from its street canvassing and telemarketing operations on a monthly basis.
What should the consultant use to standardize addresses in NPSP?

A. Batch Data Import
B. Address Verification
C. NPSP Data Importer
D. Seasonal Addresses

Answer: B

Explanation:
(https://powerofus.force.com/s/article/NPSP-Configure-Addresses#topic-2559)

NEW QUESTION 261
- (Exam Topic 2)

A nonprofit using Volunteers for Salesforce on their website wants their volunteers to be able to update their contact information.
What does the consultant need to configure to make this possible?

A. Change Organization-Wide Sharing setting for Contacts to Public
B. Create a criteria-based sharing rule
C. In Setup, check Grant Guest Users Update Access
D. Create and assign a new profile

Answer: C

NEW QUESTION 264
- (Exam Topic 2)
A consultant began an implementation project with a nonprofit that is new to Salesforce. The nonprofit's leadership is hesitant to spend time at the beginning of the project on change management.
What are three reasons the consultant can share to emphasize the value and importance of governance? Choose 3 answers

A. Cost savings
B. Compliance
C. Security
D. Technical Interoperability
E. Delivery Speed

Answer: ABE

NEW QUESTION 269
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