Exam Questions Nonprofit-Cloud-Consultant

Salesforce Certified Nonprofit Cloud Consultant (SP20)

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

NEW QUESTION 1
- (Exam Topic 1)
A nonprofit organization uses Customizable Rollups and has a large volume of Recurring Donation Allocations for a specific fund. The system administrator notices a scheduled skew job, but does not remember scheduling it. What should the consultant advise the system administrator to do?

A. View the Setup Audit Trail
B. Keep the job
C. Run a debug log
D. Delete the job

Answer: D

NEW QUESTION 2
- (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 3
- (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 4
- (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 5
- (Exam Topic 1)
How can a gift officer determine if an acknowledgment letter was sent for a donation?

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

Answer: C

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

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

Answer: BD

NEW QUESTION 7
- (Exam Topic 1)
A 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 8
- (Exam Topic 1)
A nonprofit customer must conflict 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)
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)
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 wants the 15th of the month listed as the Close Date for all recurring donations and has selected the 15th in the Day of the Month picklist.
In reviewing Recurring Donation Opportunities it is found that some of the Opportunities have close dates at the end of the month.
Which action should the consultant take to troubleshoot this issue?

A. Check the Recurring Donation batch size.
B. Check the Error Log.
C. Check if the "Always use last day of the month" field is selected.
D. Check if the Custom Installment record was modified

Answer: B

NEW QUESTION 14
- (Exam Topic 1)
A nonprofit organization needs an audit trial of metadata changes over time and the ability to develop, test,
and a release project independent of other projects in development. Which development model should be chosen?

A. Application development
B. Org development
C. Package development
D. Change Set development

Answer: D

NEW QUESTION 18
- (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 Saleforce.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 22
- (Exam Topic 1)
A nonprofit organization has a large number of duplicate contacts the consultant needs to clean up. What should the consultant recommend to handle duplicate clean up in bulk?

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

Answer: B

NEW QUESTION 24
- (Exam Topic 1)
During requirements gathering with a nonprofit, the consultant discovers that the customer only works with individual contributors and volunteers (not companies or organizations). The consultant considers using Person Accounts with NPSP so that the customer can track its individual's as accounts. What is the best practice regarding Person Accounts?

A. Person Accounts should be tested in NPSP, and can be turned off if it does not work as intended
B. Ensure the Person Account record type is selected as the Household record type in NPSP Settings
C. Ensure that the Person Account record type is set as the default record type for the profile of the user who is converting the lead if the customer is planning to do lead conversion
D. Person Accounts were not designed to work with NPSP, and is not supported for use with NPSP

Answer: D

NEW QUESTION 28
- (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 32
- (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 36
- (Exam Topic 1)
A nonprofit has been keeping track of donors' employers in a spreadsheet. The nonprofit has hired a consultant to upload data to the NPSP Affiliations object. What is the correct order for uploading the donors' employment information?

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

Answer: B

NEW QUESTION 38
- (Exam Topic 1)
A nonprofit organization on NPSP needs to be able to track the high school a student attended and track the enrollment of the student at college.
How should the consultant recommend tracking this?

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

Answer: D

NEW QUESTION 41
- (Exam Topic 1)
The VP of Development wants to track the nonprofit organization's six campaigns nested within each other: Friends of the Organization>FY19>Capital Campaign>Annual Fund>Digital Donations>Mobile.
What should the consultant do?

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

Answer: B

NEW QUESTION 42
- (Exam Topic 1)
How can a user differentiate between a Contact's Account and Primary Affiliation under the Household Account model?

A. A Contact's Account is the same as the Contact record, a Contact's Primary Affiliation is the Contact's Household.
B. A Contact's Account is where they live, a Contact's Primary Affiliation is where they work.
C. A Contact's Account is where they work, a Contact's Primary Affiliation is where they live.
D. A Contact's Account is the same as a "bucket" where all Contacts are associated, a Contact's Primary Affiliation is the Contact's Household.

Answer: B

NEW QUESTION 43
- (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 theexecutive 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)
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 53
- (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 58
- (Exam Topic 1)
A nonprofit organization had enabled Person Accounts in its org and now wants to install NPSP. The nonprofit organization wants to completely remove all Person Account features. What should the nonprofit organization consider?

A. Apply for a new Salesforce organization and request a license transfer
B. Use the NPSP Conversion Utility Tool
C. Ensure the Person Account record type is selected as the Household record type in NPSP Settings
D. Create a case in Salesforce to completely remove the Person Account record type

Answer: A

NEW QUESTION 61
- (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 64
- (Exam Topic 1)
A consultant is installing NPSP in an existing Salesforce org for a nonprofit organization that plans to use the memberships feature in NPSP. Which action should a consultant take?

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

Answer: A

NEW QUESTION 68
- (Exam Topic 1)
A consultant needs to set up a sandbox strategy for a nonprofit implementation project involving two major development initiatives. For which three purposes should separate sandboxes be used?

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

Answer: ADE

NEW QUESTION 73
- (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 75
- (Exam Topic 1)
A nonprofit organization has engaged a consultant to implement NPSP and has a large membership program it wants to manage in Salesforce. Which two things does the consultant need to set up to ensure that the membership rollups in NPSP will work properly?

A. Ensure there is a custom field created for Membership Amount and selected for membership rollups
B. Check that the membership record type is selected for membership rollups.
C. Ensure there is an Opportunity record type set up for memberships
D. Check that the grace period is set up for memberships.

Answer: BD

NEW QUESTION 77
- (Exam Topic 2)
A consultant is assisting a nonprofit in its data integration and mapping between two systems. The consultant is unsure when a particular field was added to NPSP.
Where can the consultant find the NPSP version number for the field in question?

