

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 nonprofit organization needs to send a mailing to all clients to invite them to an informational session on its workforce development program. The organization wants to track who it was sent to and who responded. The organization is using the NPSP with the Household Account Model. What should a consultant advise them to do to accomplish this in Salesforce?

- A. Create a report using the NPSP All Contacts report and add a filter to just include clients
- B. Create a mailing list Campaign, then create a report using the type Contacts & Accounts with a filter for clients, then add to Campaign
- C. Create a Campaign, filter a list view for clients and add to Campaign
- D. Create a report with the type Campaigns with Campaign Members.
- E. Create a Campaign field and add all clients to it, then use the Household Mailing List button to generate the mailing list.

Answer: D

NEW QUESTION 3

- (Exam Topic 1)

A nonprofit organization provides case management to its clients. There is a requirement for a score to be automatically assigned to each client based on several factors such as age, income and number of health conditions. The nonprofit also wants to automate the creation and assignment of follow up tasks related to the client.

Which combination of functions should the consultant recommend?

- A. Activities and Customizable Rollups
- B. Volunteer Recurrence and Customizable Rollups
- C. Engagement Plans and Levels
- D. Volunteer Wizard and Reports

Answer: C

NEW QUESTION 4

- (Exam Topic 1)

Which two sections should be included in a Salesforce-recommended V2MOM? Choose 2 answers

- A. Vision
- B. In Milestones
- C. Objectives
- D. Metrics
- E. Virtues

Answer: AD

NEW QUESTION 5

- (Exam Topic 1)

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

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

Answer: AC

NEW QUESTION 6

- (Exam Topic 1)

A nonprofit organization 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 7

- (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 8

- (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 9

- (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)

An international nonprofit organization added a translated relationship picklist value, however the reciprocal relationship record is not displaying correctly. What is the cause of this error?

- A. The system administrator did not enable the Translation Workbench.
- B. The language is not supported in NPSP.
- C. The current user does not have the correct locale.
- D. The system administrator did not add the reciprocal relationship value in the NPSP Settings tab.

Answer: D

NEW QUESTION 10

- (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 14

- (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 18

- (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 22

- (Exam Topic 1)

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

A. Power of Us Hub

B. Salesforce Help

C. Salesforce AppExchange

D. Trailblazer Community

Answer: A

NEW QUESTION 27

- (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 32

- (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 33

- (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 38

- (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 40

- (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 43

- (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 type
- 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 type
- 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 type
- 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 type
- 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 47

- (Exam Topic 2)

A nonprofit wants to use Salesforce technology to train and test its employees on skills related to brand messaging, creating support cases for IT, and publishing online videos.

Which solution should the consultant recommend?

- A. Custom Help pages
- B. Prompts for In-App Guidance
- C. myTrailhead
- D. Knowledge

Answer: D

NEW QUESTION 48

- (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 49

- (Exam Topic 2)

A user at a nonprofit is trying to run a mailing list report on a campaign using the NPSP Household Mailing List button. They receive an error saying, "the data you are trying to access is unavailable." The button works as expected for the system administrator.

What should the consultant advise to troubleshoot the issue?

- A. Check if the user has access to the Apex Class for Manage Households.
- B. Check if the Campaign ID filter in the Campaign Household Mailing List report is unlocked.
- C. Check if the user has the View Reports in Public Folders system permission.
- D. Check if the user has access to Households via Role hierarchy.

Answer: B

NEW QUESTION 50

- (Exam Topic 2)

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

Which marketing automation tool should a consultant recommend?

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

Answer: D

Explanation:

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

NEW QUESTION 51

- (Exam Topic 2)

A consultant needs to load a large volume of data for a nonprofit.

Which two steps should the consultant take before the data loads to speed up the process? Choose 2 answers

- A. Add record owners to Role Hierarchy.
- B. Defer Sharing Rule Calculation.
- C. Disable related Apex classes in TDTM.
- D. Recalculate Sharing Rules.

Answer: BC

NEW QUESTION 56

- (Exam Topic 2)

A nonprofit receives many tribute gifts and wants to ensure that the person being honored by the gift consistently receives the proper soft credit.

How should the consultant advise them to configure this in NPSP?

- A. Set up Automatic Opportunity Contact Roles and enter Honoree for Honoree Opportunity Contact Role.
- B. In the New Donation entry screen populate the Honoree lookup field.
- C. Set the Contact Role for individual Opportunities to Honoree.
- D. Enable Advanced Mapping and map the Honoree to Honoree Opportunity Contact Role.

