

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 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 3

- (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 4

- (Exam Topic 1)

A nonprofit organization wants to designate its donors into three categories, Gold, Silver, and Bronze, based on the total gift amount for that year. How can this be accomplished using NPSP?

- A. Create a picklist field that will display the categories based on the Total Gifts This Year field.
- B. Create a custom field on the Opportunity that will display the categories and a process in Process Builder to populate the value based on the Total Gifts This Year field.
- C. Set up NPSP Levels for the categories based on Total Gifts This Year.
- D. Create a custom field on the Opportunity that will display the categories and a custom trigger to populate the value based on the Total Gifts This Year field.

Answer: C

NEW QUESTION 5

- (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 6

- (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 7

- (Exam Topic 1)

A nonprofit organization wants to automatically generate an Opportunity whenever a Lead is converted. What should the consultant do to meet this requirement?

- A. Select the "Create an Opportunity on Lead Convert" checkbox in NPSP Settings.
- B. Write a trigger that automatically generates an Opportunity on Lead conversion.
- C. Install a third-party app from the AppExchange that converts leads to any other object.
- D. Create a process using Process Builder that will automatically create an Opportunity on Lead Conversion.

Answer: A

NEW QUESTION 8

- (Exam Topic 1)

The system administrator accidentally deletes the NPSP 00 - Error Processing job. What should the consultant recommend?

- A. Go to NPSP Settings | Bulk Data Processes | Batch Process Settings to automatically recreate it.
- B. Go to the NPSP Data Imports | Bulk Data Processes | Batch Process Settings to automatically recreate it.
- C. Go to the Recycle Bin and undelete the job.
- D. Go to help and create a case and ask Salesforce Support to reschedule this job.

Answer: A

NEW QUESTION 9

- (Exam Topic 1)

A nonprofit organization using NPSP does a lot of mailings and wants to ensure states and countries are entered accurately into Salesforce. The nonprofit has heard about State and Country Picklists and asked its consultant about enabling them. What are two considerations the consultant should raise about enabling State and Country Picklists and asked its consultant about enabling them. What are two considerations the consultant should raise about enabling State and Country Picklists for NPSP?

- A. NPSP Data Import object doesn't support State and Country abbreviations in picklist form
- B. The Individual ("Bucket") account model does not support State and Country Picklists
- C. Predefined State and Country abbreviations on Address records must be used
- D. State and Country Picklist values can only be configured on the Address object

Answer: AC

NEW QUESTION 10

- (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 10

- (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 15

- (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 16

- (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 18

- (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 20

- (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 22

- (Exam Topic 1)

A nonprofit organization is migrating from a standard Salesforce org to an NPSP org. It has a large volume of contacts. The nonprofit organization is considering using an Individual ("Bucket") account model. What are two considerations in this situation?

- A. The Individual account model is a legacy account model and is no longer recommended.
- B. Once the Individual model is enabled, it cannot be changed.
- C. The Account name is identical to the Contact name.
- D. There is a risk of account data skew with the Individual account model and the large volume of contacts.

Answer: CD

NEW QUESTION 26

- (Exam Topic 1)

A nonprofit organization wants to record the most recent Opportunity close date on Contact records. The nonprofit organization expects the field on the Contact to be overwritten every time a new Opportunity meets the criteria. Which feature should the consultant use to meet this requirement?

- A. AppExchange App
- B. Formula Field
- C. Roll-Up Summary Field
- D. NPSP Customizable Rollups

Answer: D

NEW QUESTION 27

- (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 31

- (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 33

- (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 35

- (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 36

- (Exam Topic 1)

A system administrator encounters an error at run time that a record couldn't be updated when a Customizable Rollup ran. What should the consultant check?

- A. If the Target Field exists
- B. If the Target Field is a NPSP field
- C. If the Target Field has a validation rule
- D. If the Target Object is a custom object

Answer: C

NEW QUESTION 38

- (Exam Topic 1)

A nonprofit organization is using NPSP Data Importer for Contacts. The consultant has noticed that even though the mappings are correct, some of the Account records are not automatically being created. Which two things should the consultant check?

