

Salesforce

Exam Questions Nonprofit-Cloud-Consultant

Salesforce Certified Nonprofit Cloud Consultant (SP20)



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 nonprofit customer wants to have the status for a Campaign Member on a fundraising campaign automatically update when a donation is received from that Contact.

What should the consultant recommend?

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

Answer: C

NEW QUESTION 5

- (Exam Topic 1)

A development associate using NPSP wants to add the Check/Reference Number on a report but does not see that field in the Report Builder. What should the consultant advise?

- A. Check if the report type includes Opportunities.
- B. Check if the report type includes Payments
- C. Check a custom field, "Check/Reference Number" on Opportunity
- D. Check a custom field, "Check/Reference Number" on Payments

Answer: B

NEW QUESTION 6

- (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 7

- (Exam Topic 1)

What are the two key places to locate NPSP release information? Choose 2 answers

- A. Power of Us Hub
- B. trust.salesforce.com
- C. Partner Success Community
- D. GitHub Cumulus Releases

Answer: AD

NEW QUESTION 8

- (Exam Topic 1)

A gift officer successfully imported a small list of donors and their donations. The gift officer wants to add these donors to a Campaign from an Opportunities report but the "Add to Campaign" option is not available. The gift officer wants to add donors to a Campaign from a report. What should the consultant recommend?

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

Answer: C

NEW QUESTION 9

- (Exam Topic 1)

A nonprofit organization wants to automatically generate an Opportunity whenever a Lead is converted. What should the consultant do to meet this requirement?

- A. Select the "Create an Opportunity on Lead Convert" checkbox in NPSP Settings.
- B. Write a trigger that automatically generates an Opportunity on Lead conversion.
- C. Install a third-party app from the AppExchange that converts leads to any other object.
- D. Create a process using Process Builder that will automatically create an Opportunity on Lead Conversion.

Answer: A

NEW QUESTION 10

- (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 10

- (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 15

- (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 18

- (Exam Topic 1)

A nonprofit organization needs an email marketing tool that will measure email engagement and evaluates the fit of prospective supporters. Which two factors should the consultant recommend?

- A. Pardot Grading
- B. Marketing Cloud Measures

- C. Marketing Cloud Reporting
- D. Pardot Scoring

Answer: AD

NEW QUESTION 19

- (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 22

- (Exam Topic 1)

A nonprofit organization is migrating from a standard Salesforce org to an NPSP org. It has a large volume of contacts. The nonprofit organization is considering using an Individual ("Bucket") account model. What are two considerations in this situation?

- A. The Individual account model is a legacy account model and is no longer recommended.
- B. Once the Individual model is enabled, it cannot be changed.
- C. The Account name is identical to the Contact name.
- D. There is a risk of account data skew with the Individual account model and the large volume of contacts.

Answer: CD

NEW QUESTION 23

- (Exam Topic 1)

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

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

Answer: D

NEW QUESTION 25

- (Exam Topic 1)

A nonprofit organization needs to import a list of donations made at a recent gala. Several of the donors have more than one mailing address. What is the correct order of objects to import data in Salesforce?

- A. Opportunity, Campaign, Contact, Address, Account
- B. Account, Address, Contact, Campaign, Opportunity
- C. Contact, Opportunity, Account, Address, Campaign
- D. Lead, Account, Address, Campaign, Opportunity

Answer: B

NEW QUESTION 30

- (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 32

- (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 34

- (Exam Topic 1)

The vice president of development of a nonprofit organization wants to be able to review giving in the pipeline at a high level, and track the organization's process towards finding new potential donors. The VP also wants to track program metrics as compared to donor histories. What should the consultant advise?

- A. Packaged NPSP reports cannot be edited
- B. Recreate all the reports found on the NPSP Development Forecasting dashboard to edit appropriately
- C. Add additional reports to track program data.
- D. Review the reports on the NPSP Fundraising Reports folder
- E. Create additional reports to track program data
- F. Schedule each report to be sent to the vice president every morning.
- G. Review the components that are already on the NPSP Development Forecasting dashboard
- H. Create additional reports and edit the dashboard to add components to track the program data.
- I. Packaged NPSP dashboards cannot be edited
- J. Recreate the NPSP Development Forecasting dashboard component
- K. Add additional components to track program data.