Answer: A

Explanation:

<https://trailhead.salesforce.com/en/content/learn/modules/opportunity-settings-in-nonprofit-success-pack/set-up>

<https://trailhead.salesforce.com/en/content/learn/modules/donation-soft-credit-management-with-nonprofit-succ> Need to read about Honoree and Soft credit in detail

NEW QUESTION 61

- (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 62

- (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 63

- (Exam Topic 2)

A nonprofit wants to predict the likelihood of a contact recurring donor. What should the consultant recommend to meet

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

Answer: D

NEW QUESTION 64

- (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 69

- (Exam Topic 2)

A nonprofit sends direct mail appeals via a third-party mail house. The nonprofit pulls a report from NPSP to send to the mail house with address information for each constituent who should receive an appeal. Some constituents prefer to receive mail at an address other than their primary household address.

How should a consultant access a list of those who do not reside at their household mailing address?

- A. Create a custom report type for Addresses and a filter for Address Override = True.
- B. Create a Contacts and Accounts report and add a filter for Address Override = True.
- C. Create a Contacts and Accounts report and add a filter for Primary Address Type - Other.
- D. Create a Campaign and run the Household Mailing List report.

Answer: B

Explanation:

<https://powerofus.force.com/s/article/NPSP-Override-the-Default-Address-for-a-Contact>

NEW QUESTION 73

- (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 75

- (Exam Topic 2)

A nonprofit processed a donation, and then the donor asked the nonprofit to also credit their spouse on that gift.

Assuming standard NPSP configuration, what should a consultant recommend to satisfy this request?

- A. Create an Opportunity Contact Role for the spouse and mark it as primary.
- B. Create an Opportunity Contact Role for the spouse and set the role to Soft Credit.
- C. Clone the Opportunity and set the primary contact to the spouse.
- D. Enable Automatic Soft Credit for household members in NPSP settings.

Answer: D

Explanation:

<https://powerofus.force.com/s/article/NPSP-Configure-Automated-Soft-Credits#ariaid-title6>

NEW QUESTION 80

- (Exam Topic 2)

A development director wants to compare year over year donation information on a weekly basis for the last five years in order to see giving trends via a bar chart. The director asks the consultant if reporting snapshots would work.

What should the consultant advise about the limitations of reporting snapshots?

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

Answer: D

Explanation:

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

NEW QUESTION 82

- (Exam Topic 2)

A nonprofit is implementing Salesforce for program management. The nonprofit wants to measure user adoption after go-live. What are two metrics the nonprofit can use to measure user adoption? Choose 2 answers

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

Answer: BD

Explanation:

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

NEW QUESTION 86

- (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 90

- (Exam Topic 2)

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

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

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

Answer: BC

NEW QUESTION 95

- (Exam Topic 2)

A nonprofit receives a check that includes donations from several donors for a specific program the nonprofit runs.

Which two features should a consultant configure to track this gift? Choose 2 answers

- A. GAU Allocations
- B. Recurring Donations
- C. Partial Soft Credits
- D. Multiple Payments

Answer: AD

NEW QUESTION 99

- (Exam Topic 2)

A consultant is implementing Salesforce for a nonprofit client who is inexperienced with Salesforce. The staff wants to assign an NPSP fundraising training module.

Which training resource should the consultant recommend?

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

Answer: C

NEW QUESTION 100

- (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 104

- (Exam Topic 2)

A nonprofit fundraiser notices that some of the NPSP calculated donation summary fields on the Contact and Account records are displaying incorrect values when

compared to the donations recorded for each donor.

What are three items the consultant should review to troubleshoot the issue? Choose 3 answers

- A. Customizable Rollups
- B. Opportunity Stages
- C. NPSP Health Check
- D. Salesforce Optimizer report
- E. Campaign Hierarchy

Answer: ABE

NEW QUESTION 108

- (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 112

- (Exam Topic 2)

A consultant is migrating historic donation records into a nonprofit's Salesforce org. Many of these donations were paid in multiple installments.

What should the consultant do to correctly match the Payments to the Opportunities?

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

Answer: C

NEW QUESTION 117

- (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 119

- (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 121

- (Exam Topic 2)

A nonprofit using NPSP performs m-person case management for new and existing clients in the field. When case managers return to the office, they need to enter over 100 contacts from a spreadsheet, and then create a Case for each.

What should the consultant recommend to meet the requirement?

- A. Use Data Import Wizard to insert Contacts and related Cases.
- B. Configure NPSP Data Importer to upsert Contacts with related Cases.
- C. Install Case Management to upsert Contacts and relate them to Cases.
- D. Create a web-to-case form that case managers will use to record the contact details.

Answer: A

NEW QUESTION 126

- (Exam Topic 2)

A gift officer is entering donations and wants to track that the donor responded to the most recent direct mail campaign. Which feature should the consultant configure to record the donor's campaign response?

