

Salesforce

Exam Questions Nonprofit-Cloud-Consultant

Salesforce Certified Nonprofit Cloud Consultant (SP20)



NEW QUESTION 1

- (Exam Topic 1)

A consultant is upgrading a non-profit client from version 2 of NPSP to version 3. Which action should the consultant take before running the NPSP Installer?

- A. Delete all fields labelled Deprecated.
- B. Upgrade the Recurring Donations package by itself.
- C. Delete the custom Households object.
- D. Run NPSP Health Check.

Answer: B

NEW QUESTION 2

- (Exam Topic 1)

A 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 3

- (Exam Topic 1)

A Household Account has Contacts with Recurring Donations, Relationships, and closed/won donations associated with it. What happens when a system administrator attempts to delete this Household Account record?

- A. There is an error message because there are closed/won donations associated with the Account record.
- B. There is an error message because there are recurring donations associated with the Contacts in this Account.
- C. There is an error message because there are relationships associated with the Contacts in this Account.
- D. The Household Account record is deleted.

Answer: A

NEW QUESTION 4

- (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 5

- (Exam Topic 1)

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

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

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

Answer: AC

NEW QUESTION 6

- (Exam Topic 1)

A donor donates \$500 to a nonprofit that is matched by his employer. How are the hard credits and soft credits listed in NPSP?

- A. The donor has a hard credit of \$500 and a soft credit of \$500, and the employer has a hard credit of \$500
- B. The donor has a soft credit of \$500 and the employer has a hard credit of \$500
- C. The donor has a hard credit of \$500, the employer has a hard credit of \$500, and there are no soft credits
- D. The donor has a hard credit of \$500 and the employer has a soft credit of \$500

Answer: B

NEW QUESTION 7

- (Exam Topic 1)

A nonprofit customer must collect and store its clients' government-issued ID number. The consultant has set up a custom text field for the ID number. Which security solution should be used to protect this data?

- A. Restrict visibility by removing it from the page layout and utilizing role hierarchy to prevent users from accessing that field except for the staff who need to interact with the government ID data
- B. Encrypt the government ID field with Classic Encryption for Custom Fields and grant View EncryptedData permission only to those users who have to interact with the data
- C. Turn on two-factor authentication for the staff members who need to collect and use the government ID number field data
- D. Set the org wide default on Contacts to Private so only the user who owns the Contact records can access it.

Answer: B

NEW QUESTION 8

- (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 9

- (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 10

- (Exam Topic 1)

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

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

Answer: C

NEW QUESTION 10

- (Exam Topic 1)

A nonprofit organization 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)

A large non-profit organization needs to keep track of a vast network of donors in NPSP. The donors have their own complex relationships, where they may be related to many different Accounts. Which Salesforce object does Salesforce.org recommend using to address this complexity?

- A. Relationships
- B. Contact (associated to Multiple Accounts)
- C. Connections
- D. Organization Accounts
- E. Affiliations

Answer: E

NEW QUESTION 16

- (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 21

- (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 26

- (Exam Topic 1)

A nonprofit organization is using Salesforce with the NPSP pre-installed. The nonprofit organization wants to give prospective volunteers a way to fill out their volunteer application online. How should this be accomplished?

- A. Create a web-to-case form in Salesforce with the fields needed to capture the information asked for on the form.
- B. Set up the Volunteers for Salesforce Volunteer Signup Form on the nonprofit's website.
- C. Create a Chatter Group for prospective volunteers, assign them a Chatter Free license, and have users complete the form.
- D. Set up the Volunteers for Salesforce Site Contact Information Site on the nonprofit's website.

Answer: B

NEW QUESTION 31

- (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 35

- (Exam Topic 1)

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

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

Answer: E

NEW QUESTION 38

- (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 fund.
- 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 40

- (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 41

- (Exam Topic 1)

Which two actions should a consultant take before importing a large volume of data into an NPSP org?

- A. Check the code coverage of the target org
- B. Disable certain Apex classes manually in production
- C. Check if the data is clean, structured, and in its final format
- D. Disable certain Apex classes using TDTM

Answer: CD

NEW QUESTION 44

- (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 48

- (Exam Topic 1)

An international nonprofit organization works across six different countries in Europe and Africa. The organization relies heavily on volunteers in each country to support its work and wants volunteers to be able to sign up for volunteer jobs on its website.