Answer: C

NEW QUESTION 36

- (Exam Topic 1)

A nonprofit organization wants to track all donations that go to a specific, designated fund. How should a consultant solution for this use case?

- A. Create an Opportunity record type, called "Funds" and then create an Opportunity record for the designated fund.
- B. Create a GAU record for the designated fund.
- C. Create a GAU Allocation record for the designated fund.
- D. Create a custom object for to track fund accounts and then create an Account record for the designated fund.

Answer: C

NEW QUESTION 38

- (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 42

- (Exam Topic 1)

A nonprofit organization has a lot of donors who give recurring donations. Some donors like to have their recurring donations by three times per year. What should the consultant advise?

- A. Create a custom installment period in NPSP Settings, and then add the tri-yearly custom installment period to the custom installment picklist.
- B. Change one of the values on the custom installment picklist to tri-yearly.
- C. Tri-yearly is not available as an option in Recurring Donations so for those the nonprofit will need to use Opportunities with multiple payments.
- D. Use the tri-yearly installment period that comes by default with Recurring Donations.

Answer: A

NEW QUESTION 44

- (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 49

- (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 51

- (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 55

- (Exam Topic 1)

A local community center provides health care services to eligible local residents. Staff currently triage patients through a series of qualifying questions that drive additional qualification questions. The center wants to extend triage capabilities to its volunteers to determine whether residents qualify for services. Service decisions need to be made immediately while the patient is interacting with the staff or volunteer.

Which solution should the consultant recommend?

- A. Use Case records, Validation Rules and Process Builder to post case details to the central volunteer Chatter Group so all volunteers can collaborate on eligible services.
- B. Create a Flow to guide volunteers on triage screens, capture accurate data and generate a services decision.
- C. Use a Standard Lightning Component to displaying custom fields from several objects and generate a services decision.
- D. Use a Workflow Rule with Field Updates and Case Assignment Rules to triage and assign the case to the proper services queue.

Answer: B

NEW QUESTION 56

- (Exam Topic 1)

A nonprofit organization created a custom Opportunity name for all organization donations. Which two considerations should the consultant discuss with the organization? Choose 2 answers

- A. The organization should change existing Opportunities to the new naming convention through an upsert.
- B. The organization should only change existing Opportunities to the new naming convention by using the "Refresh Name" action.
- C. The organization should change existing Opportunities to the new naming convention by using the "Refresh All Opportunity Names" button in Bulk Data Processes.
- D. The custom naming convention only applies to new Opportunities of matching record types; it is not retroactive.

Answer: BC

NEW QUESTION 59

- (Exam Topic 1)

A nonprofit organization uses a vendor for direct mail, and receives a monthly spreadsheet from it with donor information, donation amounts, and the solicitation campaign that the donation was in response to.

How can this information be entered and de-duplicated against existing individuals in the Nonprofit Success Pack (NPSP)?

- A. Use the Salesforce Data Loader to upload the spreadsheet and then manually check for duplicates and use the NPSP Contact Merge tool to de-duplicate records.
- B. Upload the spreadsheet using the NPSP Data Importer and associate the individuals with Opportunities and Recurring Donations.
- C. Use the Salesforce Import Wizard to upload the spreadsheet and then de-duplicate records using the NPSP Contact Merge tool.
- D. Upload the spreadsheet using the NPSP Data Importer and associate the individuals with Opportunities and Campaigns.

Answer: D

NEW QUESTION 61

- (Exam Topic 1)

How often are updates to the NPSP pushed to production orgs?

- A. Three times per year
- B. Four times per year
- C. Once every two weeks
- D. Once every month

Answer: C

NEW QUESTION 64

- (Exam Topic 1)

A nonprofit organization wants a report that compares giving at a consistent point in time from year to year. Now should the consultant set this up?

- A. Create a matrix report bucketing the dates you wish to compare.
- B. Create a joined report showing the two years side by side.
- C. Run the NPSP Account SYBUNT and Contact SYBUNT reports.
- D. Set up a Reporting Snapshot on Opportunities.

Answer: D

NEW QUESTION 69

- (Exam Topic 1)

A membership organization needs to send out automated renewal emails on a 30/60/90 period. Each referenced email template needs to differ based on the members' web site visits. Which automation method should a consultant recommend?