- A. If all the email addresses are properly formatted
- B. If all records have a phone number
- C. If the required fields are included in the import
- D. If there are required fields on the Account

Answer: CD

NEW QUESTION 39

- (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 Lightning Enterprise + NPSP
- C. The free trial period is for 30 days
- D. It is a Developer Edition org

Answer: BC

NEW QUESTION 43

- (Exam Topic 1)

How can a user differentiate between a Contact's Account and Primary Affiliation under the Household Account model?

- A. A Contact's Account is the same as the Contact record, a Contact's Primary Affiliation is the Contact's Household.
- B. A Contact's Account is where they live, a Contact's Primary Affiliation is where they work.
- C. A Contact's Account is where they work, a Contact's Primary Affiliation is where they live.
- D. A Contact's Account is the same as a "bucket" where all Contacts are associated, a Contact's Primary Affiliation is the Contact's Household.

Answer: B

NEW QUESTION 48

- (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 the executive 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 53

- (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 56

- (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 57

- (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 62

- (Exam Topic 1)

Which resource should the consultant recommend to a non-profit organization to suggest new features in NPSP?

- A. Power of Us Hub
- B. Salesforce Help
- C. Salesforce AppExchange
- D. Trailblazer Community

Answer: A

NEW QUESTION 63

- (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 68

- (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 72

- (Exam Topic 1)

A nonprofit organization wants to manage its social media presence by being able to listen to what constituents are saying about the organization on social media, measure its impact, and manage it from a mobile app. What should the consultant recommend?

- A. Social Studio
- B. Live Message
- C. Pardot
- D. Google Analytics

Answer: A

NEW QUESTION 75

- (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 76

- (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 81

- (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 82

- (Exam Topic 1)

A nonprofit organization has been using Salesforce without NPSP. The organization is now interested in the NPSP functionality and wants the consultant to recommend if NPSP should be used in the same Salesforce environment or if they should start over in a new environment. Which tool should the consultant use to help evaluate and recommend the best course of action?

- A. Salesforce Optimizer
- B. Lightning Experience Migration Assistant
- C. Setup Audit Trail
- D. NPSP Health Check

Answer: A

Explanation:

<https://www.freecram.com/question/Salesforce.Nonprofit-Cloud-Consultant.v2021-01-10.q37/a-nonprofit-organ> ((see in comments)

NEW QUESTION 86

- (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 87

- (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 92

- (Exam Topic 1)

A finance associate needs to track specific funds associated with gifts from individuals and organizations. Gifts may be received as either single amounts associated with one or more funds, and totals by fund will need to be reported on for reconciliation with a finance system. How should the consultant accomplish this with NPSP?

- A. Create Campaign records for each of the funds, create a custom Lookup to Campaigns on the Payment Object, and associate them with Payment records representing the amounts towards each fund.
- B. Create General Accounting Unit records for each of the funds, and associate them with the Opportunity by GAU Allocation record amounts representing the amounts towards each fund.
- C. Create a custom multi-select picklist on the Opportunity record to allow for choosing each of the funds towards which the gift is designated.
- D. Create Campaign records for each of the funds, and associate them with the Opportunity Primary Campaign field on the Opportunity records representing the amounts towards each fund.

Answer: B

NEW QUESTION 94

- (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 98

- (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 segments 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 101

- (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 106

- (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 109

- (Exam Topic 2)

In the NPSP Data Import Template, the Account fields should contain which two types of information? Choose 2 answers

- A. Household-related data
- B. Contact's employer-related data
- C. Business-related data
- D. Contact's address-related data

Answer: BC

NEW QUESTION 114

- (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 118

- (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 119

- (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 120

- (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 125

- (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 126

- (Exam Topic 2)

A nonprofit provides after-school programs to historically underserved youth. The nonprofit wants to track each program and the status of youth enrolled in the program.

Which set of objects within the Program Management Module should a consultant use to track the programs and enrollments?

- A. Programs and Attendance
- B. Programs and Program Engagements
- C. Programs and Contacts
- D. Program Engagements and Program Cohorts

Answer: B

Explanation:

<https://trailhead.salesforce.com/content/learn/modules/program-management-with-nonprofit-cloud/manage-nonp>

NEW QUESTION 128

- (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 132

- (Exam Topic 2)

A developer wrote a trigger on the Contact object.

