

# Exam Questions Nonprofit-Cloud-Consultant

Salesforce Certified Nonprofit Cloud Consultant (SP20)

<https://www.2passeasy.com/dumps/Nonprofit-Cloud-Consultant/>



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

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

**Answer:** B

#### NEW QUESTION 3

- (Exam Topic 1)

A development associate using NPSP wants to add the Check/Reference Number on a report but does not see that field in the Report Builder. What should the consultant advise?

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

**Answer:** B

#### NEW QUESTION 4

- (Exam Topic 1)

How can a gift officer determine if an acknowledgment letter was sent for a donation?

- A. Check the Status picklist value on the Task object.
- B. Check if the Campaign Member status is set to "Acknowledged".
- C. Check the Acknowledgement Status picklist value on the Opportunity object.
- D. Check the Acknowledgement Status picklist value on the Contact object.

**Answer:** C

#### NEW QUESTION 5

- (Exam Topic 1)

What are the two key places to locate NPSP release information? Choose 2 answers

- A. Power of Us Hub
- B. [trust.salesforce.com](https://trust.salesforce.com)
- C. Partner Success Community
- D. GitHub Cumulus Releases

**Answer:** AD

#### NEW QUESTION 6

- (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 7

- (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 8

- (Exam Topic 1)

A nonprofit organization is using Volunteers for Salesforce and wants its volunteers to be able to log their own volunteer hours. Which two solutions should a consultant propose to meet this need? Choose 2 answers

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

**Answer:** CD

#### NEW QUESTION 9

- (Exam Topic 1)

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

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

**Answer:** C

#### NEW QUESTION 10

- (Exam Topic 1)

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

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

**Answer:** C

#### NEW QUESTION 10

- (Exam Topic 1)

A nonprofit organization needs an email marketing tool that will measure email engagement and evaluates the fit of prospective supporters. Which two factors should the consultant recommend?

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

**Answer:** AD

#### NEW QUESTION 13

- (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 17

- (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 18

- (Exam Topic 1)

The Development Director at a nonprofit needs to track grant lifecycles using the NPSP, including assigning actions to staff members, tracking applications, reporting deadlines, and summarizing the total amount awarded with payments towards the total.

How can this be accomplished with NPSP using Account records for the grant making institution?

- A. Create Opportunities with Payments to represent payments, Deliverables to represent applications and reporting deadlines, and Activities to represent action assignments to their staff.
- B. Create Opportunities with Payments to represent payments, Activities to represent applications, reporting deadlines, and action assignments to their staff.
- C. Create Opportunities with Deliverables to represent payments, applications, reporting deadlines, and action assignments to their staff.
- D. Create Recurring Donations with Opportunities to represent payments, Deliverables to represent applications and reporting deadlines, and Activities to represent action assignments to their staff.

**Answer:** A

#### NEW QUESTION 20

- (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 23

- (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 28

- (Exam Topic 1)

A nonprofit organization has a large number of duplicate contacts the consultant needs to clean up. What should the consultant recommend to handle duplicate clean up in bulk?

- A. Salesforce Duplicate Management
- B. NPSP Contact Merge
- C. Third party app from the AppExchange
- D. Salesforce Data Loader

**Answer:** B

#### NEW QUESTION 30

- (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 31

- (Exam Topic 1)

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

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

**Answer:** D

#### NEW QUESTION 32

- (Exam Topic 1)

A user creating Opportunities wants to avoid manually entering information twice in order to have it appear on both the Opportunity record and the Payment record. Which two steps should be taken to set this up?

- A. Create Payment Mappings in NPSP Settings.
- B. Create custom fields on the Payment object.
- C. Create lookup fields on the Payment object.
- D. Create a workflow that will copy Payment information to the Opportunity record.

**Answer:** AB

#### NEW QUESTION 33

- (Exam Topic 1)

A large nonprofit organization is a social enterprise that functions in many ways like a for-profit corporation. The organization does not accept individual donations, but mostly engages with corporations, sponsors, and vendors by selling its own products to further its mission. The organization needs to manage Leads and track its Opportunity pipeline. Which account model should the consultant recommend?

