



Salesforce

Exam Questions Nonprofit-Cloud-Consultant

Salesforce Certified Nonprofit Cloud Consultant (SP20)

NEW QUESTION 1

- (Exam Topic 1)

A nonprofit organization uses Customizable Rollups and has a large volume of Recurring Donation Allocations for a specific fund. The system administrator notices a scheduled skew job, but does not remember scheduling it. What should the consultant advise the system administrator to do?

- A. View the Setup Audit Trail
- B. Keep the job
- C. Run a debug log
- D. Delete the job

Answer: D

NEW QUESTION 2

- (Exam Topic 1)

A consultant is upgrading a non-profit client from version 2 of NPSP to version 3. Which action should the consultant take before running the NPSP Installer?

- A. Delete all fields labelled Deprecated.
- B. Upgrade the Recurring Donations package by itself.
- C. Delete the custom Households object.
- D. Run NPSP Health Check.

Answer: B

NEW QUESTION 3

- (Exam Topic 1)

A nonprofit organization needs to send a mailing to all clients to invite them to an informational session on its workforce development program. The organization wants to track who it was sent to and who responded. The organization is using the NPSP with the Household Account Model. What should a consultant advise them to do to accomplish this in Salesforce?

- A. Create a report using the NPSP All Contacts report and add a filter to just include clients
- B. Create a mailing list Campaign, then create a report using the type Contacts & Accounts with a filter for clients, then add to Campaign
- C. Create a Campaign, filter a list view for clients and add to Campaign
- D. Create a report with the type Campaigns with Campaign Members.
- E. Create a Campaign field and add all clients to it, then use the Household Mailing List button to generate the mailing list.

Answer: D

NEW QUESTION 4

- (Exam Topic 1)

Which two sections should be included in a Salesforce-recommended V2MOM? Choose 2 answers

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

Answer: AD

NEW QUESTION 5

- (Exam Topic 1)

A volunteer manager at a nonprofit organization needs to be able to search for volunteers with landscaping skills who are available at a given time. The organization is using Volunteers for Salesforce. What should the consultant advise?

- A. Create a list view on Contacts using a filter for those who have skills that include landscaping
- B. Add the field for Volunteer Availability on the list view and sort by it to find those with landscaping skills who are available at the given time
- C. Click on the Find Volunteers tab and fill in the Volunteer Status, Volunteer Availability, and Volunteer Skills tabs with the values you're looking for and hit search
- D. Use the Volunteers Wizard to look for volunteers with landscaping skills and Volunteer Availability and choose those available at the given time
- E. Create a report with the report type Contacts with Volunteer Hours and Volunteer Job
- F. Filter the report by the Volunteer Job for landscaping and Volunteer Availability at the time the Volunteer Manager needs them

Answer: B

NEW QUESTION 6

- (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 7

- (Exam Topic 1)

A Household Account has Contacts with Recurring Donations, Relationships, and closed/won donations associated with it. What happens when a system administrator attempts to delete this Household Account record?

- A. There is an error message because there are closed/won donations associated with the Account record.
- B. There is an error message because there are recurring donations associated with the Contacts in this Account.
- C. There is an error message because there are relationships associated with the Contacts in this Account.
- D. The Household Account record is deleted.

Answer: A

NEW QUESTION 8

- (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 9

- (Exam Topic 1)

A nonprofit organization wants to automate some of its routine activities. Which declarative Salesforce solution is designed for process automation?

- A. Einstein
- B. Pardot
- C. Lightning Flow
- D. NPSP TDTM

Answer: C

NEW QUESTION 10

- (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 wants the 15th of the month listed as the Close Date for all recurring donations and has selected the 15th in the Day of the Month picklist. In reviewing Recurring Donation Opportunities it is found that some of the Opportunities have close dates at the end of the month. Which action should the consultant take to troubleshoot this issue?

