Salesforce

Exam Questions Nonprofit-Cloud-Consultant

Salesforce Certified Nonprofit Cloud Consultant (SP20)

NEW QUESTION 1
- (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 2
- (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
C. Partner Success Community
D. GitHub Cumulus Releases

Answer: AD

NEW QUESTION 3
- (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 4
- (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 amd ask Salesforce Support to reschedule this job.

Answer: A

NEW QUESTION 5
- (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 6
- (Exam Topic 1)
A nonprofit organization wants to add any donor who gives to its Capital Fund to the Capital Campaign. Which two steps should be taken to accomplish this?

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

Answer: BD

NEW QUESTION 7
- (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 8
- (Exam Topic 1)
A nonprofit organization is retiring its legacy donor, donation, and payment processing systems. The organization wants to load 45,000 records into Salesforce from a single flat file. Which tool should be used to create all of the records at once?

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

Answer: C

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

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

Answer: AD

NEW QUESTION 10
- (Exam Topic 1)
A nonprofit organization 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 10
- (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 14
- (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 15
- (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 16
- (Exam Topic 1)
A development director needs to understand which organizations have given to the nonprofit in some year prior to the current, but have not contributed to the nonprofit in the current year. How should the consultant accomplish this task?

A. Customize the date range on the NPSP SYBUNT report for Accounts
B. Customize the date range on the NPSP SYBUNT report for Contacts
C. Create an Opportunity report that compares Contact donations from the previous fiscal year to the current
D. Customize the date range on the NPSP LYBUNT report for Accounts

Answer: B

NEW QUESTION 20
- (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 22
- (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 AppExhange
D. Salesforce Data Loader

Answer: B

NEW QUESTION 25
- (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 30
- (Exam Topic 1)
The vice president of development of a nonprofit organization wants to be able to review giving in the pipeline at a high level, and track the organization's process towards finding new potential donors. The VP also wants to track program metrics as compared to donor histories. What should the consultant advise?

A. Packaged NPSP reports cannot be edite
B. Recreate all the reports found on the NPSP Development Forecasting dashboard to edit appropriatel
C. Add additional reports to track program data.
D. Review the reports on the NPSP Fundraising Reports folde
E. Create additional reports to track program dat
F. Schedule each report to be sent to the vice president every morning.
G. Review the components that are already on the NPSP Development Forecasting dashboar
H. Create additional reports and edit the dashboard to add components to track the program data.
I. Packaged NPSP dashboards cannot be edite
J. Recreate the NPSP Development Forecasting dashboard component
K. Add additional components to track program data.

Answer: C

NEW QUESTION 32
- (Exam Topic 1)
A nonprofit organization wants to track all donations that go to a specific, designated fund. How should a consultant solution for this use case?

A. Create an Opportunity record type, called "Funds" and then create an Opportunity record for the designated fund.
B. Create a GAU record for the designated fun.

C. Create a GAU Allocation record for the designated fund.
D. Create a custom object for to track fund accounts and then create an Account record for the designated fund.

Answer: C

NEW QUESTION 33
- (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 38
- (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 42
- (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 46
- (Exam Topic 1)
A local community center provides health care services to eligible local residents. Staff currently triage patients through of a series of qualifying questions that drive additional qualification questions. The center wants to extend triage capabilities to its volunteers to determine whether residents qualify for services. Service decisions need to be made immediately while the patient is interacting with the staff or volunteer.
Which solution should the consultant recommend?

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

Answer: B

NEW QUESTION 49
- (Exam Topic 1)
A nonprofit organization wants a report that compares giving at a consistent point in time from year to year. Now should the consultant set this up?

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

Answer: D

NEW QUESTION 52
- (Exam Topic 1)
A membership organization needs to send out automated renewal emails on a 30/60/90 period. Each referenced email template needs to differ based on the members' web site visits. Which automation method should a consultant recommend?

A. Process Builder
B. Apex Trigger and Scheduler

C. Time-Based Workflow
D. Pardot

Answer: D

NEW QUESTION 56
- (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 59
- (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 62
- (Exam Topic 1)
A nonprofit organization needs to frequently import membership renewal data and daily donation data and needs a different configuration for each.
Which tool should the consultant recommend?

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

Answer: B

NEW QUESTION 67
- (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)
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 72
- (Exam Topic 1)
A consultant is assisting a nonprofit organization in its data integration and data mapping between the two systems. The consultant is unsure when a particular field was introduced by NPSP.
How should the consultant find the NPSP version number for the field?

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

Answer: C

NEW QUESTION 73
- (Exam Topic 1)
How should a consultant install NPSP in an existing Salesforce organization?

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

Answer: B

NEW QUESTION 74
- (Exam Topic 1)
The executive director at a nonprofit organization wants to have a report to see how much each board member has raised by either direct gifts or gifts they helped to influence for this fiscal year. There is a custom checkbox field on the Contact record to indicate board members.
How should the consultant create this report?

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

Answer: B

NEW QUESTION 77
- (Exam Topic 2)

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

Answer: B

NEW QUESTION 78
- (Exam Topic 2)
A consultant is working on a data migration to NPSP that includes tens of millions of records across many objects. The migration needs to take place over a weekend to minimize system downtime.
What should the consultant recommend?

