

# Salesforce

## Exam Questions Nonprofit-Cloud-Consultant

Salesforce Certified Nonprofit Cloud Consultant (SP20)



#### NEW QUESTION 1

- (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 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 gift officer successfully imported a small list of donors and their donations. The gift officer wants to add these donors to a Campaign from an Opportunities report but the "Add to Campaign" option is not available. The gift officer wants to add donors to a Campaign from a report. What should the consultant recommend?

- A. Export the Opportunity report results and import the list of donors as Campaign Members using the Data Import Wizard
- B. Create a joined report with Opportunities and Campaigns
- C. Create a report type that includes Contacts such as the Opportunities with Contact Roles report type
- D. Go to Setup and add the "Add to Campaign" button to the report type

**Answer: C**

#### NEW QUESTION 4

- (Exam Topic 1)

A nonprofit organization has a new system administrator who has just taken over managing its existing Salesforce organization and wants to know which data maintenance practices should be used.

Which two data hygiene practices should a consultant recommend? Choose 2 answers

- A. Organize reports into appropriate folders.
- B. Create a new custom object to store legacy data.
- C. Run Health Check.
- D. Delete all past activities.

**Answer: AC**

#### NEW QUESTION 5

- (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 6

- (Exam Topic 1)

The executive director at a nonprofit needs to understand the overall summary of individuals engaged with the organization across multiple channels, including donations, volunteer shifts, and event attendance. What can the consultant deliver to help them achieve this summary by channel?

- A. Create a Role Hierarchy to summarize the number of Opportunity records associated with each user, and the Campaign Memberships associated with the Primary Contact on the Opportunity by channel.
- B. Create an Account Hierarchy to see the number of people related to each household, and their associated Contact records with Campaign Memberships and Opportunities by channel.
- C. Create a User Hierarchy to report by user with the Opportunity, Contact, and Campaign records owned representing donation, volunteer, and event channels and their Campaign Memberships.
- D. Create a Campaign Hierarchy to see the number of people associated with each donation, shift, and event, by channel with Campaign Memberships.

**Answer: D**

#### NEW QUESTION 7

- (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 8

- (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 9

- (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 10

- (Exam Topic 1)

A nonprofit organization needs to import a list of donations made at a recent gala. Several of the donors have more than one mailing address. What is the correct order of objects to import data in Salesforce?

- A. Opportunity, Campaign, Contact, Address, Account
- B. Account, Address, Contact, Campaign, Opportunity
- C. Contact, Opportunity, Account, Address, Campaign
- D. Lead, Account, Address, Campaign, Opportunity

**Answer: B**

#### NEW QUESTION 10

- (Exam Topic 1)

A nonprofit organization has a large volume of contacts, organizations, and address records. The organization wants to migrate all of its data into its NPSP org. What are two considerations? Choose 2 answers

- A. Address verification only works with the one-to-one and individual ("Bucket") Account models.
- B. Tracking addresses with the Address object may introduce more complexity.
- C. Migrating all historical address information impacts system data storage.
- D. There is a limit of three addresses per contact or organization that can be migrated into NPSP.

**Answer: BC**

#### NEW QUESTION 12

- (Exam Topic 1)

During requirements gathering with a nonprofit, the consultant discovers that the customer only works with individual contributors and volunteers (not companies or organizations). The consultant considers using Person Accounts with NPSP so that the customer can track its individual's as accounts. What is the best practice regarding Person Accounts?

- A. Person Accounts should be tested in NPSP, and can be turned off if it does not work as intended
- B. Ensure the Person Account record type is selected as the Household record type in NPSP Settings
- C. Ensure that the Person Account record type is set as the default record type for the profile of the user who is converting the lead if the customer is planning to do lead conversion
- D. Person Accounts were not designed to work with NPSP, and is not supported for use with NPSP

**Answer: D**

#### 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 18

- (Exam Topic 1)

Which function of the application development lifecycle does establishing a Center of Excellence address?

- A. Documentation
- B. Data management
- C. Deployment
- D. Testing
- E. Governance

**Answer: E**

#### NEW QUESTION 21

- (Exam Topic 1)

A local community center provides health care services to eligible local residents. Staff currently triage patients through 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 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 30

- (Exam Topic 1)

A nonprofit organization receives a lot of grants, many of which are renewals of previous grants from the same funder. The organization wants to be able to easily access the previous grant information.

What should the consultant advise to capture this in Salesforce?

- A. Create a Campaign for the funder and add all Opportunities including the original grant and any renewal grants to the Campaign.
- B. Create a child Opportunity for the renewal grant from the original grant using the Renewal Grant Opportunity record type.
- C. Fill in the "Previous Grant/Gift Opportunity" lookup field on the Opportunity for the new grant and check the "Is Grant Renewal" field.
- D. Ensure that when naming the Opportunity for the renewal grant, "Renewal" is included in the name as well as the name of the funder.