- A. Check the Recurring Donation batch size.
- B. Check the Error Log.
- C. Check if the "Always use last day of the month" field is selected.
- D. Check if the Custom Installment record was modified

Answer: B

NEW QUESTION 11

- (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 12

- (Exam Topic 1)

A large non-profit organization needs to keep track of a vast network of donors in NPSP. The donors have their own complex relationships, where they may be

related to many different Accounts. Which Salesforce object does Salesforce.org recommend using to address this complexity?

- A. Relationships
- B. Contact (associated to Multiple Accounts)
- C. Connections
- D. Organization Accounts
- E. Affiliations

Answer: E

NEW QUESTION 13

- (Exam Topic 1)

A nonprofit organization receives a number of donations from Donor Advised Funds where the check is written by the financial institution that houses the Donor Advised Fund. What should the consultant recommend to ensure that the Donor Advised Fund receives credit for the donation?

- A. Add an additional Account lookup field on the Opportunity for the Donor Advised Fund
- B. Add an Account lookup field on the Payment for the Opportunity for the Donor Advised Fund
- C. Use a GAU allocation to credit the donation to the Donor Advised Fund
- D. Use Account Soft Credits to credit the Donor Advised Fund

Answer: D

NEW QUESTION 15

- (Exam Topic 1)

A nonprofit organization has a lot of donors who give recurring donations. Some donors like to have their recurring donations by three times per year. What should the consultant advise?

- A. Create a custom installment period in NPSP Settings, and then add the tri-yearly custom installment period to the custom installment picklist.
- B. Change one of the values on the custom installment picklist to tri-yearly.
- C. Tri-yearly is not available as an option in Recurring Donations so for those the nonprofit will need to use Opportunities with multiple payments.
- D. Use the tri-yearly installment period that comes by default with Recurring Donations.

Answer: A

NEW QUESTION 20

- (Exam Topic 1)

Which two actions should a consultant take before importing a large volume of data into an NPSP org?

- A. Check the code coverage of the target org
- B. Disable certain Apex classes manually in production
- C. Check if the data is clean, structured, and in its final format
- D. Disable certain Apex classes using TDTM

Answer: CD

NEW QUESTION 23

- (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 to the proper services queue.

Answer: B

NEW QUESTION 26

- (Exam Topic 1)

A family foundation wants to use Salesforce to track its funding of dozens of projects using a Campaign for each project. The foundation has a goal of funds to disperse, and it is important that the foundation can track year over year goals for each project. What should a consultant recommend for the foundation to track progress?

- A. Create a custom object for year and a custom object for project to track.
- B. Create a Campaign hierarchy for project and year.
- C. Create reports with bucketing and filters.
- D. Create a process that populates custom fields for each year and project on Opportunities.

Answer: B

NEW QUESTION 30

- (Exam Topic 1)

A local charity receives its income from recurring payments. The Recurring Donation object is used and contains a unique and manually entered reference number. This reference number should not be modified after creation. The finance department has requested that all child Opportunities also contain this unique

reference number to make it easier to reconcile payments. How can the consultant achieve this?

- A. Create a custom text field on the Opportunity object and use NPSP Recurring Donation Custom Field Mappings
- B. Create a text formula field on the Opportunity object and use Process Builder to update all child Opportunities
- C. Create a custom field on the Opportunity object and deploy a trigger to update all child Opportunity records.
- D. Create a custom text field on the Recurring Donation object and use NPSP Recurring Donation Custom Field Mappings

Answer: D

NEW QUESTION 35

- (Exam Topic 1)

A consultant is setting up a governance framework as part of a nonprofit organization implementation. Which three elements should be included in a Salesforce-recommended governance structure? Choose 3 answers

- A. Agile Methodology
- B. Release Management
- C. Rules of Engagement
- D. Center of Excellence
- E. Design Standards

Answer: ABD

NEW QUESTION 37

- (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 40

- (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 41

- (Exam Topic 1)

A nonprofit organization is using NPSP to manage its contacts and their families. What should the consultant recommend about adding other common connections such as siblings and deceased and divorced spouses?