- A. Process Builder
- B. Apex Trigger and Scheduler
- C. Time-Based Workflow
- D. Pardot

Answer: D

NEW QUESTION 70

- (Exam Topic 1)

A consultant is importing a number of new individual gifts from a recent fundraising event for a non-profit that is using NPSP. It is very important that donors receive credit for these new donations. Where is the automatic Opportunity Contact Role hard credit value configured for this scenario?

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

Answer: C

NEW QUESTION 75

- (Exam Topic 1)

A nonprofit organization needs to frequently import membership renewal data and daily donation data and needs a different configuration for each. Which tool should the consultant recommend?

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

Answer: B

NEW QUESTION 80

- (Exam Topic 1)

A nonprofit customer is concerned about its users having their Salesforce usernames and passwords compromised. Which Salesforce security feature should the consultant recommend?

- A. Set up two-factor authentication
- B. Add IP ranges on user profiles
- C. Specify a My Domain login policy for its Salesforce instance
- D. Specify a Trusted IP Range for each user

Answer: A

NEW QUESTION 82

- (Exam Topic 1)

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 87

- (Exam Topic 1)

A development associate received a corporate matching gift that the original donor did not indicate was 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 declaratively.
- C. Create a Contact lookup field on the Opportunity object.
- D. Select Manage Soft Credits and change the Role for the donor.

Answer: A

NEW QUESTION 89

- (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 90

- (Exam Topic 1)

A finance associate needs to track specific funds associated with gifts from individuals and organizations. Gifts may be received as either single amounts associated with one or more funds, and totals by fund will need to be reported on for reconciliation with a finance system. How should the consultant accomplish this with NPSP?

- A. Create Campaign records for each of the funds, create a custom Lookup to Campaigns on the Payment Object, and associate them with Payment records representing the amounts towards each fund.
- B. Create General Accounting Unit records for each of the funds, and associate them with the Opportunity by GAU Allocation record amounts representing the amounts towards each fund.
- C. Create a custom multi-select picklist on the Opportunity record to allow for choosing each of the funds towards which the gift is designated.
- D. Create Campaign records for each of the funds, and associate them with the Opportunity Primary Campaign field on the Opportunity records representing the amounts towards each fund.

Answer: B

NEW QUESTION 92

- (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 96

- (Exam Topic 1)

A nonprofit organization is currently using Person Accounts in Salesforce. The organization now wants to use the NPSP Household Account model instead and does not want system administrators to interact with anything related to the Person Account model. What should the consultant advise?

- A. Export all Person Account data, then create a help ticket asking Salesforce to uninstall Person Accounts, then install NPSP and reimport the data
- B. Install NPSP in its Salesforce org and set the account model to Household Accounts and the record type to Person Accounts
- C. Apply for a new Salesforce NPSP org and request a license transfer, then migrate existing data from the current system to the new Salesforce instance
- D. Extract the Person Account data, uninstall Person Accounts, install NPSP and reimport the data.

Answer: C

NEW QUESTION 100

- (Exam Topic 2)

A nonprofit has implemented Program Management Module to satisfy the reporting requirements of a new grant. The funder expects to see a report that segmen&s services according to location. Which object will allow the nonprofit to satisfy the reporting requirements?

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

Answer: D

Explanation:

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

NEW QUESTION 102

- (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 107

- (Exam Topic 2)

A system admin uploaded a .CSV file using the Data Import Wizard with the NPSP Data Importer. The Mailing Street address field was mapped, but the admin noticed the field was Wizard on all of the records after the import completed.

What is a likely cause?

- A. The column contained incomplete data.
- B. There were more than 65 columns in the CSV file.
- C. The mapped Salesforce ID was inappropriate for the record type.
- D. There were validation rules for the missing field.

Answer: D

NEW QUESTION 112

- (Exam Topic 2)

- A. A Salesforce admin changes an Engagement Plan Template as requested by the development tea
- B. The development manager expects to see the changes reflected on an existing Engagement Plan using that Template on a campaign. Why is the development manager unable to see the Template changes?
- C. The development manager requires additional permissions for the new Engagement Plan Template changes.
- D. Changes to Engagement Plan Templates only affect new Engagement Plans.
- E. Engagement Plan Template changes need to propagate through the platform.
- F. Engagement Plan Template changes must be accepted by the user on the Template detail record first.