**Answer: C**

#### NEW QUESTION 34

- (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 38

- (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 39

- (Exam Topic 1)

A nonprofit organization wants a report that compares giving at a consistent point in time from year to year. Now should the consultant set this up?

- A. Create a matrix report bucketing the dates you wish to compare.
- B. Create a joined report showing the two years side by side.
- C. Run the NPSP Account SYBUNT and Contact SYBUNT reports.
- D. Set up a Reporting Snapshot on Opportunities.

**Answer:** D

#### NEW QUESTION 40

- (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 45

- (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 48

- (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 53

- (Exam Topic 2)

A consultant is assisting a nonprofit in its data integration and mapping between two systems. The consultant is unsure when a particular field was added to NPSP. Where can the consultant find the NPSP version number for the field in question?

- A. Schema Builder
- B. NPSP package details
- C. Custom field definition detail
- D. NPSP Data Dictionary

**Answer:** D

**Explanation:**

<https://powerofus.force.com/s/article/NPSP-Which-Version-Am-I-Using>

**NEW QUESTION 55**

- (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 56**

- (Exam Topic 2)

An international nonprofit added a translated Relationship picklist value, but both Relationship records are displaying incorrectly.

What is the cause of this issue?

- A. The current user has an incorrect locale.
- B. The reciprocal relationship value is missing in the NPSP Settings tab.
- C. The Translation Workbench is disabled.
- D. The language is unsupported in NPSP.

**Answer:** A

**NEW QUESTION 58**

- (Exam Topic 2)

A user at a nonprofit is trying to run a mailing list report on a campaign using the NPSP Household Mailing List button. They receive an error saying, "the data you are trying to access is unavailable." The button works as expected for the system administrator.

What should the consultant advise to troubleshoot the issue?

- A. Check if the user has access to the Apex Class for Manage Households.
- B. Check if the Campaign ID filter in the Campaign Household Mailing List report is unlocked.
- C. Check if the user has the View Reports in Public Folders system permission.
- D. Check if the user has access to Households via Role hierarchy.

**Answer:** B

**NEW QUESTION 63**

- (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 66**

- (Exam Topic 2)

Which one do you like?

- A. Option 3
- B. Option 2
- C. Option 1
- D. Option 4

**Answer:** C

**NEW QUESTION 71**

- (Exam Topic 2)

A consultant is working on a data migration to NPSP that includes tens of millions of records across many objects. The migration needs to take place over a weekend to minimize system downtime.

What should the consultant recommend?



- A. SOAP API
- B. NPSP DataImport
- C. Bulk API
- D. Data Import Wizard

**Answer:** C

#### NEW QUESTION 75

- (Exam Topic 2)

A nonprofit uses Volunteers for Salesforce. The nonprofit has volunteers who work the same schedule every week. The volunteer manager wants to avoid asking these ongoing volunteers to sign up for the same shift every time.

How should the consultant configure Salesforce to meet the requirement?

- A. Use the Volunteer Recurrence Schedules in Volunteers for Salesforce to create the volunteers' schedules.
- B. Enter all volunteer IDs and schedules on a spreadsheet and use an ETL tool to create volunteer hours records In Volunteers for Salesforce.
- C. Install a grid app from the AppExchange to mass enter volunteer hours based on each volunteer's schedule.
- D. Use the Job Recurrence Schedule functionality In Volunteers for Salesforce to create the volunteers' schedules.

**Answer:** A

#### NEW QUESTION 80

- (Exam Topic 2)

A nonprofit wants a report that shows Opportunity and General Accounting Unit (GAU) custom field data for gifts to the "General Fund" GAU. The nonprofit wants to add filters so only the gifts connected to the 'Annual Campaign' are shown.

Which report should the consultant implement?

- A. GAU Allocations with Opportunity report type and filter on the Opportunity object for the Primary Campaign Source = 'Annual Campaign' and filter on the GAU Allocation object for General Accounting Unit = 'General Fund'
- B. Opportunity report type with cross filter for Opportunities with GAU Allocations with filter on the cross filter for Campaign = 'Annual Campaign' and General Accounting Unit = 'General Fund'
- C. Opportunity report type with cross filter for Opportunities with GAU Allocations and filter on Opportunity object for the Primary Campaign Source = 'Annual Campaign' and on the GAU Allocations object for General Accounting Unit » 'General Fund'
- D. GAU Allocations with Opportunity report type and filter on the GAU Allocation object for Campaign = 'Annual Campaign' and General Accounting Unit = 'General Fund'

**Answer:** D

#### NEW QUESTION 85

- (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](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 90

- (Exam Topic 2)

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

Npsp,TDTMCCContact:execution of AfterUpdate caused by : System,SObjectException:Invalid field gender\_c Contect (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 94

- (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 97**

- (Exam Topic 2)

Which one do you like?

