Salesforce

Exam Questions Nonprofit-Cloud-Consultant

Salesforce Certified Nonprofit Cloud Consultant (SP20)

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NEW QUESTION 1
- (Exam Topic 1)
A nonprofit organization wants to designate its donors into three categories, Gold, Silver, and Bronze, based on the total gift amount for that year. How can this be accomplished using NPSP?

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

Answer: C

NEW QUESTION 2
- (Exam Topic 1)
A nonprofit customer wants to have the status for a Campaign Member on a fundraising campaign automatically update when a donation is received from that Contact.
What should the consultant recommend?

A. Create a workflow rule that updates the Campaign Status when an Opportunity is created.
B. Create an Apex Trigger to update the Contact's Campaign record.
C. Enable Automatic Campaign Member Management in NPSP settings.
D. Use Process Builder to update the Contact's campaign member record.

Answer: C

NEW QUESTION 3
- (Exam Topic 1)
A 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)
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 5
- (Exam Topic 1)
A gift officer successfully imported a small list of donors and their donations. The gift officer wants to add these donors to a Campaign from an Opportunities report but the "Add to Campaign" option is not available. The gift officer wants to add donors to a Campaign from a report. What should the consultant recommend?

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

Answer: C

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

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

Answer: D

NEW QUESTION 10
- (Exam Topic 1)
A nonprofit client wants to connect directly to other nonprofits using Salesforce who have a very similar business use case.
Which resource is designed for this purpose?

A. Power of Us Hub Solution Exchange
B. Salesforce.org website
C. Trailblazer Community User Group
D. AppExchange

Answer: A

NEW QUESTION 14
- (Exam Topic 1)
A nonprofit organization wants to record the most recent Opportunity close date on Contact records. The nonprofit organization expects the field on the Contact to be overwritten every time a new Opportunity meets the criteria. Which feature should the consultant use to meet this requirement?

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

Answer: D

NEW QUESTION 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 19
- (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 22
- (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 26
- (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 30
- (Exam Topic 1)
A large nonprofit organization is a social enterprise that functions in many ways like a for-profit corporation. The organization does mot 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 33
- (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 34
- (Exam Topic 1)
A nonprofit organization wants a cost-effective solution to generate and send donation acknowledgements automatically to donors via email. Which Salesforce

solution should the consultant recommend?

A. Nonprofit Success Pack
B. Commerce Cloud
C. Pardot
D. Marketing Cloud

Answer: A

NEW QUESTION 38
- (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 41
- (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 42
- (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 47
- (Exam Topic 1)
A nonprofit organization receives a lot of grants, many of which are renewals of previous grants from the same funder. The organization wants to be able to easily access the previous grant information.
What should the consultant advise to capture this in Salesforce?

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

Answer: C

NEW QUESTION 49
- (Exam Topic 1)
A local charity receives its income from recurring payments, The Recurring Donation object is used and contains a unique and manually entered reference number. This reference number should not be modified after creation. The finance department has requested that all child Opportunities also contain this unique reference number to make it easier to reconcile payments. How can the consultant achieve this?

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

Answer: D

NEW QUESTION 53
- (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 58
- (Exam Topic 1)
A nonprofit organization is using Cases in Salesforce for case management with its clients. The nonprofit organization wants to relate Cases for the same client to each other. How should the consultant advise the organization?

A. Use Case Comments and paste the URL of the first Case opened for the client in each new Case related to them.
B. Create a custom field for an ID number and assign the same number to all cases that need to be connected
C. Use Case Hierarchy to connect all Cases for the client to a parent case and click on View Hierarcht to see the connected Cases
D. Create a custom object that connects Cases to each other with two Case lookup fields and add a check box field to designate the parent Case.

Answer: C

NEW QUESTION 60
- (Exam Topic 1)
A nonprofit organization wants to manage its social media presence by being able to listen to what constituents are saying about the organization on social media, measure its impact, and manage it from a mobile app. What should the consultant recommend?

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

Answer: A

NEW QUESTION 62
- (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 67
- (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 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 nonprofit organization has been using Salesforce without NPSP. The organization is now interested in the NPSP functionality and wants the consultant to recommend if NPSP should be used in the same Salesforce environment or if they should start over in a new environment.
Which tool should the consultant use to help evaluate and recommend the best course of action?

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

Answer: A

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

NEW QUESTION 76
- (Exam Topic 1)
A nonprofit organization has white papers, case studies, and impact reports on its website. The organization wants to track website visitors who download those assets. Once tracked, the organization wants to pursue the visitor as a constituent. Which solution should be considered?