- A. Customizable Rollups
- B. Automatic Campaign Member Management
- C. Sales Process
- D. Customizable Campaign Influence

Answer: B

Explanation:

<https://trailhead.salesforce.com/en/content/learn/modules/campaign-management-with-nonprofit-success-pack/m>

NEW QUESTION 128

- (Exam Topic 2)

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

How should the consultant integrate these applications?

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

Answer: A

NEW QUESTION 129

- (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 131

- (Exam Topic 2)

A nonprofit runs a large scholarship program for high-school graduates. It wants to use Salesforce to help with accepting external scholarship applications, reviewing processes, and tracking requirements.

Which two solutions should the consultant recommend to meet this requirement? Choose 2 answers

- A. NPSP Opportunities with GAU Allocation
- B. Web-to-lead form
- C. Experience Cloud
- D. Outbound Funds Module

Answer: BD

NEW QUESTION 133

- (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 134

- (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 individual
- 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 136

- (Exam Topic 2)

The system administrator at a nonprofit encounters a 500 server error when trying to map additional objects and fields with Advanced Mapping. What is likely causing the error?

- A. A user modified or deleted a mapped field.
- B. The administrator is trying to map to an object from a managed package.
- C. The administrator is trying to map to an unsupported field type.
- D. The target field has a validation rule in place.

Answer: A

NEW QUESTION 139

- (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 141

- (Exam Topic 2)

A Salesforce admin would like to report on data from Marketing Cloud using Salesforce reports. The organization's Marketing Cloud instance is using Marketing Cloud Connect. Tracking is enabled. Which type of data is available for reporting using Salesforce reports?

- A. MobileConnect Message details
- B. Journey Builder Activity details
- C. Interaction Studio Impression details
- D. Email Studio Send details

Answer: D

NEW QUESTION 142

- (Exam Topic 2)

A nonprofit wants to use Volunteers for Salesforce for volunteer management. Which action should a consultant take before installing the package?

- A. Apply for license donation for Volunteers for Salesforce.
- B. Check that the nonprofit has the most recent NPSP release.
- C. Ensure the Program Management Module Is already Installed.
- D. Compare usage of roll-up summary fields to limits.

Answer: D

NEW QUESTION 146

- (Exam Topic 2)

A nonprofit wants to use Customizable Rollups in its NPSP org. What should the consultant advise1?

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

Answer: D

Explanation:

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

NEW QUESTION 147

- (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 Contact object permission
- B. View All Data system permission
- C. Manage Encryption views 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 149

- (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 151

- (Exam Topic 2)

A nonprofit wants to implement an external email platform that integrates with Salesforce. The integration will record every email sent to a subscriber, as well as which recipients open the email, click a link, or unsubscribe.

Which two storage considerations should the consultant take into account before recommending an email platform?

Choose 2 answers

- A. Campaign Member records use less storage space than custom object records.
- B. Email subscribers' activities can be retained for a certain length of time.
- C. Unsubscribed Leads should be deleted from Salesforce immediately.
- D. Subscribers must be synced as Leads and Campaign Members In NPSP.

Answer: BD

NEW QUESTION 152

- (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 155

- (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 160

- (Exam Topic 2)

The admin at a nonprofit wants to delegate authority to two specific users to process gift entries.

Which three permissions should the consultant add to a permission set so the users can perform this work with only the necessary level of access?

Choose 3 answers

- A. Grant the View All Data permission.
- B. Grant visibility to the Gift Entry tab.

- C. Grant create, edit and delete access to all required objects and fields.
- D. Grant create and edit access to all required objects and fields.
- E. Grant access to BDI_BatchOvermde and BDI_DataImport Visualforce pages.

Answer: BDE

NEW QUESTION 164

- (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 166

- (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 167

- (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 172

- (Exam Topic 2)

A nonprofit using NPSP manages scholarship funds for students. A donor indicates they want to split their gift between two scholarship funds.

Which solution should the consultant recommend to meet the requirement?

- A. GAU Allocations
- B. Automated Soft Credits
- C. Partial Soft Credit
- D. Campaign Hierarchy

Answer: A

NEW QUESTION 174

- (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 175

- (Exam Topic 2)

A nonprofit has a large volume of data across multiple objects in Salesforce and external databases. The nonprofit needs to quickly query data across its systems to get insights on any device about the impact it is having.

Which solution should the consultant recommend?

- A. Salesforce Connect
- B. Salesforce Reports & Dashboards
- C. External Objects
- D. CRM Analytics

Answer: D

NEW QUESTION 177

- (Exam Topic 2)

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

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

Answer: A

NEW QUESTION 181

- (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 182

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