- A. Create a custom text field on the Contact and create a Customizable Rollup Filter using Donor Streak as the Operation
- B. Create a custom currency field on the Contact and create a Customizable Rollup Filter using Donor Streak as the Operation
- C. Create a custom number field on the Contact and create a Customizable Rollup Filter using Donor Streak as the Operation
- D. Create a custom text formula field on the Contact and create a Customizable Rollup Filter using Donor Streak as the Operation

**Answer:** C

**NEW QUESTION 98**

- (Exam Topic 2)

A nonprofit is loading 5 million donation history records into Salesforce from a payment processing system. What should the consultant do to ensure the data load is successful?

- A. Create an Apex Test Class.
- B. Temporarily disable TDTM Trigger Handlers.
- C. Disable Data Validation Rules.
- D. Deploy a Custom Apex Class with TDTM.

**Answer:** B

**NEW QUESTION 101**

- (Exam Topic 2)

A community foundation administers a scholarship fund that awards multiple scholarships a year. The foundation wants to use Nonprofit Cloud to track and review applications and record the scholarship recipients, award amounts, and dates. What should a consultant recommend to meet the requirement?

- A. Use the Grant Opportunity Record Type and the Primary Contact field for the recipient in NPSP.
- B. Set up the Outbound Funds Module and connect the Funding Request to Contacts for the recipient.
- C. Set up the Program Management Module and use Program Cohort with Program Engagement for the recipient.
- D. Create an Opportunity Record Type for Scholarships and Primary Contact field for the recipient in NPSP.

**Answer:** B

**NEW QUESTION 103**

- (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 NPSP 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 108**

- (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 113**

- (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 117**

- (Exam Topic 2)

A nonprofit wants to be in full compliance with Salesforce best practices for data security and has asked its consultant an evaluation. Which tool should the consultant use to provide this assessment?

- A. NPSP Health Check
- B. Salesforce Health Check
- C. Salesforce Optimizer
- D. Shield Platform Encryption

**Answer:** A

**NEW QUESTION 119**

- (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)

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 123**

- (Exam Topic 2)

A nonprofit wants to make a substantial technology shift that will affect multiple teams and departments. Which two initial steps should a consultant discuss with the nonprofit?  
Choose 2 answers

- A. Form a powerful guiding coalition.
- B. Summarize final technology implementation steps.
- C. Deploy features to meet departmental requirements.
- D. Establish a sense of urgency.

**Answer:** CD

**NEW QUESTION 125**

- (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 127**

- (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 130

- (Exam Topic 2)

A consultant is migrating historic donation records into a nonprofit's Salesforce org. Many of these donations were paid in multiple installments. What should the consultant do to correctly match the Payments to the Opportunities?

- A. Set the Stage field to "Closed Lost".
- B. Delete the automatically created payments.
- C. Check the Do Not Automatically Create Payment field.
- D. Change the Opportunity record type to an excluded value.

**Answer:** C

#### NEW QUESTION 131

- (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 136

- (Exam Topic 2)

A nonprofit is moving from a legacy donor management system to NPSP. The nonprofit wants to retain the legacy system's 150 donation appeal source codes as historical data.

What should the consultant recommend?

- A. Create a custom object "Legacy Source Code" and map a lookup field on Contacts and Opportunities when importing donations.
- B. Create a custom text field "Legacy Source Code" on Contact and Opportunity to store the legacy system's source codes.
- C. Insert a Campaign for each Legacy Source code and, when importing Contacts and Opportunities, relate them to the Campaign.
- D. Add each legacy source code to the Lead Source picklist and set the code when inserting Contacts and Opportunities.

**Answer:** B

#### Explanation:

<https://www.plative.com/preparing-for-salesforce-data-migration-with-nonprofit-success-pack/>

#### NEW QUESTION 138

- (Exam Topic 2)

A nonprofit has employed a contract developer for work involving objects that contain personal and personally identifiable information. The contractor is working in a full copy sandbox.

What should the consultant recommend to ensure the contractor is unable to access this sensitive data?

- A. Encrypt all fields containing sensitive data with Classic Encryption.
- B. Configure the contractor's Profile to prevent access to the sensitive data.
- C. Implement Salesforce Data Mask and mask the sensitive data.
- D. Implement Salesforce Shield and apply it to the sensitive data.

**Answer:** C

#### Explanation:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-data-mask/understand-the-importance-of-da>

#### 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 140

- (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 145

- (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 148

- (Exam Topic 2)

A nonprofit wants to manage a new program In Salesforce.  
— and several objects that connect those objects

What should the consultant recommend as the first step before embarking on a new implementation project?