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

Answer: C

NEW QUESTION 79
- (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 84
- (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 86
- (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 89
- (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 92

- (Exam Topic 2)
Which one do you like?

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

Answer: C

NEW QUESTION 94
- (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 99
- (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 102
- (Exam Topic 2)
A nationally federated nonprofit is implementing a single Salesforce org to provide shared fundraising services to its four regional affiliates. Each affiliate and the national nonprofit must see only its own donor data.
Which Salesforce feature would enable this level of record access?

A. Divisions
B. Record Types
C. Role Hierarchy
D. Criteria-based sharing

Answer: A

Explanation:
(Role hierarchy) https://trailhead.salesforce.com/en/content/learn/modules/data_security/data_security_records
Role hierarchies ensure managers have access to the same records as their subordinates. Each role in the hierarchy represents a level of data access that a user or group of users needs.

NEW QUESTION 105
- (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 109
- (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 114
- (Exam Topic 2)
A nonprofit wants to collect information online about volunteers who are new to the nonprofit, including names and contact details, skill sets, and availability. The nonprofit already uses NPSP and Volunteers for Salesforce and wants to create a report with this information.
What are two ways the consultant can meet the requirement? Choose 2 answers

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

Answer: CD

NEW QUESTION 115
- (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 116
- (Exam Topic 2)
A consultant has installed NPSP and is setting up Relationships using List Settings. The nonprofit wants the reciprocal relationship to be selected automatically based on gender.
On which object should the consultant create the custom "Gender" field?

A. Affiliation
B. Relationship
C. Contact
D. Account

Answer: B

Explanation:
https://powerofus.force.com/s/article/NPSP-Manage-Relationships-Settings

NEW QUESTION 120
- (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 123
- (Exam Topic 2)
A nonprofit admin needs to import lists of Contacts into Salesforce Campaigns regularly from CSV files using the NPSP Data Import too\.
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 126
- (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. B28 Marketing Analytics

B. NPSP Advanced Mapping
C. Salesforce Reports
D. Insights Platform Data Integrity

Answer: C

NEW QUESTION 128
- (Exam Topic 2)
A nonprofit wants to integrate its existing proprietary event management system with Salesforce. The nonprofit wants to automatically send event and attendee data from its external system and create Campaigns and Campaign Members in Salesforce on a daily basis.
What should the consultant recommend?

A. Use a middleware tool to integrate the external system with Salesforce.
B. Use NPSP Batch Data Import to schedule regular Imports from the external system.
C. Use Salesforce Connect to integrate the external system with Salesforce.
D. Use NPSP Data Importer Templates to import the necessary data.

Answer: C

Explanation:
https://www.freecram.com/question/Salesforce.Nonprofit-Cloud-Consultant.v2021-01-10.q37/a-nonprofit-organ

NEW QUESTION 132
- (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 136
- (Exam Topic 2)
A consultant sot 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 141
- (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 143
- (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 correctly7

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 146

- (Exam Topic 2)
A nonprofit uses NPSP to manage its sustained giving program and plans to add Accounting Subledger. Which configuration should the nonprofit review before the implementation?

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

Answer: A

NEW QUESTION 150
- (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 153
- (Exam Topic 2)
The development director wants all users to only see Engagement Plans on Opportunity records for donations with an Amount greater than 10,000.
How should this be accomplished?

A. Add the Related List - Single Lightning component to the Opportunity Lightning pag
B. Add a component visibility filter to display the Engagement Wan when the Opportunity Amount field is greater than 10,000.
C. Create a tab and associate the Engagement Plan object to the ta
D. Add the Related List - SingleLightning component and set it to Engagement Plan
E. Give read access for the Engagement Plan object to all profiles.
F. Create a custom Lightning component that displays all Engagement Plan
G. Add the component to the Opportunity Lightning Pag
H. Assign the Lightning Page as the Org Default and Activate it.
I. Add the Related Lists component to the Opportunity Lightning pag
J. Set the component visibility filter to ensure the Opportunity Amount field is greater than 10,000. Assign the page to the development director's profile.

Answer: D

NEW QUESTION 155
- (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 158
- (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 162
- (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 166
- (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 168
- (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 169
- (Exam Topic 2)
A nonprofit stores a government-issued personal identification number on each constituent's Contact record in an encrypted field.
What should a consultant enable on a Permission Set to ensure the personal identification number is fully accessible by a subset of org users?