- A. Add them as Relationship entries manually
- B. Add them as Relationship record types
- C. Add them as Affiliation entries manually
- D. Add them as Affiliation record types

Answer: A

NEW QUESTION 42

- (Exam Topic 1)

A consultant is about to begin a data project with a nonprofit to clean up Opportunity data.

Which opportunity data situation requires a consultant to temporarily disable NPSP Triggers for performance reasons?

- A. Uploading 600,000 new Organization Accounts without addresses
- B. Uploading 400,000 new records to a custom object
- C. Uploading 100,000 new Task records
- D. Uploading 1 million new Contact records

Answer: D

NEW QUESTION 45

- (Exam Topic 1)

A nonprofit customer is concerned about its users having their Salesforce usernames and passwords compromised. Which Salesforce security feature should the consultant recommend?

- A. Set up two-factor authentication

- B. Add IP ranges on user profiles
- C. Specify a My Domain login policy for its Salesforce instance
- D. Specify a Trusted IP Range for each user

Answer: A

NEW QUESTION 49

- (Exam Topic 1)

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. Campaigns
- B. Community Cloud
- C. Pardot
- D. Salesforce DMP

Answer: C

NEW QUESTION 53

- (Exam Topic 1)

A consultant is assisting a nonprofit organization in its data integration and data mapping between the two systems. The consultant is unsure when a particular field was introduced by NPSP.

How should the consultant find the NPSP version number for the field?

- A. Click on "Setup" and navigate to "Schema Builder".
- B. Install a third-party app from the AppExchange to extract the metadata.
- C. Reference the NPSP Public Data Dictionary.
- D. Click on "Setup" and navigate to "Objects and Fields".

Answer: C

NEW QUESTION 58

- (Exam Topic 2)

A nonprofit has implemented Program Management Module to satisfy the reporting requirements of a new grant. The funder expects to see a report that segmen&s services according to location.

Which object will allow the nonprofit to satisfy the reporting requirements?

- A. Program
- B. Service
- C. Program Engagement
- D. Program Cohort

Answer: D

Explanation:

<https://powerofus.force.com/s/article/PMM-Overview> <https://trailhead.salesforce.com/en/content/learn/modules/program-management-with-nonprofit-cloud/management>

NEW QUESTION 59

- (Exam Topic 2)

A nonprofit wants to use Salesforce technology to train and test its employees on skills related to brand messaging, creating support cases for IT, and publishing online videos.

Which solution should the consultant recommend?

- A. Custom Help pages
- B. Prompts for In-App Guidance
- C. myTrailhead
- D. Knowledge

Answer: D

NEW QUESTION 60

- (Exam Topic 2)

A system admin uploaded a .CSV file using the Data Import Wizard with the NPSP Data Importer. The Mailing Street address field was mapped, but the admin noticed the field was Wizard on all of the records after the import completed.

What is a likely cause?

- A. The column contained incomplete data.
- B. There were more than 65 columns in the CSV file.
- C. The mapped Salesforce ID was inappropriate for the record type.
- D. There were validation rules for the missing field.

Answer: D

NEW QUESTION 62

- (Exam Topic 2)

A data administrator at a small nonprofit has 3 profile that allows them to Read, Create, Edit, and Delete on all objects. The staff member receives an error when

attempting to merge three duplicate contacts.
What should the consultant recommend to resolve this issue?

- A. Tell the staff member to select only two instead of three contacts when using Contact Merge.
- B. Make the staff member a system admin.
- C. Create a Permission Set with Modify All on Contacts and Accounts and assign it to the staff member.
- D. Tell the staff member to merge Contacts from the View Duplicates component.

Answer: C

Explanation:

<https://powerofus.force.com/s/article/NPSP-Merging-Contacts>

NEW QUESTION 63

- (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 68

- (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 71

- (Exam Topic 2)

A nonprofit has engaged a consultant to help export detailed accounting transactions to its existing external financial system using Accounting Subledger. The nonprofit requires export of all pledges when they are booked.

Which solution should the consultant recommend?