What is a consideration when setting up Volunteers for Salesforce given this context?

- A. Set up a different Site in Volunteers for Salesforce for each country and set the time zone for the Site to the local time zone so all events will appear as the correct time for the time zone.
- B. Add text to the Volunteers for Salesforce website informing all volunteers that all time for volunteer jobs and shifts is shown in the time zone of the headquarters and they need to convert the time to their local time zone.
- C. Remove the Start Time and End Time fields from the website template and put the times in the description in the local time zone.
- D. Set the Volunteer Job's Website Time Zone field value to the time zone in which the job will take place when creating Volunteer Jobs.

Answer: D

NEW QUESTION 51

- (Exam Topic 1)

A nonprofit runs a workforce development program for its clients. Job seekers contact the nonprofit via phone, web, and email. The nonprofit wants to track each engagement separately from start to finish. The nonprofit needs to assign job seekers to case managers.

What solution should the consultant propose?

- A. Create a custom junction object between Contact and Case for the assignment and customize workflow rules.
- B. Enable web-to-case and customize cases and assignment rules.
- C. Create a custom multi-select picklist field to track the assignment and customize related lists.
- D. Enable web-to-lead and customize leads and assignment rules.

Answer: B

NEW QUESTION 55

- (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 59

- (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 63

- (Exam Topic 1)

A consultant is setting up a governance framework as part of a nonprofit organization implementation. Which three elements should be included in a Salesforce-recommended governance structure? Choose 3 answers

- A. Agile Methodology
- B. Release Management
- C. Rules of Engagement
- D. Center of Excellence
- E. Design Standards

Answer: ABD

NEW QUESTION 66

- (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 70

- (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 72

- (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 76

- (Exam Topic 1)

A consultant is about to begin a data project with a nonprofit to clean up Opportunity data.

Which opportunity data situation requires a consultant to temporarily disable NPSP Triggers for performance reasons?

- A. Uploading 600,000 new Organization Accounts without addresses
- B. Uploading 400,000 new records to a custom object
- C. Uploading 100,000 new Task records
- D. Uploading 1 million new Contact records

Answer: D

NEW QUESTION 77

- (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 82

- (Exam Topic 1)

A developer needs to create a custom Apex class in the TDTM framework. Which sets of steps should the developer take?

- A. Create the Visualforce page, test class, and a Trigger Handler record
- B. Create the Apex class, test class, and Trigger Handler record
- C. Create the Apex trigger, test class, and Trigger Handler record
- D. Create the Lightning component, test class, and Trigger Handler record

Answer: B

NEW QUESTION 86

- (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 91

- (Exam Topic 2)

A nonprofit has implemented Program Management Module to satisfy the reporting requirements of a new grant. The funder expects to see a report that segment's services according to location.

Which object will allow the nonprofit to satisfy the reporting requirements?

- A. Program
- B. Service
- C. Program Engagement
- D. Program Cohort

Answer: D

Explanation:

<https://powerofus.force.com/s/article/PMM-Overview> <https://trailhead.salesforce.com/en/content/learn/modules/program-management-with-nonprofit-cloud/management>

NEW QUESTION 92

- (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 94

- (Exam Topic 2)

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

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

Answer: BC

NEW QUESTION 95

- (Exam Topic 2)

Which Salesforce resource should an admin use to search for nonprofit user groups in a particular region or state?

- A. AppExchange
- B. Trailhead
- C. Trailblazer Community
- D. Salesforce Help

Answer: C

NEW QUESTION 96

- (Exam Topic 2)

A data administrator at a small nonprofit has 3 profile that allows them to Read, Create, Edit, and Delete on all objects. The staff member receives an error when attempting to merge three duplicate contacts.

What should the consultant recommend to resolve this issue?

- A. Tell the staff member to select only two instead of three contacts when using Contact Merge.
- B. Make the staff member a system admin.
- C. Create a Permission Set with Modify All on Contacts and Accounts and assign it to the staff member.
- D. Tell the staff member to merge Contacts from the View Duplicates component.