What are two benefits of using Table-Driven Trigger Management (TDTM) the consultant should discuss with the developer?

Choose 2 answers

- A. Review code coverage.
- B. Control the order in which the code executes.
- C. Identify code that is unused.
- D. Disable specific pieces of code.

Answer: BD

Explanation:

<https://powerofus.force.com/s/article/NPSP-TDTM-Overview>

NEW QUESTION 133

- (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 137

- (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 142

- (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 144

- (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 146

- (Exam Topic 2)

A nonprofit organization has a large volume of donation and payment data that it wants to migrate to its NPSP org. Which two large volume data considerations should the consultant discuss with the nonprofit organization? Choose 2 answers

- A. Data storage limits
- B. Data skew
- C. Code coverage
- D. API call limits

Answer: AB

NEW QUESTION 148

- (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 152

- (Exam Topic 2)

A nonprofit admin needs to import lists of Contacts into Salesforce Campaigns regularly from CSV files using the NPSP Data Import tool. What should the consultant consider when setting up this process for the nonprofit? Choose 2 answers

- A. NPSP Data Import will automatically create the Campaign Member with the default Member Status.
- B. Respect Duplicate Matching Rules' should be checked in NPSP Settings.
- C. NPSP Data Import Dry Run will validate Campaign Member Status.
- D. Existing Campaigns are matched by exact Name.

Answer: BD

NEW QUESTION 154

- (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 156

- (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 159

- (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. B2B Marketing Analytics
- B. NPSP Advanced Mapping
- C. Salesforce Reports
- D. Insights Platform Data Integrity

Answer: C

NEW QUESTION 163

- (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 166

- (Exam Topic 2)

A nonprofit using NPSP receives funding it uses to award grants to national and local arts organizations. The nonprofit wants to track the funds it receives and allocates.

What should a consultant recommend to the nonprofit?

- A. Configure NPSP Settings to track inbound and outbound funds.
- B. Configure NPSP Settings grants management functionality.
- C. Install the Program Management Module.
- D. Install the Outbound Funds Module.

Answer: D

NEW QUESTION 170

- (Exam Topic 2)

A nonprofit enters donation data both into Salesforce and an external accounting system to reconcile. This process is time-consuming. What should the consultant recommend to reduce manual data entry and improve efficiency?

- A. Accounting Subledger
- B. NPSP Data Importer Templates
- C. Data Import Wizard
- D. Advanced Mapping

Answer: B

NEW QUESTION 174

- (Exam Topic 2)

A nonprofit using Case Management wants to avoid visually identifying a subset of clients. How should a consultant configure the view of Contact records to meet the requirement?

- A. Remove Client Photo Component from the Lightning Record Page.
- B. Set Component Visibility for the Client Card Component.
- C. Remove Client Card Component from the Lightning Record Page.
- D. Set Component Visibility for the Client Photo Component.

Answer: D

NEW QUESTION 175

- (Exam Topic 2)

A system admin used NPSP Contact Merge and notices the number of household accounts has changed from 12,345 to 12,300 and is concerned that accounts have been lost.

What is the likely cause for the missing accounts?

- A. The merge automatically creates Household Accounts.
- B. The merge converts Household Accounts to Household custom object records.
- C. The merge automatically deletes any empty Household Accounts without Contacts or Opportunities.
- D. The merge combines Household Accounts with Contacts.

Answer: C

Explanation:

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

NEW QUESTION 177

- (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 182

- (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 correctly?

- 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 185

- (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 Plan when the Opportunity Amount field is greater than 10,000.
- C. Create a tab and associate the Engagement Plan object to the tab
- D. Add the Related List - Single Lightning 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 188

- (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 192

- (Exam Topic 2)

A multinational nonprofit wants all Apex error messages to be sent to a specific system admin. How should the consultant configure NPSP to send error notifications only to this admin?

- A. Set the specific admin as the user to receive error notifications on the NPSP Settings tab under System Tools > Error Notifications.
- B. Uncheck the Send Apex Warning Emails checkbox on all admins except for the specific admin.
- C. Set all users except the specific admin as disabled for receiving error notifications on the NPSP Settings tab under System Tools > Error Notifications.
- D. Change the profile for all users except the specific admin to something different than system admin.