- A. Administrative Account Model in HEDA
- B. Household Account Model in NPSP
- C. Household Account Model without NPSP
- D. Individual "Bucket" Account Model in NPSP
- E. Salesforce Account Model without NPSP

**Answer:** E

#### NEW QUESTION 34

- (Exam Topic 1)

A nonprofit has been keeping track of donors' employers in a spreadsheet. The nonprofit has hired a consultant to upload data to the NPSP Affiliations object. What is the correct order for uploading the donors' employment information?

- A. Upsert Contact records, export Contact ID, upsert Organization Accounts for employer with Organization Account ID in the "Primary Affiliation" field
- B. Insert Organization Accounts for the employer, insert Contact records for the donor, insert Affiliation records for the employment information
- C. Insert Affiliation records, export Contact records, export Account records, upsert Contact records
- D. Upsert Organization Accounts, export Organization Account ID, upsert Contact record with Organization Account ID in the "Primary Affiliation" field

**Answer:** B

#### 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 41

- (Exam Topic 1)

A nonprofit organization on NPSP needs to be able to track the high school a student attended and track the enrollment of the student at college. How should the consultant recommend tracking this?

- A. Use NPSP Affiliations objects to connect the Contact to the Account for their high school and college, use the Status field there to indicate if they are currently enrolled or are former students there.
- B. Turn on Field History Tracking for the Account lookup field on the Contact record, use the Account lookup to indicate where they are currently enrolled and change it as they move on.
- C. Set up a Campaign for each high school and college and use Campaign Members to connect the Contact to the Campaign
- D. Change the values in Campaign Member Status from Sent/Responded to Current/Former.
- E. Install the Salesforce.org Higher Education Data Architecture (HEDA) managed package and use Affiliations.

**Answer:** D

#### NEW QUESTION 43

- (Exam Topic 1)

The VP of Development wants to track the nonprofit organization's six campaigns nested within each other: Friends of the Organization>FY19>Capital Campaign>Annual Fund>Digital Donations>Mobile. What should the consultant do?

- A. Create a custom lookup field, "Related Campaign" on the Campaign object.
- B. Suggest consolidating at least one of the Campaigns so that it is within the Campaign Hierarchy limit.
- C. Create a Campaign Hierarchy with the parent Campaign record as, "Friends of the Organization"
- D. Suggest changing the order of the hierarchy.

**Answer:** B

#### NEW QUESTION 48

- (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 51

- (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 52

- (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 57

- (Exam Topic 1)

A nonprofit organization created a custom Opportunity name for all organization donations. Which two considerations should the consultant discuss with the organization? Choose 2 answers

- A. The organization should change existing Opportunities to the new naming convention through an upsert.
- B. The organization should only change existing Opportunities to the new naming convention by using the "Refresh Name" action.
- C. The organization should change existing Opportunities to the new naming convention by using the "Refresh All Opportunity Names" button in Bulk Data Processes.
- D. The custom naming convention only applies to new Opportunities of matching record types; it is not retroactive.

**Answer:** BC

#### NEW QUESTION 59

- (Exam Topic 1)

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

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

**Answer:** B

#### NEW QUESTION 63

- (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 67**

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

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

**Answer:** A

**NEW QUESTION 69**

- (Exam Topic 1)

A consultant is installing NPSP in an existing Salesforce org for a nonprofit organization that plans to use the memberships feature in NPSP. Which action should a consultant take?

- A. Create a Membership Opportunity record type.
- B. Add a value in the Type field on Opportunity for Membership.
- C. Create a Membership Affiliation record type.
- D. Add a checkbox field on the Opportunity called "Membership".

**Answer:** A

**NEW QUESTION 70**

- (Exam Topic 1)

How should a consultant install NPSP in an existing Salesforce organization?

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

**Answer:** B

**NEW QUESTION 72**

- (Exam Topic 1)

A consultant needs to set up a sandbox strategy for a nonprofit implementation project involving two major development initiatives. For which three purposes should separate sandboxes be used?

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

**Answer:** ADE

**NEW QUESTION 75**

- (Exam Topic 1)

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 76

- (Exam Topic 1)

A nonprofit organization is currently using Person Accounts in Salesforce. The organization now wants to use the NPSP Household Account model instead and does not want system administrators to interact with anything related to the Person Account model. What should the consultant advise?