- A. Upgrade Accounting Subledger from Starter Edition to Growth Edition.
- B. Set "Pledged" stage to "Committed" in Stage to State Mapping.
- C. Set "Pledged" stage to "Finalized" in Stage to State Mapping.
- D. Use Process Builder to create Ledger Entries on Opportunity update.

Answer: B

Explanation:

<https://powerofus.force.com/s/article/ASL-Automate-Stage-to-State-Mappings>

NEW QUESTION 73

- (Exam Topic 2)

A nonprofit's system admin has seen this error message multiple times:

Npsp,TDTMContact:execution of AfterUpdate caused by : System,SObjectException:Invalid field gender_c Contact (npsp)

How should the admin troubleshoot this?

- A. Check to make sure there are no invalid values in the gender field on Contact records.
- B. Verify that all Reciprocal Relationships are mapped to gender field values.
- C. Check that Salutations have been mapped to gender field values.
- D. Verify the correct field for gender is specified in Relationship settings.

Answer: A

NEW QUESTION 78

- (Exam Topic 2)

A consultant wants to test out new Nonprofit Cloud features coming out in the upcoming Salesforce release in their customs..

Which action must the consultant take to do this?

- A. Refresh a preview Instance sandbox just prior to sandbox preview period.

- B. Refresh a preview instance sandbox during the sandbox preview period.
- C. Create a new sandbox during the sandbox preview period.
- D. Create a preview instance sandbox during the sandbox preview period.

Answer: A

NEW QUESTION 80

- (Exam Topic 2)

The system admin at a nonprofit has set up automated soft credits to grant to the solicitor of each donation. The development director wants a report to show who the solicitor is for each donor.

Which report type does the system admin need to use to create the requested report?

- A. Contacts with Relationships
- B. Opportunities with Contact Roles
- C. Opportunities with Partial Soft Credits and Contacts
- D. Accounts with Contact Roles and Household

Answer: B

NEW QUESTION 82

- (Exam Topic 2)

The program manager of an after-school program wants to pull a report that shows all students in the program and their primary parent/guardian with the parent/guardian's cell phone and email. The nonprofit is using NPSP.

Which custom report type should the consultant use to create the report?

- A. Program Engagements with or without Household Account
- B. Service Participants with or without Program Engagement
- C. Contacts with or without Relationships
- D. Contacts with or without Service Participants

Answer: A

Explanation:

<https://trailhead.salesforce.com/trailblazer-community/feed/0D54S00000A7atiSAB>

NEW QUESTION 86

- (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 91

- (Exam Topic 2)

A nonprofit wants to collect information online about volunteers who are new to the nonprofit, including names and contact details, skill sets, and availability. The nonprofit already uses NPSP and Volunteers for Salesforce and wants to create a report with this information.

What are two ways the consultant can meet the requirement? Choose 2 answers

- A. Collect contact information during job sign up via Job Listings.
- B. Attach emails from volunteers with their information to Contact records.
- C. Set up a Personalized Volunteer Page on the nonprofit's website.
- D. Add the Volunteer Sign Up form to the nonprofit's website.

Answer: CD

NEW QUESTION 93

- (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 NPSP 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 95

- (Exam Topic 2)

A nonprofit wants to convert from Legacy Recurring Donations to Enhanced Recurring Donations. What are two considerations the nonprofit should take into account before making the switch? Choose 2 answers

- A. Enhanced Recurring Donations introduces a new custom object.
- B. An ETL tool is required to revert to Legacy Recurring Donations.
- C. All existing integrations should be reviewed for compatibility.
- D. Reverting to Legacy Recurring Donations is unsupported.

Answer: BC

Explanation:

https://sfdo-docs.s3-us-west-2.amazonaws.com/npsp_rd_upgrade_guide.pdf

NEW QUESTION 96

- (Exam Topic 2)

A development officer wants to integrate wealth scoring information into Salesforce. Which solution should the consultant recommend?