A. Schema Builder
B. NPSP package details
C. Custom field definition detail
D. NPSP Data Dictionary

Answer: D

Explanation:
https://powerofus.force.com/s/article/NPSP-Which-Version-Am-I-Using

NEW QUESTION 80
- (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 82
- (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 85
- (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 90
- (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 94

- (Exam Topic 2)
A nonprofit trade association sells research papers, certifications, and other products online to its existing members who are primarily universities and companies.
What should a consultant recommend to sell these items?

A. Salesforce Experience Cloud
B. Salesforce B2B Commerce
C. Salesforce B2C Commerce
D. Salesforce Billing

Answer: C

NEW QUESTION 98
- (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 100
- (Exam Topic 2)
A consultant for a nonprofit needs to upload data that contains payments on existing opportunities in Salesforce using donation matching in the NPSP Data Importer.
After a gift is successfully matched to an existing record, which two updates may occur? Choose 2 answers

A. The Stage of the Opportunity will change to Closed/Won.
B. The open Payment will be marked as Paid.
C. A Payment will be added to the Opportunity.
D. The Opportunity amount will include the new payment amount.

Answer: BD

Explanation:
https://powerofus.force.com/s/article/NPSP-Configure-Data-Importer-Options

NEW QUESTION 104
- (Exam Topic 2)
A nonprofit using Salesforce configured with Person Accounts has recently installed NPSP into its org. Which two configurations should a consultant set to ensure that Person Accounts and NPSP can coexist? Choose 2 answers

A. The Household record type in NPSP Settings is different than the Person Accounts record type.
B. Create a validation rule to prevent the creation of Person Accounts.
C. The default record type for profiles of any user who converts leads is different than the Person Account record type.
D. Remove permissions to Person Accounts for all profiles except System Admin.

Answer: AC

NEW QUESTION 105
- (Exam Topic 2)
A nonprofit enters donation data both into Salesforce and an external accounting system to reconcile. This process is time-consuming.
What should the consultant recommend to reduce manual data entry and improve efficiency?

A. Accounting Subledger
B. NPSP Data Importer Templates
C. Data Import Wizard
D. Advanced Mapping

Answer: B

NEW QUESTION 109
- (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 111
- (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 112
- (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 117
- (Exam Topic 2)
A nonprofit admin notices the nightly NPSP batch jobs are suddenly taking significantly longer to complete than they did a month earlier.
What are two factors the consultant should tell the system admin to consider? Choose 2 answers

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

Answer: BD

NEW QUESTION 118
- (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 119
- (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 124
- (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 127
- (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 129
- (Exam Topic 2)
The development director at a nonprofit needs to track grant lifecycles using NPSP, including assigning actions to staff members, tracking applications, reporting deadlines, and summarizing the total amount awarded with payments.
How should the consultant model payments, applications, reporting deadlines, and actions in NPSP for the grant seeking institution?

A)

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

B)

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

C)

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

D)

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

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

Answer: B

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

NEW QUESTION 133
- (Exam Topic 2)
A nonprofit has its organization-wide sharing settings for all objects set to Private and is using Program Management Module to track Service Deliveries. A subset of Service Delivery records should be visible to selected staff.
How should a consultant meet this requirement?

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

Answer: C

NEW QUESTION 135
- (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 136
- (Exam Topic 2)
A nonprofit wants to migrate millions of Contact records from a legacy system. Most records fail to import with the following error: "npsp.TDTM_Address: System.LimitException: Apex CPU time limit exceeded".
Which three actions could a consultant take to successfully import this data? Choose 3 answers

A. Enable "Simple Address Change Treated as Update' in Address Settings.
B. Check 'User Managed' on the Address TDTM record.
C. Disable all automation and load the Address object separately.
D. Disable 'ADDR_Addresses_TDTM' Handler in Trigger Configuration.
E. Reduce the batch size significantly when addresses are included.

Answer: ADE

Explanation:
https://dataloader.zendesk.com/hc/en-us/articles/360060751213-System-LimitException-Apex-CPU-time-limit- https://www.salesforceben.com/what-is-apex-cpu-time-limit-exceeded-how-do-you-solve-it/https://www.salesfo

NEW QUESTION 137
- (Exam Topic 2)
A volunteer with a nonprofit works at Universal Containers. The volunteer is recorded in Salesforce as part of the Household's account record, but Universal Containers needs to be entered into the Salesforce system.
How should a consultant track the volunteer's relationship with Universal Containers?

A. Create a Universal Containers Organization Account and create a Relationship record between the volunteer and Universal Containers.
B. Create a Universal Containers Organization Account and create an Affiliation record between the volunteer and Universal Containers.
C. Create a Lead for the volunteer at Universal Containers and create a Relationship record between the volunteer Lead and the volunteer Contact.
D. Create a Lead for the volunteer at Universal Containers and create an Affiliation record between the volunteer Lead and Universal Containers.

Answer: B

NEW QUESTION 139
- (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 141
- (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 146
- (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 151
- (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 154
- (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 158
- (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 160
- (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 165
- (Exam Topic 2)
A nonprofit is embarking on an organization implementation to replace numerous outdated systems. A consultant recommends establishing a Lean Governance Framework to ensure compliance, assess risk, and roll out a successful implementation for all users.
Which component is a key process of the Lean Governance Framework?

A. Executive buy-m
B. Software Development Lifecycle
C. End user management
D. Power user feedback

Answer: B

NEW QUESTION 166
- (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 169
- (Exam Topic 2)
A nonprofit organization has been informed of a deceased donor and wants to ensure that the donor no longer appears on any mailing lists. Which action should the nonprofit organization take on the donor's contact record?

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

Answer: C

NEW QUESTION 174
- (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 176
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