- A. Export all Person Account data, then create a help ticket asking Salesforce to uninstall Person Accounts, then install NPSP and reimport the data
- B. Install NPSP in its Salesforce org and set the account model to Household Accounts and the record type to Person Accounts
- C. Apply for a new Salesforce NPSP org and request a license transfer, then migrate existing data from the current system to the new Salesforce instance
- D. Extract the Person Account data, uninstall Person Accounts, install NPSP and reimport the data.

**Answer:** C

#### NEW QUESTION 80

- (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 81

- (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 82

- (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 84

- (Exam Topic 2)

Which one do you like?

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

**Answer:** C

#### NEW QUESTION 89

- (Exam Topic 2)

A nonprofit needs a marketing automation tool. They want to segment and target supporters over time, based on the supporters' engagement and how they interact with the nonprofit's emails. The nonprofit needs to create emails using Lightning Email Templates.

Which marketing automation tool should a consultant recommend?

- A. List Emails
- B. Salesforce Flow
- C. Email Studio
- D. Pardot

**Answer:** D

**Explanation:**

<https://www.salesforce.org/blog/how-nonprofits-can-use-pardot-for-moves-management/>

#### NEW QUESTION 91

- (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 92

- (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 94

- (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 95

- (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 97

- (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 99

- (Exam Topic 2)

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

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

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

**Answer:** B

#### NEW QUESTION 101

- (Exam Topic 2)

A nonprofit organization has been informed of a deceased donor and wants to ensure that the donor no longer appears on any mailing lists. Which action should the nonprofit organization take on the donor's contact record?

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

**Answer:** C

#### NEW QUESTION 104

- (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 109

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

#### NEW QUESTION 114

- (Exam Topic 2)

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

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

**Answer:** D

#### NEW QUESTION 116

- (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 118

- (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 121

- (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 122

- (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 127

- (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 129

- (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 133

- (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 137

- (Exam Topic 2)

A nonprofit is implementing Salesforce for program management. The nonprofit wants to measure user adoption after go-live.

What are two metrics the nonprofit can use to measure user adoption? Choose 2 answers

- A. Number of Opportunity records created in the last 30 days
- B. Number of Account and Contact records created in the last 30 days
- C. Percentage of staff logging in on a weekly basis
- D. Percentage of Leads converted on a weekly basis

**Answer:** BD

**Explanation:**

<https://trailhead.salesforce.com/en/content/learn/modules/user-adoption-metrics/measure-salesforce-usage>

#### NEW QUESTION 142

- (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 146

- (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 151

- (Exam Topic 2)

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

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

**Answer:** C

**Explanation:**

check the entity relationship diagram

#### NEW QUESTION 155

- (Exam Topic 2)

A nonprofit considers risk mitigation to be vital to the success of its implementation project. What are three elements impacted by change that cause risk?

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

**Answer:** D

**Explanation:**

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

#### NEW QUESTION 160

- (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 161

- (Exam Topic 2)

A nonprofit has a membership program it wants to manage in Salesforce.

What are two items the consultant needs to configure so the membership rollups in NPSP work properly?

- A. Create a custom field for Membership Amount and select it for membership rollups.
- B. Select the membership record type for membership rollups.
- C. Create an Opportunity record type for memberships.
- D. Set a grace period for memberships.

**Answer:** BC

#### NEW QUESTION 163

- (Exam Topic 2)

A consultant is implementing Salesforce for a nonprofit client who is inexperienced with Salesforce. The staff wants to assign an NPSP fundraising training module. Which training resource should the consultant recommend?

- A. Trailblazer Community Dashboard
- B. Salesforce Help and Training
- C. Trail Tracker by Trailhead
- D. AppExchange Report

**Answer:** C

#### NEW QUESTION 168

- (Exam Topic 2)

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

What is the likely explanation for this?

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

**Answer:** C

#### NEW QUESTION 170

- (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 174

- (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 179

- (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 182

- (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 186

- (Exam Topic 2)

A system admin encounters an error at run time that a record update failed when a Customizable Rollup ran. Which attribute would cause an error?

- A. The object from which the record is derived is a custom object.
- B. The target field is on the correct object.
- C. The object from which the record is derived is an NPSP object.
- D. The target field has an active validation rule.

**Answer:** D

#### NEW QUESTION 189

- (Exam Topic 2)

A nonprofit wants a report of all memberships that will expire in exactly 30 days. How should a consultant filter a report on Membership End Date?