- A. Pardot
- B. Philanthropy Cloud
- C. Salesforce Optimizer
- D. A third-party app on the AppExchange

Answer: D

NEW QUESTION 99

- (Exam Topic 2)

A nonprofit sends direct mail appeals via a third-party mail house. The nonprofit pulls a report from NPSP to send to the mail house with address information for each constituent who should receive an appeal. Some constituents prefer to receive mail at an address other than their primary household address. How should a consultant access a list of those who do not reside at their household mailing address?

- A. Create a custom report type for Addresses and a filter for Address Override = True.
- B. Create a Contacts and Accounts report and add a filter for Address Override = True.
- C. Create a Contacts and Accounts report and add a filter for Primary Address Type - Other.
- D. Create a Campaign and run the Household Mailing List report.

Answer: B

Explanation:

<https://powerofus.force.com/s/article/NPSP-Override-the-Default-Address-for-a-Contact>

NEW QUESTION 104

- (Exam Topic 2)

A nonprofit wants its supporters to send advocacy messages to elected officials and then record which supporters sent the messages. Which two solutions should the consultant recommend to meet the requirement? Choose 2 answers

- A. Organize advocacy messages into Campaigns and add the Contacts who take action as Campaign Members.
- B. Configure Marketing Cloud to send advocacy messages from the supporters.
- C. Use an online advocacy platform from the AppExchange that syncs to Salesforce.
- D. Set a new NPSP Engagement Level on a Contact every time a Contact sends an advocacy message.

Answer: AB

NEW QUESTION 106

- (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 111

- (Exam Topic 2)

A human services nonprofit needs to track client goals and action items related to those goals. The nonprofit is unsure whether Program Management Module alone will meet its requirements. The nonprofit is considering whether to implement Nonprofit Cloud Case Management. What should the consultant discuss with the nonprofit?

- A. Program Management Module has custom objects for calendars and activities.
- B. Program Management Module can track Case Plans and Action Items.
- C. Case Management has a custom object for tracking goals.
- D. Case Management requires Experience Cloud licenses.

Answer: C

Explanation:

check the entity relationship diagram

NEW QUESTION 114

- (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 117

- (Exam Topic 2)

A nonprofit receives a check that includes donations from several donors for a specific program the nonprofit runs.

Which two features should a consultant configure to track this gift? Choose 2 answers

- A. GAU Allocations
- B. Recurring Donations
- C. Partial Soft Credits
- D. Multiple Payments

Answer: AD

NEW QUESTION 118

- (Exam Topic 2)

A consultant set up and successfully tested an integration between the source system and a sandbox environment of Salesforce. When the integration was switched to the production environment of Salesforce, the consultant encountered API call limit errors.

What is the likely explanation for this?

- A. Testing of the integration in the sandbox environment was insufficient.
- B. The incorrect sandbox environment was used for testing.
- C. The triggers associated with NPSP were disabled in the sandbox environment.
- D. The API call limits were different for sandbox and production environments.

Answer: C

NEW QUESTION 120

- (Exam Topic 2)

A nonprofit uses NPSP to manage its sustained giving program and plans to add Accounting Subledger. Which configuration should the nonprofit review before the implementation?

- A. Payment Allocations
- B. Recurring Donations
- C. NPSP Settings
- D. Accounting Triggers

Answer: A

NEW QUESTION 121

- (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 123

- (Exam Topic 2)

A nonprofit fundraiser notices that some of the NPSP calculated donation summary fields on the Contact and Account records are displaying incorrect values when compared to the donations recorded for each donor.

What are three items the consultant should review to troubleshoot the issue? Choose 3 answers

- A. Customizable Rollups
- B. Opportunity Stages
- C. NPSP Health Check
- D. Salesforce Optimizer report
- E. Campaign Hierarchy

Answer: ABE

NEW QUESTION 127

- (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 130

- (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 135

- (Exam Topic 2)

A nonprofit created a custom Opportunity Name for all In-kind gifts. Which two considerations should the consultant discuss with the nonprofit? Choose 2 answers

- A. The nonprofit should change existing Opportunities to the new naming convention by running the Refresh All Opportunity Names utility.
- B. The Opportunity Name Format will only be applied to new Opportunities of the matching record type.
- C. The nonprofit should change existing Opportunities to the new naming convention through an upsert.
- D. Click the Refresh Name button on one Opportunity record to update all relevant Opportunities.