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

Answer: B

NEW QUESTION 172
- (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 177
- (Exam Topic 2)
Which two objects in the Program Management Module are directly connected to objects in Nonprofit Cloud Case Management?
Choose 2 answers

A. Client Alert
B. Case
C. Service Delivery
D. Program

Answer: BC

Explanation:
The PMM has two main objects — Programs and Services
together with contacts and household accounts

NEW QUESTION 179
- (Exam Topic 2)
A nonprofit uses Salesforce for fundraising and now wants to provide support for clients through a real-time chat interface with a staff member.
What should the consultant recommended?

A. Digital Engagement
B. Web-to-Case
C. Experience Cloud
D. Einstein Bots

Answer: A

NEW QUESTION 181
- (Exam Topic 2)
A nonprofit wants to send monthly project updates to donors who have given 10 or more times. The nonprofit wants to add new donors who meet this criteria to the newsletter campaign.
How should a consultant ensure the campaign stays current?

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

Answer: D

NEW QUESTION 182
- (Exam Topic 2)
A Household Account has Contacts with Affiliations, Relationships, and Closed/Won donations associated with it.
What is the outcome when a system admin attempts to delete this Household Account record?

A. Since Closed/Won donations are associated with the Account record, an error message displays.
B. The Household Account record and its standard related records are deleted.
C. Since Affiliations and Relationships are associated with the Contacts in this Account, an error message displays.
D. The Household Account record and its standard related records remain.

Answer: A

NEW QUESTION 186
- (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 189
- (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 191
- (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 192
- (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 194
- (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 197
- (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 198
- (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 200
- (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 202
- (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 203
- (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 204
- (Exam Topic 2)
A nonprofit stores a government-issued personal identification number on each constituent's Contact record in an encrypted field.
What should a consultant enable on a Permission Set to ensure the personal identification number is fully accessible by a subset of org users'?

A. View Ail Contact object permission
B. View All Data system permission
C. Manage Encryptiorvieys system permission
D. View Encrypted Data system permission

Answer: C

Explanation:
https://trailhead.salesforce.com/content/learn/modules/spe_admins/spe_admins_set_up

NEW QUESTION 206
- (Exam Topic 2)
A fundraiser at a nonprofit wants to be donation solicitations on which she is easily track and update her gift asks.
What should requirement

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

Answer: A

NEW QUESTION 210
- (Exam Topic 2)
A member of the donation processing team wants to set up different batch data input configurations for different donation types.
Which feature should the consultant recommend to make processing different donation batches consistent?

A. Gift Entry Templates
B. Advanced Mapping
C. Data Import Wizard
D. Engagement Plan Templates

Answer: A

Explanation:
https://powerofus.force.com/s/article/NPSP-Configure-Gift-Entry

NEW QUESTION 215
- (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 216
- (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 221
- (Exam Topic 2)
A nonprofit wants to segment its constituents based on their donations from the prior fiscal year. The nonprofit wants to include only onetime gifts it received.
Which NPSP feature should the consultant use to meet this requirement?

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

Answer: B

NEW QUESTION 223
- (Exam Topic 2)
A nonprofit offers courses that grant teachers credit toward maintaining their teaching certification. Teachers can enroll in an annual cohort to complete the course modules together. The nonprofit needs to track the courses each teacher completes and the credits awarded to them.
Which solution should a consultant recommend?

A. Self-Service Portal
B. Program Management Module
C. Engagement Plans
D. Service Cloud

Answer: A

Explanation:
https://www.salesforce.com/products/service-cloud/self-service-portal/

NEW QUESTION 224
- (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 226
- (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 229
- (Exam Topic 2)
A nonprofit conducts background checks on all prospective volunteers. Only the volunteer manager and executive director should be able to access the fields related to background checks on the Contact object.
How should the consultant configure the security settings?

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

Answer: A

NEW QUESTION 230
- (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 234
- (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 238
- (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 241
- (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 242
- (Exam Topic 2)
A nonprofit is using NPSP with the default account model and settings. A user creates and saves a new Contact leaving the Account Name blank.
How does NPSP handle the Account?

A. The Contact is added to an existing Account.
B. An Account is created with a household name.
C. An Account is created with the same name as the Contact.
D. The Account Name remains blank.

Answer: B

NEW QUESTION 245
- (Exam Topic 2)
A consultant began an implementation project with a nonprofit that is new to Salesforce. The nonprofit's leadership is hesitant to spend time at the beginning of the project on change management.
What are three reasons the consultant can share to emphasize the value and importance of governance? Choose 3 answers

A. Cost savings
B. Compliance
C. Security
D. Technical Interoperability
E. Delivery Speed

Answer: ABE

NEW QUESTION 248
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