- A. Membership End Date is equal to NEXT 30 DAYS.
- B. Membership End Date is equal to or less than NEXT 30 DAYS.
- C. Membership End Date is equal to or greater than NEXT 30 DAYS.
- D. Membership End Date equals NEXT 30 DAYS and does not equal NEXT 29 DAYS.

**Answer:** D

#### NEW QUESTION 192

- (Exam Topic 2)

A nonprofit admin notices the nightly NPSP batch jobs are suddenly taking significantly longer to complete than they did a month earlier.

What are two factors the consultant should tell the system admin to consider? Choose 2 answers

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

**Answer:** BD

#### NEW QUESTION 195

- (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 197

- (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 199

- (Exam Topic 2)

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

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

**Answer:** D

#### NEW QUESTION 200

- (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 201

- (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 203

- (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 208

- (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)

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 214

- (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 216

- (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 221

- (Exam Topic 2)

A nonprofit is implementing Accounting Subledger and wants to know how the data from Salesforce would be transferred to its accounting system.

Which three methods are possible? Choose 3 answers

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

**Answer:** ABC

#### NEW QUESTION 222

- (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 223

- (Exam Topic 2)

A nonprofit wants its staff to spend most of their time in Salesforce. but the staff needs access to several other applications as well. The nonprofit wants a solution that allows staff to use other applications without leaving Salesforce.

How should the consultant integrate these applications?

- A. Implement Salesforce Canvas
- B. Configure External Data Sources
- C. Configure External Objects
- D. Implement Distributed Marketing

**Answer:** A

#### 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 231

- (Exam Topic 2)

A nonprofit has significant staff turnover and wants to ensure that the purpose of Salesforce field customization is clearly understood by system admins who are new to the nonprofit.

How should the consultant meet the requirement?

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

**Answer:** B

**Explanation:**

[https://trailhead.salesforce.com/content/learn/modules/data\\_modeling/schema\\_builder](https://trailhead.salesforce.com/content/learn/modules/data_modeling/schema_builder)

#### NEW QUESTION 232

- (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 233

- (Exam Topic 2)

The development director at a nonprofit needs to track grant lifecycles using NPSP, including assigning actions to staff members, tracking applications, reporting deadlines, and summarizing the total amount awarded with payments.

How should the consultant model payments, applications, reporting deadlines, and actions in NPSP for the grant seeking institution?

A)

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

B)

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

C)

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

D)

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

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

**Answer:** B

**Explanation:**

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

**NEW QUESTION 235**

- (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 238**

- (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 239**

- (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 242**

- (Exam Topic 2)

A nonprofit has its organization-wide sharing settings for all objects set to Private and is using Program Management Module to track Service Deliveries. A subset of Service Delivery records should be visible to selected staff.

How should a consultant meet this requirement?

- A. Create and assign a new profile.
- B. Update default sharing to Public Read/Write.
- C. Create a criteria-based sharing rule.
- D. Update the assigned Permission Set.

**Answer:** C

**NEW QUESTION 243**

- (Exam Topic 2)

The system administrator at a nonprofit encounters a 500 server error when trying to map additional objects and fields with Advanced Mapping.

What is likely causing the error?

- A. A user modified or deleted a mapped field.
- B. The administrator is trying to map to an object from a managed package.

- C. The administrator is trying to map to an unsupported field type.
- D. The target field has a validation rule in place.

**Answer:** A

#### NEW QUESTION 248

- (Exam Topic 2)

A nonprofit needs to load approximately 3 million records into Salesforce. Which API will load the data in the most efficient manner?

- A. Bulk API
- B. SOAP API
- C. REST API
- D. Streaming API

**Answer:** A

#### NEW QUESTION 250

- (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 258

- (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 260

- (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 262

- (Exam Topic 2)

An admin at a nonprofit using NPSP finds that the donation totals on a handful of donor's records are not showing the right totals.

How should the consultant troubleshoot this?

- A. Check if the correct Operation is chosen
- B. Verify Opportunity Primary Contact
- C. Check if the correct target custom field is chosen
- D. Verify Customizable Rollups is enabled

**Answer:** B

**Explanation:**

<https://powerofus.force.com/s/article/NPSP-Troubleshooting#ariaid-title2>

#### NEW QUESTION 265

- (Exam Topic 2)

A consultant is tasked with implementing NPSP for a UK-based nonprofit. One of their requirements is to localize the US-focused labels of some NPSP fields, such as replacing all references to Organization with Organisation.