Answer: CD

Explanation:

<https://powerofus.force.com/s/article/NPSP-Customize-Opportunity-Names#refreshsingle>

NEW QUESTION 136

- (Exam Topic 2)

A nonprofit receives grants so it can offer scholarships to students who attend the nonprofit's community training programs.

- A. NPSP to track the grants the nonprofit receives; Gift Entry to track the scholarships the nonprofit offers; Education Data Architecture to track the training programs.
- B. Program Management Module to track the grants the nonprofit receives; Outbound Funds Module to track the scholarships the nonprofit offers; Education Data Architecture to track the training programs.
- C. Outbound Funds to track the grants the nonprofit receives; NPSP to track the scholarships the nonprofit offers; Education Data Architecture to track the training programs
- D. NPSP to track the grants the nonprofit receives; Outbound Funds Module to track scholarships the nonprofit offers; Program Management Module to track the training programs

Answer: D

NEW QUESTION 139

- (Exam Topic 2)

A nonprofit stores a government-issued personal identification number on each constituent's Contact record in an encrypted field.

What should a consultant enable on a Permission Set to ensure the personal identification number is fully accessible by a subset of org users?

- A. View All Data system permission
- B. View Encrypted Data system permission
- C. Manage Encryption Keys system permission
- D. View All Contact object permission

Answer: B

NEW QUESTION 144

- (Exam Topic 2)

A nonprofit wants to send an event cancellation notice to 150 Salesforce contacts without a separate email service provider. It wants to manage bounces, resend the notice as needed, and view the send history on the Contact record.

Which option should a consultant recommend to meet the requirements?

- A. Journeys
- B. Send List Email
- C. Pardot
- D. Salesforce Engage

Answer: B

Explanation:

<https://powerofus.force.com/s/article/SFDO-BP-Pardot-Basics-for-Nonprofit-and-Education>

NEW QUESTION 147

- (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 151

- (Exam Topic 2)

A nonprofit using NPSP performs m-person case management for new and existing clients in the field. When case managers return to the office, they need to enter over 100 contacts from a spreadsheet, and then create a Case for each.

What should the consultant recommend to meet the requirement?

- A. Use Data Import Wizard to insert Contacts and related Cases.
- B. Configure NPSP Data Importer to upsert Contacts with related Cases.
- C. Install Case Management to upsert Contacts and relate them to Cases.
- D. Create a web-to-case form that case managers will use to record the contact details.

Answer: A

NEW QUESTION 156

- (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. Customizable 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 161

- (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 166

- (Exam Topic 2)

A nonprofit runs a large scholarship program for high-school graduates. It wants to use Salesforce to help with accepting external scholarship applications, reviewing processes, and tracking requirements.

Which two solutions should the consultant recommend to meet this requirement? Choose 2 answers

- A. NPSP Opportunities with GAU Allocation
- B. Web-to-lead form
- C. Experience Cloud
- D. Outbound Funds Module

Answer: BD

NEW QUESTION 168

- (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 170

- (Exam Topic 2)

Donations made by nonprofit volunteers are captured on a spreadsheet monthly. The nonprofit utilizes NPSP and Volunteers for Salesforce.
Which two NPSP Data Import features will streamline the import of these donations? Choose 2 answers

- A. Create a Batch and map Opportunity Primary Contact on First and Last Name.
- B. Schedule a Batch by updating the NPSP Scheduled Batches.
- C. Create a Batch and match Contact on First and Last Name.
- D. Schedule a Batch by checking the Process Using Scheduled Job checkbox.