Answer: B

Explanation:

<https://trailhead.salesforce.com/en/trailblazer-community/feed/0D54S00000A8JkQSAV>

NEW QUESTION 194

- (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 197

- (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 198

- (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 199

- (Exam Topic 2)

A nonprofit wants to record which services are provided to families. The nonprofit just installed the Program Management Module. How should the consultant configure the Program Management Module?

- A. Create a Program Engagement record and select each family's Household Account.
- B. Create a Program Cohort record for each family and select the Program on the record.

- C. Create a Program Cohort record for each family and select the cohort on the Program Engagement record.
- D. Create a Program Engagement record and select the head of each family's household for the Contact.

Answer: A

NEW QUESTION 203

- (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 207

- (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 210

- (Exam Topic 2)

A development associate receives a corporate matching gift and failed to indicate the original donation was supposed to be matched.

Which solution should the consultant recommend?

- A. Select Find Matched Gifts and click on the Find More Gifts button.
- B. Create a Lightning quick action to find the matching gift.
- C. Select Manage Soft Credits and change the Contact Role to Matched Donor.
- D. Create a lookup field on the Opportunity object for matched gift donor.

Answer: A

NEW QUESTION 212

- (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 217

- (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 219

- (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 224

- (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 criteria
- H. 2. Run the report each month and click the Add to Campaign button.

Answer: D

NEW QUESTION 228

- (Exam Topic 2)

A nonprofit is migrating from a legacy donor management database. The database has donor contact information, donation history, and payment information.

How should the consultant load the data from the database using a single file to create the related records?

- A. Data Loader
- B. Data Import Wizard
- C. NPSP Data Importer
- D. Workbench

Answer: C

Explanation:

<https://sites.google.com/a/cloud4good.com/salesforce-glossary/home/npssp-user-manual/chapter-4-entering-data/>

NEW QUESTION 229

- (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 231

- (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 233

- (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 234

- (Exam Topic 2)

A board member introduced a high-net-worth individual to the work of the nonprofit. The individual made a donation at an event.

The fundraising manager wants to record this information in Salesforce. It is important the donation is hard credited to the individual while ensuring this donation, as well as any future donations from the individual, are soft-credited to the board member. The board member and the individual already exist as contacts in Salesforce.

How should the data be entered*?

- A. Create the donation opportunity for the individua
- B. Add the board member as a Soft Credit contact role for the donatio
- C. Create k^a relationship between the board member and the individual.
- D. Create a relationship between the individual and the board member with a Related Opportunity Contact Role of Soft Credi
- E. Create the donation opportunity for the individual.
- F. Create a relationship between the individual and the board membe
- G. Create the donation opportunity for the individua
- H. Add theboard member as a Soft Credit contact role to the donation.
- I. Create a relationship between the individual and the board membe
- J. Create the donation opportunity for the individua
- K. Enter a Partial Soft Credit for the board member.

Answer: C

NEW QUESTION 237

- (Exam Topic 2)

A nonprofit, who does a lot of mail appeals to donors, asks their consultant for the best solution to keep their constituents' addresses formatted properly to ensure the mail reaches them.

What should the consultant recommend?

- A. Insights Platform Data Integrity
- B. Sender Authentication Package
- C. Customer Data Platform
- D. NPSP Address Management

Answer: D

NEW QUESTION 242

- (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 247

- (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 252

- (Exam Topic 2)

A nonprofit is rolling out a new implementation of Salesforce and NPSP containing custom code. The project go-live date is a few days before a Salesforce release. The project team has proposed developing in a sandbox on a preview instance to review new features and then deploy to production prior to the release date.

Which important consideration should the consultant discuss with the project team?

- A. The API version in the preview sandbox differs from Production.
- B. A support case is required to request a preview sandbox.
- C. A preview sandbox has limited metadata storage.
- D. A preview sandbox is only available in the Unlimited Edition.

Answer: A

NEW QUESTION 253

- (Exam Topic 2)

A nonprofit wants to deploy Nonprofit Cloud Case Management into its production org. Which two prerequisites should be considered prior to installing Case Management? Choose 2 answers

- A. Install NPSP
- B. Enable My Domain
- C. Ensure appropriate licenses are provisioned
- D. Ensure Volunteers for Salesforce is properly configured

Answer: AB

NEW QUESTION 255

- (Exam Topic 2)

A nonprofit wants to migrate millions of Contact records from a legacy system. Most records fail to import with the following error: "npsp.TDTM_Address: System.LimitException: Apex CPU time limit exceeded".