Answer: B

NEW QUESTION 116

- (Exam Topic 2)

A nonprofit wants to load 10 years of historical fundraising data from the legacy system. While attempting to load the data, an Apex CPU Time Limit Exceeded error message appears and many records fail to load.

How should the consultant change the configuration to complete the data load successfully?

- A. On the Trigger Handlers tab, uncheck the Active checkbox on all Trigger Handlers.
- B. On the NPSP Settings tab, under the Batch Processing Settings page, decrease the GAU Batch Size.
- C. On the NPSP Settings tab, decrease the batch size for NPSP rollups.
- D. On the Trigger Handlers tab, add the consultant's username to the Usernames to Exclude field.

Answer: A

Explanation:

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

NEW QUESTION 121

- (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 122

- (Exam Topic 2)

Which one do you like?

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

Answer: C

NEW QUESTION 126

- (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 128

- (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 129

- (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 131

- (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 134

- (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 138

- (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 142

- (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 143

- (Exam Topic 2)

The system admin at a nonprofit has set up automated soft credits to grant to the solicitor of each donation. The development director wants a report to show who the solicitor is for each donor.

Which report type does the system admin need to use to create the requested report?

- A. Contacts with Relationships
- B. Opportunities with Contact Roles
- C. Opportunities with Partial Soft Credits and Contacts
- D. Accounts with Contact Roles and Household

Answer: B

NEW QUESTION 146

- (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 147

- (Exam Topic 2)

A nonprofit wants to collect information online about volunteers who are new to the nonprofit, including names and contact details, skill sets, and availability. The nonprofit already uses NPSP and Volunteers for Salesforce and wants to create a report with this information.

What are two ways the consultant can meet the requirement? Choose 2 answers

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

Answer: CD

NEW QUESTION 148

- (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 150

- (Exam Topic 2)

A consultant has installed NPSP and is setting up Relationships using List Settings. The nonprofit wants the reciprocal relationship to be selected automatically based on gender.

On which object should the consultant create the custom "Gender" field?

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

Answer: B

Explanation:

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

NEW QUESTION 154

- (Exam Topic 2)

A nonprofit wants to convert from Legacy Recurring Donations to Enhanced Recurring Donations. What are two considerations the nonprofit should take into account before making the switch? Choose 2 answers

- A. Enhanced Recurring Donations introduces a new custom object.
- B. An ETL tool is required to revert to Legacy Recurring Donations.
- C. All existing integrations should be reviewed for compatibility.
- D. Reverting to Legacy Recurring Donations is unsupported.

Answer: BC

Explanation:

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

NEW QUESTION 156

- (Exam Topic 2)

A nonprofit is loading 5 million donation history records into Salesforce from a payment processing system. What should the consultant do to ensure the data load is successful?

- A. Create an Apex Test Class.
- B. Temporarily disable TDTM Trigger Handlers.
- C. Disable Data Validation Rules.
- D. Deploy a Custom Apex Class with TDTM.

Answer: B

NEW QUESTION 161

- (Exam Topic 2)

A volunteer manager at a nonprofit wants to search for volunteers with landscaping skills who are available at a given time and add them to a shift. The nonprofit is using Volunteers for Salesforce.

What should the consultant advise to meet this requirement?

- A. Create a list view on Contacts showing Volunteer Skills and Volunteer Availability
- B. Add a filter for landscaping skills and sort the list to find volunteers who are available at the given time.
- C. Click the the Volunteers Wizard and enter landscaping skills in the search box
- D. Click search and filter the results by entering the desired Volunteer Availability
- E. Select an available volunteer.
- F. Click the Find Volunteers tab and fill in the Volunteer Status, Volunteer Availability, and Volunteer Skills tabs with the desired value
- G. Click search and select an available volunteer.
- H. Create a report with the report type of Contacts with Volunteer Hours and Volunteer Job
- I. Filter the Jobs by landscaping and Volunteer Availability for the given time
- J. Select an available volunteer.