Answer: C

Explanation:

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

NEW QUESTION 99

- (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 100

- (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 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 105

- (Exam Topic 2)

A nonprofit needs to send automated renewal emails on a 30/60/90/180-day cadence. Each email template needs to be different based on the members' website visits.

Which solution should a consultant recommend?

- A. Pardot
- B. Apex
- C. Workflow
- D. Flow

Answer: A

NEW QUESTION 106

- (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 107

- (Exam Topic 2)

The program manager of an after-school program wants to pull a report that shows all students in the program and their primary parent/guardian with the parent/guardian's cell phone and email. The nonprofit is using NPSP.

Which custom report type should the consultant use to create the report?

- A. Program Engagements with or without Household Account
- B. Service Participants with or without Program Engagement
- C. Contacts with or without Relationships
- D. Contacts with or without Service Participants

Answer: A

Explanation:

<https://trailhead.salesforce.com/trailblazer-community/feed/0D54S00000A7atiSAB>

NEW QUESTION 111

- (Exam Topic 2)

Which one do you like?

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

Answer: C

NEW QUESTION 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 119

- (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 124

- (Exam Topic 2)

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

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

Answer: D

NEW QUESTION 127

- (Exam Topic 2)

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

- A. Affiliation record
- B. Relationship record
- C. NPSP Settings
- D. Opportunity Settings

Answer: C

NEW QUESTION 131

- (Exam Topic 2)

A nonprofit wants its supporters to send advocacy messages to elected officials and then record which supporters sent the messages. Which two solutions should the consultant recommend to meet the requirement? Choose 2 answers

- A. Organize advocacy messages into Campaigns and add the Contacts who take action as Campaign Members.
- B. Configure Marketing Cloud to send advocacy messages from the supporters.
- C. Use an online advocacy platform from the AppExchange that syncs to Salesforce.
- D. Set a new NPSP Engagement Level on a Contact every time a Contact sends an advocacy message.

Answer: AB

NEW QUESTION 134

- (Exam Topic 2)

A user creating Opportunities Wants information to appear on both the Opportunity record and the Payment record without having to enter it twice. Which two steps should the consultant take to meet this requirement? Choose 2 answers

- A. Create custom fields on the Payment object.
- B. Create lookup fields on the Payment object.
- C. Create Payment Mappings in NPSP Settings.
- D. Create custom automation on the Payment object.

Answer: AC

NEW QUESTION 139

- (Exam Topic 2)

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

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

Answer: A

NEW QUESTION 141

- (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 144

- (Exam Topic 2)

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

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

Answer: D

Explanation:

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

NEW QUESTION 148

- (Exam Topic 2)

A nonprofit uses Salesforce for fundraising and managing its educational programs. Its membership data is stored in a proprietary membership management system. The nonprofit wants real-time insights into whether its donors are members, their renewal dates, and other related data points. The membership data only needs to be viewed.

What should a consultant recommend to meet the requirement?

- A. Utilize Salesforce Connect to store this information in External Objects.
- B. Utilize Big Objects to store this information in Custom Objects.
- C. Utilize Salesforce Connect to store this information in Custom Objects.
- D. Utilize Big Objects to store this information in External Objects.

Answer: C

NEW QUESTION 150

- (Exam Topic 2)

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

What is the likely explanation for this?

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

Answer: C

NEW QUESTION 153

- (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 155

- (Exam Topic 2)

A nonprofit realizes that the target deployment date is concurrent with a Salesforce major seasonal release window.

Which two steps should the nonprofit take when finalizing the plan for the new feature in production? Choose 2 answers

- A. Verify the sandbox is on the same release as production.
- B. Log a Salesforce support case to change the version of the sandbox release.
- C. Deploy a Change Set during the upgrade window for the production instance.
- D. Review the sandbox preview instructions for the upcoming release.