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

Answer: C

NEW QUESTION 79
- (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 81

- (Exam Topic 2)
A nonprofit's system admin has seen this error message multiple times:
Npsp,TDTMCContact: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 86
- (Exam Topic 2)
A consultant wants to test out new Nonprofit Cloud features coming out in the upcoming Salesforce release in their customs..
Which action must the consultant take to do this?

A. Refresh a preview Instance sandbox just prior to sandbox preview period.
B. Refresh a preview instance sandbox during the sandbox preview period.
C. Create a new sandbox during the sandbox preview period.
D. Create a preview instance sandbox during the sandbox preview period.

Answer: A

NEW QUESTION 87
- (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 91
- (Exam Topic 2)
A nonprofit wants to predict the likelihood of a contact recurring donor. What should the consultant recommend to meet

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

Answer: D

NEW QUESTION 94
- (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 99
- (Exam Topic 2)
A nonprofit using NPSP has just implemented the Program Management Module. The nonprofit wants to migrate its client and program data.
Which two steps should the consultant use to import and deduplicate the data against existing records? Choose 2 answers

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

Answer: CD

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

NEW QUESTION 103
- (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 107
- (Exam Topic 2)
A development director wants to compare year over year donation information on a weekly basis for the last five years in order to see giving trends via a bar chart. The director asks the consultant if reporting snapshots would work.
What should the consultant advise about the limitations of reporting snapshots?

A. Reporting snapshots can run on a monthly basis.
B. Reporting snapshots can display a line chart.
C. Reporting snapshots can show data for the past three years.
D. Reporting snapshots do NOT work retroactively.

Answer: D

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

NEW QUESTION 108
- (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 110
- (Exam Topic 2)
How should a consultant install NPSP in an existing Salesforce org?

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

Answer: A

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

NEW QUESTION 115
- (Exam Topic 2)
The system admin for a nonprofit is receiving a System.DmlException notification. Where should the consultant view detailed information about the notification?

A. System Overview Page
B. Trigger Configuration
C. Error Log
D. Event Monitoring

Answer: C

NEW QUESTION 119
- (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 121
- (Exam Topic 2)
A consultant has is encountering an issue when configuring Nonprofit Cloud Case Management and wants to know if it is a documented issue.
Where should the consultant look first to confirm if it is a known product issue?

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

Answer: B

NEW QUESTION 124
- (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 126
- (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 129
- (Exam Topic 2)
A nonprofit wants to manage incoming donations, and provide a portal for its constituents and staff members. The nonprofit also wants to create a new web experience for constituents.
Which solution should a consultant recommend?

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

Answer: B

NEW QUESTION 130
- (Exam Topic 2)
A consultant is migrating historic donation records into a nonprofit's Salesforce org. Many of these donations were paid in multiple installments.
What should the consultant do to correctly match the Payments to the Opportunities?

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

Answer: C

NEW QUESTION 131
- (Exam Topic 2)
A nonprofit has high staff turnover in several key roles that use Salesforce. The nonprofit needs to improve training and adoption of Salesforce to maximize the value of its investment.
Which two standard Salesforce tools can quickly help new staff use Salesforce with only a Sales or Service Cloud license?
Choose 2 answers

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

D. myTrailhead

Answer: BD

NEW QUESTION 135
- (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 137
- (Exam Topic 2)
A nonprofit has a large volume of contacts, accounts, and address records and wants to migrate all of its data into NPSP.
What are two considerations? Choose 2 answers

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

Answer: AD

NEW QUESTION 141
- (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 143
- (Exam Topic 2)
A nonprofit has significant staff turnover and wants to ensure that the purpose of Salesforce field customization is clearly understood by system admins who are new to the nonprofit.
How should the consultant meet the requirement?

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

Answer: B

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

NEW QUESTION 145
- (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 146
- (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 148
- (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 152
- (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 154
- (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 157
- (Exam Topic 2)
A consultant using CumulusCI has customized a nonprofit's org and wants them to validate these changes with the latest release of NPSP which will be pushed to production one week later.
What are two ways the consultant can deploy this for the nonprofit after the release is announced? Choose 2 answers

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

Answer: AC

NEW QUESTION 161
- (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 165
- (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 168
- (Exam Topic 2)
A nonprofit wants to use Customizable Rollups in its NPSP org. What should the consultant advise1?

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 172
- (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 174
- (Exam Topic 2)
A nonprofit wants to send messages to Contacts stored in NPSP based on their connections to the nonprofit's corporate funders.
Which object should be connected with Contacts in a report type to meet this requirement?

A. Relationships

B. Opportunities
C. Accounts
D. Affiliations

Answer: D

NEW QUESTION 177
- (Exam Topic 2)
A nonprofit using NPSP wants to track all donations that go to a designated fund. How should a consultant meet this requirement?

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

Answer: D

NEW QUESTION 179
- (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 182
- (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 183
- (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 184
- (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 186
- (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 188
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A. Partial Data Sandbox
B. Developer Sandbox
C. Developer Pro Sandbox
D. Full Data Sandbox

Answer: AD

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