Answer: C

NEW QUESTION 166

- (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 167

- (Exam Topic 2)

A nonprofit organization has a large volume of donation and payment data that it wants to migrate to its NPSP org. Which two large volume data considerations should the consultant discuss with the nonprofit organization? Choose 2 answers

- A. Data storage limits
- B. Data skew
- C. Code coverage
- D. API call limits

Answer: AB

NEW QUESTION 171

- (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 172

- (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 175

- (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 180

- (Exam Topic 2)

A user creating Opportunities Wants information to appear on both the Opportunity record and the Payment record without having to enter it twice.

Which two steps should the consultant take to meet this requirement? Choose 2 answers

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

Answer: AC

NEW QUESTION 183

- (Exam Topic 2)

A case manager wants to assign a group of services to a client.

What should the consultant ensure is configured prior to the case manager using the Case Plan Wizard?

- A. A Program with Goals
- B. A Program with Goals and Action Item Templates
- C. A new Case Plan
- D. A Program with Action Item Templates

Answer: B

NEW QUESTION 188

- (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 190

- (Exam Topic 2)

A nonprofit using NPSP receives funding it uses to award grants to national and local arts organizations. The nonprofit wants to track the funds it receives and allocates.

What should a consultant recommend to the nonprofit?

- A. Configure NPSP Settings to track inbound and outbound funds.
- B. Configure NPSP Settings grants management functionality.
- C. Install the Program Management Module.
- D. Install the Outbound Funds Module.

Answer: D

NEW QUESTION 195

- (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 199

- (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 204

- (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 205

- (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 206

- (Exam Topic 2)

A system admin used NPSP Contact Merge and notices the number of household accounts has changed from 12,345 to 12,300 and is concerned that accounts have been lost.

What is the likely cause for the missing accounts?

- A. The merge automatically creates Household Accounts.
- B. The merge converts Household Accounts to Household custom object records.
- C. The merge automatically deletes any empty Household Accounts without Contacts or Opportunities.
- D. The merge combines Household Accounts with Contacts.

Answer: C

Explanation:

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

NEW QUESTION 209

- (Exam Topic 2)

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

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

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

Answer: AC

NEW QUESTION 213

- (Exam Topic 2)

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

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

Answer: A

NEW QUESTION 214

- (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 Plan 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 - Single Lightning 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 218

- (Exam Topic 2)

The system admin for a nonprofit is receiving a System.DmlException notification. Where should the consultant view detailed information about the notification?

- A. System Overview Page
- B. Trigger Configuration
- C. Error Log
- D. Event Monitoring

Answer: C

NEW QUESTION 219

- (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 221

- (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 226

- (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 230

- (Exam Topic 2)

A multinational nonprofit wants all Apex error messages to be sent to a specific system admin. How should the consultant configure NPSP to send error notifications only to this admin?

- A. Set the specific admin as the user to receive error notifications on the NPSP Settings tab under System Tools > Error Notifications.
- B. Uncheck the Send Apex Warning Emails checkbox on all admins except for the specific admin.
- C. Set all users except the specific admin as disabled for receiving error notifications on the NPSP Settings tab under System Tools > Error Notifications.
- D. Change the profile for all users except the specific admin to something different than system admin.

Answer: B

Explanation:

<https://trailhead.salesforce.com/en/trailblazer-community/feed/0D54S00000A8JkQSAV>

NEW QUESTION 233

- (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 237

- (Exam Topic 2)

A nonprofit receives grants so it can offer scholarships to students who attend the nonprofit's community training programs.

- A. NPSP to track the grants the nonprofit receives; Gift Entry to track the scholarships the nonprofit offers; Education Data Architecture to track the training programs.
- B. Program Management Module to track the grants the nonprofit receives; Outbound Funds Module to track the scholarships the nonprofit offers; Education Data Architecture to track the training programs.
- C. Outbound Funds to track the grants the nonprofit receives; NPSP to track the scholarships the nonprofit offers; Education Data Architecture to track the training programs
- D. NPSP to track the grants the nonprofit receives; Outbound Funds Module to track scholarships the nonprofit offers; Program Management Module to track the training programs

Answer: D

NEW QUESTION 240

- (Exam Topic 2)

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

What should the consultant recommend?

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

Answer: B

Explanation:

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

NEW QUESTION 245

- (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 248

- (Exam Topic 2)

A nonprofit has employed a contract developer for work involving objects that contain personal and personally identifiable information. The contractor is working in a full copy sandbox.

