

# 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 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 wants to designate its donors into three categories, Gold, Silver, and Bronze, based on the total gift amount for that year. How can this be accomplished using NPSP?

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

**Answer:** C

#### NEW QUESTION 4

- (Exam Topic 1)

The system administrator accidentally deletes the NPSP 00 - Error Processing job. What should the consultant recommend?

- A. Go to NPSP Settings | Bulk Data Processes | Batch Process Settings to automatically recreate it.
- B. Go to the NPSP Data Imports | Bulk Data Processes | Batch Process Settings to automatically recreate it.
- C. Go to the Recycle Bin and undelete the job.
- D. Go to help and create a case and ask Salesforce Support to reschedule this job.

**Answer:** A

#### 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 nonprofit organization wants to automate some of its routine activities. Which declarative Salesforce solution is designed for process automation?

- A. Einstein
- B. Pardot
- C. Lightning Flow
- D. NPSP TDTM

**Answer:** C

#### NEW QUESTION 7

- (Exam Topic 1)

A nonprofit organization wants to use a multi-channel marketing tool for its email, social, and text messaging engagement. Which solution should the consultant recommend?

- A. Marketing Cloud
- B. Pardot
- C. Community Cloud
- D. Service Cloud

**Answer:** A

#### NEW QUESTION 8

- (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 9

- (Exam Topic 1)

The Development Director at a nonprofit needs to track grant lifecycles using the NPSP, including assigning actions to staff members, tracking applications, reporting deadlines, and summarizing the total amount awarded with payments towards the total.

How can this be accomplished with NPSP using Account records for the grant making institution?

- A. Create Opportunities with Payments to represent payments, Deliverables to represent applications and reporting deadlines, and Activities to represent action assignments to their staff.
- B. Create Opportunities with Payments to represent payments, Activities to represent applications, reporting deadlines, and action assignments to their staff.
- C. Create Opportunities with Deliverables to represent payments, applications, reporting deadlines, and action assignments to their staff.
- D. Create Recurring Donations with Opportunities to represent payments, Deliverables to represent applications and reporting deadlines, and Activities to represent action assignments to their staff.

**Answer:** A

#### NEW QUESTION 10

- (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 10

- (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 15

- (Exam Topic 1)

A system administrator encounters an error at run time that a record couldn't be updated when a Customizable Rollup ran. What should the consultant check?

- A. If the Target Field exists
- B. If the Target Field is a NPSP field
- C. If the Target Field has a validation rule
- D. If the Target Object is a custom object

**Answer:** C

#### NEW QUESTION 18

- (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 23

- (Exam Topic 1)

Which function of the application development lifecycle does establishing a Center of Excellence address?

- A. Documentation
- B. Data management
- C. Deployment
- D. Testing
- E. Governance

**Answer:** E

#### NEW QUESTION 25

- (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 27

- (Exam Topic 1)

A nonprofit organization is using a free trial of Nonprofit Cloud and engages with a consultant to do some custom configuration work. The consultant starts to gather requirements and look at the overall design. Which two things should the consultant know about the trial experiences available on the Salesforce.org website?

- A. Five licenses are included at no cost for qualified customers
- B. The trial choices include Lightning Enterprise or Lightning Enterprise + NPSP
- C. The free trial period is for 30 days
- D. It is a Developer Edition org

**Answer:** BC

#### NEW QUESTION 29

- (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 34

- (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 39

- (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 41

- (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 45

- (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 48

- (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 50

- (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 55

- (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 60

- (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 63

- (Exam Topic 1)

What is a common cause of the NPSP upgrade failing when run in Production and there were no issues running it in the sandbox?

- A. Not having adequate test code coverage
- B. Not having one or more of the packages in NPSP installed
- C. Not running the NPSP Health Check before trying to upgrade in production
- D. Not changing the account model to the Household Account Model before trying to upgrade

**Answer:** A

#### NEW QUESTION 64

- (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 66

- (Exam Topic 1)

How should a consultant install NPSP in an existing Salesforce organization?

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

**Answer:** B

#### NEW QUESTION 68

- (Exam Topic 1)

A major donor officer needs to capture wealth scoring to support individual cultivations. How is this best represented in the NPSP?

- A. Using an AppExchange application, collect and rank other nonprofits' wealth information to understand how best to cultivate individual donations.
- B. Report on the total amount of donations received by the nonprofit in the past year, and rank it against peer institutions to best cultivate individual donations.
- C. Report on the total amount of an individual's donations summarized on their Contact record and rank it against donations to the nonprofit by other individual donors to best cultivate individual donations.
- D. Using an AppExchange application, collect and rank donor prospects' wealth information to understand how to best cultivate individual donations.

**Answer:** D

#### NEW QUESTION 70

- (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 75

- (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 76

- (Exam Topic 2)

A nonprofit wants a report that shows Opportunity and General Accounting Unit (GAU) custom field data for gifts to the "General Fund" GAU. The nonprofit wants to add filters so only the gifts connected to the 'Annual Campaign' are shown.