Answer: CD

NEW QUESTION 173

- (Exam Topic 2)

A nonprofit admin notices that case managers are failing to gather required information when qualifying new beneficiaries for its programs.
Which Salesforce automation tool should the nonprofit use to collect the correct data?

- A. Workflow
- B. Approval Process
- C. Process Builder
- D. Salesforce Flow

Answer: D

NEW QUESTION 177

- (Exam Topic 2)

A nonprofit wants to run an enrollment report for its education classes.
Which Program Management Module object should the consultant use to build the report?

- A. Service Delivery
- B. Program Engagement
- C. Program Cohort
- D. Service

Answer: B

NEW QUESTION 179

- (Exam Topic 2)

Salesforce recommends using V2MOM with customers in the requirements-gathering phase of a project. What is the desired outcome?

- A. Customer adoption
- B. Organizational alignment
- C. Data security
- D. Executive sponsorship

Answer: B

NEW QUESTION 184

- (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 185

- (Exam Topic 2)

An employee has been terminated at a nonprofit. The nonprofit's system admin immediately disabled the former employee as a Salesforce user but is concerned the employee may have exported exposed login credentials to multiple external systems before departing.
Which feature should the consultant recommend to protect this data In the future?

- A. Organization-wide Defaults
- B. Individual Object

- C. Shield Platform Encryption
- D. Named Credentials

Answer: C

NEW QUESTION 190

- (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 195

- (Exam Topic 2)

The system administrator at a nonprofit wants to use Advanced Mapping for regular data imports of constituent and donation data. What is an important consideration of Advanced Mapping?

- A. The target fields can only be text, currency, number, date or address fields.
- B. The target objects must be NPSP objects.
- C. The target objects must directly relate to Accounts, Contacts, or Opportunities.
- D. Checkbox fields are unavailable to map to as target fields.

Answer: B

Explanation:

(wrong),b(wrong), a(if d is wrong then a is also wrong),So Option C <https://help.salesforce.com/s/articleView?id=000358792&type=1>

NEW QUESTION 196

- (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_BatchOvermde and BDI_DataImport Visualforce pages.

Answer: BDE

NEW QUESTION 201

- (Exam Topic 2)

A nonprofit conducts background checks on all prospective volunteers. Only the volunteer manager and executive director should be able to access the fields related to background checks on the Contact object.

How should the consultant configure the security settings?

- A. Create a Role for the volunteer manager under the executive director's Role and grant read, write access to those fields in the volunteer manager's role.
- B. Assign the volunteer manager and executive director to a Public Group and grant the Public Group access to those fields.
- C. Create a Sharing Rule that grants the volunteer manager and executive director access to the background check fields.
- D. Create a Permission Set that grants access to those fields and assign it to the volunteer manager and executive director.

Answer: A

NEW QUESTION 206

- (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 211

- (Exam Topic 2)

A nonprofit using NPSP manages scholarship funds for students. A donor indicates they want to split their gift between two scholarship funds.

Which solution should the consultant recommend to meet the requirement?

- A. GAU Allocations
- B. Automated Soft Credits
- C. Partial Soft Credit
- D. Campaign Hierarchy

Answer: A

NEW QUESTION 213

- (Exam Topic 2)

A nonprofit using NPSP wants to track fundraising, courses, and training participation in Salesforce. What should the consultant discuss with the nonprofit?

- A. Add Program Management Module to track courses and training participation.
- B. Add Volunteers for Salesforce to track courses and training participation.
- C. Use Engagement Plans for donor engagement that includes courses and training participation.
- D. Use Education Data Architecture to track fundraising, courses, and training participation.

Answer: D

NEW QUESTION 215

- (Exam Topic 2)

A nonprofit has a large volume of data across multiple objects in Salesforce and external databases. The nonprofit needs to quickly query data across its systems to get insights on any device about the impact it is having.

Which solution should the consultant recommend?

- A. Salesforce Connect
- B. Salesforce Reports & Dashboards
- C. External Objects
- D. CRM Analytics

Answer: D

NEW QUESTION 218

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