Which three actions could a consultant take to successfully import this data? Choose 3 answers

- A. Enable 'Simple Address Change Treated as Update' in Address Settings.
- B. Check 'User Managed' on the Address TDTM record.
- C. Disable all automation and load the Address object separately.
- D. Disable 'ADDR_Addresses_TDTM' Handler in Trigger Configuration.
- E. Reduce the batch size significantly when addresses are included.

Answer: ADE

Explanation:

<https://dataloader.zendesk.com/hc/en-us/articles/360060751213-System-LimitException-Apex-CPU-time-limit-> <https://www.salesforceben.com/what-is-apex-cpu-time-limit-exceeded-how-do-you-solve-it/><https://www.salesfo>

NEW QUESTION 259

- (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 264

- (Exam Topic 2)

A system admin is trying to figure whether the nonprofit's internal release schedule conflicts with either Salesforce.com or Salesforce.org major releases.

What are two facts about Salesforce.org major releases the consultant could share with the admin? Choose 2 answers

- A. The Salesforce.org release schedule can be found on the SFDO Major Release Announcements group.
- B. Salesforce.org major releases follow the same schedule as Salesforce.com releases.
- C. The Salesforce.org release schedule can be found on the Salesforce Trust website.
- D. Salesforce.org major releases arrive approximately one month after Salesforce.com releases.

Answer: C

NEW QUESTION 265

- (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 270

- (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 273

- (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 275

- (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 276

- (Exam Topic 2)

A nonprofit has asked a consultant to configure Lightning Record Pages to optimize the user interface. Which two resources should the consultant use to ensure the nonprofit staff are up to date on the latest Salesforce platform features and best practices? Choose 2 answers

- A. Salesforce Known Issues
- B. Trailhead
- C. Power of Us Hub
- D. Salesforce Help

Answer: BC

NEW QUESTION 280

- (Exam Topic 2)

A nonprofit wants to segment its constituents based on their donations from the prior fiscal year. The nonprofit wants to include only onetime gifts it received. Which NPSP feature should the consultant use to meet this requirement?

- A. Advanced Mapping
- B. Levels
- C. Customizable Rollups
- D. Engagement Plans

Answer: B

NEW QUESTION 283

- (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 288

- (Exam Topic 2)

A nonprofit needs to frequently import membership renewal and donation data. Each Import needs a different configuration that will update existing Contacts in addition to creating Opportunities. Which tool should the consultant recommend?

- A. NPSP Batch Data Import

- B. Salesforce Data Loader
- C. NPSP Data Importer
- D. Salesforce Import Wizard

Answer: C

NEW QUESTION 291

- (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 292

- (Exam Topic 2)

What does a consultant need to enable and deploy before using Advanced Mapping in NPSP?

- A. Delegated Administration
- B. My Domain
- C. Custom triggers
- D. Customizable Rollups

Answer: B

Explanation:

<https://www.craftsmantech.com/2019/11/14/np-sp-data-import-advanced-mapping/>

NEW QUESTION 294

- (Exam Topic 2)

A nonprofit needs to track key information for grants it applies for and receives, such as deadline dates, activity completion dates, and descriptions. In addition, the nonprofit wants to track actions completed and view the next deadline date on the Opportunity.

Which feature should the consultant recommend?

- A. Engagement Plans
- B. Cases
- C. Deliverables
- D. Tasks and Events

Answer: C

Explanation:

<https://trailhead.salesforce.com/en/content/learn/modules/nonprofit-success-pack-administration-basics/understa>

NEW QUESTION 297

- (Exam Topic 2)

A consultant is setting up several integrations for a nonprofit.

What strategy could the consultant implement to help prevent interruptions between the integration and Salesforce?

- A. Create a user account solely for integrations.
- B. Create the integration using the SOAP API with My Domain enabled.
- C. Use the System Admin's user account for integrations.
- D. Use the REST API with the REST Explorer to set up the integration.

Answer: A

NEW QUESTION 301

- (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 304

- (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 308

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