Which report should the consultant implement?

- A. GAU Allocations with Opportunity report type and filter on the Opportunity object for the Primary Campaign Source = 'Annual Campaign' and filter on the GAU Allocation object for General Accounting Unit = 'General Fund'
- B. Opportunity report type with cross filter for Opportunities with GAU Allocations with filter on the cross filter for Campaign = 'Annual Campaign' and General Accounting Unit = 'General Fund'
- C. Opportunity report type with cross filter for Opportunities with GAU Allocations and filter on Opportunity object for the Primary Campaign Source = 'Annual Campaign' and on the GAU Allocations object for General Accounting Unit » 'General Fund'
- D. GAU Allocations with Opportunity report type and filter on the GAU Allocation object for Campaign = 'Annual Campaign' and General Accounting Unit = 'General Fund'

**Answer:** D

#### NEW QUESTION 81

- (Exam Topic 2)

A nonprofit has engaged a consultant to help export detailed accounting transactions to its existing external financial system using Accounting Subledger. The nonprofit requires export of all pledges when they are booked.

Which solution should the consultant recommend?

- A. Upgrade Accounting Subledger from Starter Edition to Growth Edition.
- B. Set "Pledged" stage to "Committed" in Stage to State Mapping.
- C. Set "Pledged" stage to "Finalized" in Stage to State Mapping.
- D. Use Process Builder to create Ledger Entries on Opportunity update.

**Answer:** B

**Explanation:**

<https://powerofus.force.com/s/article/ASL-Automate-Stage-to-State-Mappings>

#### NEW QUESTION 86

- (Exam Topic 2)

A consultant wants to test out new Nonprofit Cloud features coming out in the upcoming Salesforce release in their customs..

Which action must the consultant take to do this?

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

**Answer:** A

#### NEW QUESTION 90

- (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 93

- (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 98

- (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 100

- (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 103

- (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 107

- (Exam Topic 2)

A nonprofit admin needs to import lists of Contacts into Salesforce Campaigns regularly from CSV files using the NPSP Data Import tool. What should the consultant consider when setting up this process for the nonprofit? Choose 2 answers

- A. NPSP Data Import will automatically create the Campaign Member with the default Member Status.
- B. Respect Duplicate Matching Rules' should be checked in NPSP Settings.
- C. NPSP Data Import Dry Run will validate Campaign Member Status.
- D. Existing Campaigns are matched by exact Name.

**Answer:** BD

#### NEW QUESTION 109

- (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 113

- (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 117

- (Exam Topic 2)

A large nonprofit has chapters in multiple locations that want to operate under one central brand. The nonprofit wants the ability to customize user roles, processes, and messaging unique to each location.

Which two Salesforce tools include the ability to segment data and functionality using business units? Choose 2 answers

- A. Datorama
- B. Marketing Cloud
- C. Pardot
- D. Digital Engagement

**Answer:** AB

#### Explanation:

<https://trailhead.salesforce.com/en/content/learn/modules/audience-segmentation/learn-about-segmentation-tools>

#### NEW QUESTION 121

- (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 123

- (Exam Topic 2)

The development director wants all users to only see Engagement Plans on Opportunity records for donations with an Amount greater than 10,000.

How should this be accomplished?

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

**Answer:** D

#### NEW QUESTION 126

- (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 130

- (Exam Topic 2)

A system admin encounters an error at run time that a record update failed when a Customizable Rollup ran. Which attribute would cause an error?

- A. The object from which the record is derived is a custom object.
- B. The target field is on the correct object.
- C. The object from which the record is derived is an NPSP object.
- D. The target field has an active validation rule.

**Answer:** D

#### NEW QUESTION 131

- (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 132

- (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 136

- (Exam Topic 2)

When a system admin for a nonprofit times to import data into the NPSP Data Import Object, the error message: "The matching field you chose (Record ID) is not mapped and is required for an Update and Insert operation" appears.

What are two actions the system admin can take to resolve the error? Choose 2 answers

- A. Select the appropriate Record ID in the Salesforce Data Import Wizard.
- B. Select "Insert" if the admin is using the Salesforce Data Loader.
- C. Select "Upsert" if the admin is using the Salesforce Data Loader.
- D. Select --None-- for all matching fields if the admin is using the Salesforce Data Import Wizard.

**Answer:** A

#### Explanation:

<https://developer.salesforce.com/forums/?id=9060G000000I7sYQAS> ,and "D".( <https://powerofus.force.com/s/article/NPSP-Troubleshooting>)

#### NEW QUESTION 139

- (Exam Topic 2)

A development associate receives a corporate matching gift and failed to indicate the original donation was supposed to be matched.

Which solution should the consultant recommend?

- A. Select Find Matched Gifts and click on the Find More Gifts button.
- B. Create a Lightning quick action to find the matching gift.
- C. Select Manage Soft Credits and change the Contact Role to Matched Donor.
- D. Create a lookup field on the Opportunity object for matched gift donor.