What should the consultant do to meet the requirement?

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

**Answer:** B

#### NEW QUESTION 270

- (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 274

- (Exam Topic 2)

A nonprofit wants to use Customizable Rollups in its NPSP org. What should the consultant advise?

- A. After Customizable Rollups are enabled, it is irreversible.
- B. Advanced Currency Management is unsupported by Customizable Rollups.
- C. Existing User Defined Rollups need to be re-created as Customizable Rollups.
- D. Customizable Rollups can only be used in orgs using the Household Account model.

**Answer:** D

**Explanation:**

<https://powerofus.force.com/s/article/NPSP-Enable-Cust-Rollups>

#### NEW QUESTION 278

- (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 279

- (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 281

- (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 282**

- (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 283**

- (Exam Topic 2)

A nonprofit plans to use the Program Management Module (PMM) to manage its service delivery. Case managers must be able to create and edit service delivery records.  
How can the consultant change the configuration to meet this requirement?

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

**Answer:** A

**Explanation:**

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

**NEW QUESTION 288**

- (Exam Topic 2)

A consultant is using the Conversion Utility tool to convert an NPSP account model from One-to-One to Household.  
Which manual action will the consultant need to take after the Conversion Utility tool runs successfully?

- A. Move Tasks from the One-to-One Accounts to the new Household Accounts.
- B. Move Opportunities from the One-to-One Accounts to the new Household Accounts and Contacts.
- C. Delete One-to-One account records.
- D. Select a Primary Contact for each Household Account.

**Answer:** B

**NEW QUESTION 289**

- (Exam Topic 2)

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 291**

- (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 hired a consultant to restart a stalled implementation. The nonprofit identified needs by documenting its Salesforce vision and pain points, and by defining specific goals with user stories.

What are two components of a user story the nonprofit should consider? Choose 2 answers

- A. Align each story to the implementation vision.
- B. Associate an epic to each story.
- C. Assign a priority to each story.
- D. Include configuration instructions on each story.

**Answer:** AC

#### NEW QUESTION 295

- (Exam Topic 2)

The admin at a nonprofit is implementing Salesforce Shield in its org to enable field platform encryption. What are three NPSP considerations when implementing Shield Platform Encryption?

Choose 3 answers

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

**Answer:** BCE

#### NEW QUESTION 298

- (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 303

- (Exam Topic 2)

A user has reported an error when trying to merge two contacts using NPSP Contact Merge tab. Which two issues are the likely cause of the problem?

Choose 2 answers

- A. A unique external Id was kept from the non-master contact.
- B. The contacts must be in the same household to merge.
- C. The user needs to have delete access to the contacts being merged.
- D. The NPSP Duplicate Rule was set to Warn instead of auto-merge.

**Answer:** AC

#### Explanation:

(<https://trailhead.salesforce.com/en/content/learn/modules/contact-and-account-settings-in-nonprofit-success-pac>)

#### NEW QUESTION 304

- (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 309

- (Exam Topic 2)

A consultant is helping a nonprofit diagnose and address some issues they have with NPSP. The consultant sees the customer i\$ hitting governor limit errors on a particular job.

Which action should the consultant take to resolve the issue?

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

**Answer:** B

#### NEW QUESTION 314

- (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 317

- (Exam Topic 2)

An annual fund coordinator wants to create a report that identifies which Individual donors have yet to make a gift toward the Annual Fund Campaign this year. It is important that the annual giving coordinator avoids soliciting any individuals who are attending an upcoming gala. The nonprofit uses Campaigns to track event attendance.

What should a consultant add to the report to exclude gala attendees?

- A. Cross filter
- B. Summary formula
- C. Bucket field
- D. Filter logic

**Answer:** A

#### NEW QUESTION 318

- (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 322

- (Exam Topic 2)

A nonprofit needs to clean up large amounts of Contact address data from its street canvassing and telemarketing operations on a monthly basis.

What should the consultant use to standardize addresses in NPSP?

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

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 323

- (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 325

- (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 327**

- (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 330**

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