Answer: AC

NEW QUESTION 159

- (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 162

- (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 163

- (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 167

- (Exam Topic 2)

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

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

Answer: D

NEW QUESTION 168

- (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 172

- (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 177

- (Exam Topic 2)

A nonprofit created a custom Opportunity Name for all In-kind gifts. Which two considerations should the consultant discuss with the nonprofit? Choose 2 answers

- A. The nonprofit should change existing Opportunities to the new naming convention by running the Refresh All Opportunity Names utility.
- B. The Opportunity Name Format will only be applied to new Opportunities of the matching record type.
- C. The nonprofit should change existing Opportunities to the new naming convention through an upsert.
- D. Click the Refresh Name button on one Opportunity record to update all relevant Opportunities.

Answer: CD

Explanation:

<https://powerofus.force.com/s/article/NPSP-Customize-Opportunity-Names#refreshsingle>

NEW QUESTION 182

- (Exam Topic 2)

A nonprofit organization wants to integrate its event management system and Salesforce. The organization wants to automatically send event and event attendee data from its event management system and create Campaigns and Campaign Members in Salesforce on a daily basis. What should the consultant recommend?

- A. Export event and event attendee information to the NPSP Import Template and import into Salesforce
- B. Consider using a middleware tool to integrate the event management system with Salesforce
- C. Export Campaign and Campaign Member information and import into the event management system
- D. Consider using Salesforce Connect

Answer: D

NEW QUESTION 187

- (Exam Topic 2)

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

What should the consultant recommend?

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

Answer: B

Explanation:

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

NEW QUESTION 188

- (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 193

- (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 194

- (Exam Topic 2)

A consultant is training a system admin to prepare for a new release of a particular open source Nonprofit Cloud product. Where are two places the system admin should look for release notes on the product? Choose 2 answers

- A. The Nonprofit Hub group in the Trailblazer Community.
- B. The Salesforce Trust website.
- C. The product's GitHub repository release page.
- D. The Nonprofit Cloud release announcement group in the Trailblazer Community.

Answer: CD

NEW QUESTION 195

- (Exam Topic 2)

A nonprofit wants to manage a new program in Salesforce.

— and several objects that connect those objects

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

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

Answer: B

NEW QUESTION 198

- (Exam Topic 2)

A nonprofit is migrating from a legacy donor management database. The database has donor contact information, donation history, and payment information. How should the consultant load the data from the database using a single file to create the related records?

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

Answer: C

Explanation:

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

NEW QUESTION 199

- (Exam Topic 2)

A nonprofit wants to present active volunteer sites on a map which should be visible without logging in. Which tool would support this requirement?

- A. Tableau CRM
- B. Tableau Public
- C. Custom Report
- D. Custom Dashboard

Answer: B

NEW QUESTION 203

- (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 207

- (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 208

- (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 212

- (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 214

- (Exam Topic 2)

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. Populate the Primary Campaign Source field on the Opportunity record

- B. Upload a list of all donors as Campaign Members using the Data Import Wizard
- C. Enable the Automatic Campaign Member Management in NPSP settings
- D. Create a trigger that automatically adds any donor as a Campaign Member

Answer: AC

NEW QUESTION 218

- (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 221

- (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 224

- (Exam Topic 2)

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

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

Answer: BC

NEW QUESTION 229

- (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 232

- (Exam Topic 2)

The system administrator at a nonprofit wants to use Advanced Mapping for regular data imports of constituent and donation data. What is an important consideration of Advanced Mapping?

- A. The target fields can only be text, currency, number, date or address fields.
- B. The target objects must be NPSP objects.
- C. The target objects must directly relate to Accounts, Contacts, or Opportunities.
- D. Checkbox fields are unavailable to map to as target fields.

Answer: B

Explanation:

(wrong),b(wrong), a(if d is wrong then a is also wrong),So Option C <https://help.salesforce.com/s/articleView?id=000358792&type=1>

NEW QUESTION 235

- (Exam Topic 2)

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

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

Answer: C

NEW QUESTION 237

- (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 239

- (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 244

- (Exam Topic 2)

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

Which feature should the consultant recommend?

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

Answer: C

Explanation:

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

NEW QUESTION 249

- (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 254

- (Exam Topic 2)

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

Which action should the consultant take to resolve the issue?

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

Answer: B

NEW QUESTION 255

- (Exam Topic 2)

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

What should the consultant use to standardize addresses in NPSP?

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

Answer: B

Explanation:

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

NEW QUESTION 257

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