**Answer:** A

#### NEW QUESTION 140

- (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 142

- (Exam Topic 2)

A nonprofit is implementing Accounting Subledger and wants to know how the data from Salesforce would be transferred to its accounting system.

Which three methods are possible? Choose 3 answers

- A. Integrate Salesforce with the accounting system using middleware.
- B. Export data via Salesforce reports to upload to the accounting system.
- C. Develop a custom integration solution.
- D. Schedule a Data Export from Salesforce.
- E. Configure Salesforce Connect to integrate with the accounting system.

**Answer:** ABC

#### NEW QUESTION 147

- (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 148

- (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 151

- (Exam Topic 2)

A large nonprofit is a social enterprise that functions like a for-profit corporation. The funding the nonprofit tracks in Salesforce only comes from corporations. The nonprofit needs to manage Leads and track its Opportunity pipeline.

Which account model should the consultant recommend'

- A. Standard Account Model without NPSP
- B. Individual Account Model in N9SP
- C. Person Account Model without NPSP
- D. One-to-One Account Model in NPSP

**Answer:** A

#### NEW QUESTION 153

- (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 158

- (Exam Topic 2)

A nonprofit wants to deploy Nonprofit Cloud Case Management into its production org. Which two prerequisites should be considered prior to installing Case Management? Choose 2 answers

- A. Install NPSP
- B. Enable My Domain
- C. Ensure appropriate licenses are provisioned
- D. Ensure Volunteers for Salesforce is properly configured

**Answer:** AB

#### NEW QUESTION 161

- (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 166**

- (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 168**

- (Exam Topic 2)

A system admin is trying to figure whether the nonprofit's internal release schedule conflicts with either Salesforce.com or Salesforce.org major releases. What are two facts about Salesforce.org major releases the consultant could share with the admin? Choose 2 answers

- A. The Salesforce.org release schedule can be found on the SFDO Major Release Announcements group.
- B. Salesforce.org major releases follow the same schedule as Salesforce.com releases.
- C. The Salesforce.org release schedule can be found on the Salesforce Trust website.
- D. Salesforce.org major releases arrive approximately one month after Salesforce.com releases.

**Answer:** C

**NEW QUESTION 169**

- (Exam Topic 2)

A nonprofit admin notices that case managers are failing to gather required information when qualifying new beneficiaries for its programs. Which Salesforce automation tool should the nonprofit use to collect the correct data?

- A. Workflow
- B. Approval Process
- C. Process Builder
- D. Salesforce Flow

**Answer:** D

**NEW QUESTION 172**

- (Exam Topic 2)

A nonprofit wants to run an enrollment report for its education classes. Which Program Management Module object should the consultant use to build the report?

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

**Answer:** B

**NEW QUESTION 174**

- (Exam Topic 2)

A nonprofit plans to use the Program Management Module (PMM) to manage its service delivery. Case managers must be able to create and edit service delivery records. How can the consultant change the configuration to meet this requirement?

- A. Permission Sets
- B. Sharing Rules
- C. License Type
- D. Role Hierarchy

**Answer:** A

**Explanation:**

<https://trailhead.salesforce.com/en/content/learn/modules/program-management-with-nonprofit-cloud/manage-n>

**NEW QUESTION 177**

- (Exam Topic 2)

A nonprofit offers courses that grant teachers credit toward maintaining their teaching certification. Teachers can enroll in an annual cohort to complete the course

modules together. The nonprofit needs to track the courses each teacher completes and the credits awarded to them. Which solution should a consultant recommend?

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

**Answer:** A

**Explanation:**

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

#### NEW QUESTION 179

- (Exam Topic 2)

The admin at a nonprofit is implementing Salesforce Shield in its org to enable field platform encryption. What are three NPSP considerations when implementing Shield Platform Encryption?

Choose 3 answers

- A. The NPSP Data Import object supports encryption of all fields in the import batch.
- B. If the Role Name field is encrypted on the NPSP Partial Soft Credit object, the nightly Soft Credit rollups fail.
- C. The NPSP MergeContacts list button on Contact list views will fail if the Contact Name is encrypted.
- D. Fields on the NPSP Address object can be encrypted, but encryption is unavailable for address fields on the Account and Contact object.
- E. NPSP Data Import is unable to perform Custom Unique Id matching on Accounts and Contacts with an encrypted field.

**Answer:** BCE

#### NEW QUESTION 181

- (Exam Topic 2)

A nonprofit is getting ready to go live with its Nonprofit Cloud implementation.

Which two sandbox configuration options can the consultant create to ensure effective user acceptance testing and training? Choose 2 answers

- A. Partial Data Sandbox
- B. Developer Sandbox
- C. Developer Pro Sandbox
- D. Full Data Sandbox

**Answer:** AD

#### NEW QUESTION 183

- (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 184

- (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 187

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