- A. Set up an implementation timeline and delivery plan.
- B. Identify the challenges the nonprofit is currently experiencing.
- C. Review data in a .csv file and begin mapping to existing fields.
- D. Audit existing standard and custom objects and fields.

**Answer:** B

#### NEW QUESTION 151

- (Exam Topic 2)

A nonprofit wants to send monthly project updates to donors who have given 10 or more times. The nonprofit wants to add new donors who meet this criteria to the newsletter campaign.

How should a consultant ensure the campaign stays current?

- A. 1. Create a list view of Opportunities and filter the list by Total Number of Gift
- B. 2. Run the list view each month and click the Add to Campaign button.
- C. 1. Add standard roll-up fields to the Contact record to calculate total number of gift
- D. 2. Run the report each month filtered by this roll-up and click the Add to Campaign button.
- E. 1. Create a Contact report and filter by Total Number of Gift
- F. 2. Run the report each month and click the Add to Campaign button.
- G. 1. Create a Report of Opportunities, grouped by Primary Contact, and add a filter to exclude donors who fail to meet the criteri
- H. 2. Run the report each month and click the Add to Campaign button.

**Answer:** D

#### NEW QUESTION 156

- (Exam Topic 2)

The event manager for a nonprofit organization periodically imports a cleaned, structured list of event registrations. Now should the consultant set up the TDTM Trigger Handlers?

- A. Disable Opportunity Contact Role trigger handlers.
- B. Disable TDTM for specific users.
- C. Disable the Trigger Handler using Apex instead of TDTM.
- D. Disable TDTM for all users.

**Answer:** B

#### Explanation:

<https://powerofus.force.com/s/article/NPSP-Disable-Trigger-Handlers#ariaid-title3>

#### NEW QUESTION 160

- (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 164**

- (Exam Topic 2)

A nonprofit wants to use Volunteers for Salesforce for volunteer management. Which action should a consultant take before installing the package?

- A. Apply for license donation for Volunteers for Salesforce.
- B. Check that the nonprofit has the most recent NPSP release.
- C. Ensure the Program Management Module Is already Installed.
- D. Compare usage of roll-up summary fields to limits.

**Answer:** D

**NEW QUESTION 169**

- (Exam Topic 2)

A nonprofit has hired a consultant to help implement a Salesforce marketing automation solution. Which question should a consultant ask the nonprofit first?

- A. How is marketing data maintained and is it currently clean and accurate?
- B. Will departments be sharing the same marketing data?
- C. What are the overall marketing objectives and strategy?
- D. How much visibility does the nonprofit need into the lifecycle of its marketing leads?

**Answer:** C

**NEW QUESTION 171**

- (Exam Topic 2)

A fundraiser at a nonprofit wants to be donation solicitations on which she is easily track and update her gift asks. What should requirement

- A. Kanban View
- B. Einstein for Nonprofits
- C. Manage Campaign Members
- D. Path

**Answer:** A

**NEW QUESTION 173**

- (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 175**

- (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 179**

- (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 183**

- (Exam Topic 2)

A nonprofit wants to send messages to Contacts stored in NPSP based on their connections to the nonprofit's corporate funders. Which object should be connected with Contacts in a report type to meet this requirement?

- A. Relationships
- B. Opportunities
- C. Accounts
- D. Affiliations

**Answer:** D

#### NEW QUESTION 184

- (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 185

- (Exam Topic 2)

A nonprofit is embarking on an organization implementation to replace numerous outdated systems. A consultant recommends establishing a Lean Governance Framework to ensure compliance, assess risk, and roll out a successful implementation for all users.

Which component is a key process of the Lean Governance Framework?

- A. Executive buy-m
- B. Software Development Lifecycle
- C. End user management
- D. Power user feedback

**Answer:** B

#### NEW QUESTION 186

- (Exam Topic 2)

A nonprofit using NPSP wants to track all donations that go to a designated fund. How should a consultant meet this requirement?

- A. Create an Opportunity record type called "Funds".
- B. Create a General Accounting Unit record for the designated fund.
- C. Create a custom object to track fund accounts.
- D. Create a GAU Allocation record for the designated fund.

**Answer:** D

#### NEW QUESTION 191

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

**Answer:** C

#### NEW QUESTION 194

- (Exam Topic 2)

A nonprofit has purchased Accounting Subledger. Donations are imported from many sources and updated by staff frequently. The nonprofit wants to configure Accounting Subledger so only the appropriate records are created and available to be exported to finance.

How should the consultant configure Ledger Entries to limit the records exported to finance?

- A. Configure report to filter by stage.
- B. Configure a Sales Process.
- C. Configure Path on Opportune
- D. Configure Stage to State Mapping.

**Answer:** D

#### NEW QUESTION 198

- (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 203**

- (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 208**

- (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 210**

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

**Answer:** A

**NEW QUESTION 214**

- (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 218**

- (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 222**

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