What should the consultant recommend to ensure the contractor is unable to access this sensitive data?

- A. Encrypt all fields containing sensitive data with Classic Encryption.
- B. Configure the contractor's Profile to prevent access to the sensitive data.
- C. Implement Salesforce Data Mask and mask the sensitive data.
- D. Implement Salesforce Shield and apply it to the sensitive data.

Answer: C

Explanation:

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-data-mask/understand-the-importance-of-da>

NEW QUESTION 253

- (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 254

- (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 259

- (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 264

- (Exam Topic 2)

A consultant is training a system admin to prepare for a new release of a particular open source Nonprofit Cloud product.

Where are two places the system admin should look for release notes on the product? Choose 2 answers

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

Answer: CD

NEW QUESTION 267

- (Exam Topic 2)

A nonprofit wants to manage a new program in Salesforce.

— and several objects that connect those objects

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

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

Answer: B

NEW QUESTION 272

- (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 277

- (Exam Topic 2)

A nonprofit wants to send monthly project updates to donors who have given 10 or more times. The nonprofit wants to add new donors who meet this criteria to the newsletter campaign.

How should a consultant ensure the campaign stays current?

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

Answer: D

NEW QUESTION 279

- (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 281

- (Exam Topic 2)

A consultant is planning to use Accounting Subledger and migrate 20 years of donation data into NPSP for a nonprofit that receives more than 200,000 donations each year.

Which two features should the consultant consider implementing to improve search performance? Choose 2 answers

- A. Salesforce Object Search Language (SOSL)
- B. Skinny Tables
- C. Custom Index
- D. Salesforce Optimizer

Answer: BC

Explanation:

https://trailhead.salesforce.com/en/content/learn/modules/search_solution_basics/search_solution_basics_optimi

NEW QUESTION 286

- (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 290

- (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 295

- (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 298

- (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 300

- (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 304

- (Exam Topic 2)

A consultant using CumulusCI has customized a nonprofit's org and wants them to validate these changes with the latest release of NPSP which will be pushed to production one week later.

What are two ways the consultant can deploy this for the nonprofit after the release is announced? Choose 2 answers

- A. Test customizations in an updated sandbox.
- B. Compare the customizations to the NPSP roadmap and create a new trial org.
- C. Install NPSP and test the customizations in a new Developer Edition org.
- D. Configure a scratch org with NPSP dependency and test customizations.

Answer: AC

NEW QUESTION 306

- (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 307

- (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 309

- (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 311

- (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 315

- (Exam Topic 2)

Salesforce recommends using V2MOM with customers in the requirements-gathering phase of a project. What is the desired outcome?

- A. Customer adoption
- B. Organizational alignment
- C. Data security
- D. Executive sponsorship

Answer: B

NEW QUESTION 320

- (Exam Topic 2)

An employee has been terminated at a nonprofit. The nonprofit's system admin immediately disabled the former employee as a Salesforce user but is concerned the employee may have exported exposed login credentials to multiple external systems before departing. Which feature should the consultant recommend to protect this data in the future?

- A. Organization-wide Defaults
- B. Individual Object
- C. Shield Platform Encryption
- D. Named Credentials

Answer: C

NEW QUESTION 325

- (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 326

- (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 330

- (Exam Topic 2)

A nonprofit on Unlimited Edition uses direct mail extensively as a fundraising channel. The nonprofit wants to automate the search for duplicate contact records. What should the consultant recommend implementing?

- A. Matching Rules
- B. Duplicate Rules
- C. Scheduled Apex Jobs
- D. Duplicate Jobs

Answer: A

NEW QUESTION 334

- (Exam Topic 2)

A nonprofit wants to send messages to Contacts stored in NPSP based on their connections to the nonprofit's corporate funders. Which object should be connected with Contacts in a report type to meet this requirement?

- A. Relationships
- B. Opportunities
- C. Accounts
- D. Affiliations

Answer: D

NEW QUESTION 335

- (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 340

- (Exam Topic 2)

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

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

Answer: C

NEW QUESTION 341

- (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 345

- (Exam Topic 2)

A nonprofit using NPSP wants to track all donations that go to a designated fund. How should a consultant meet this requirement?

- A. Create an Opportunity record type called "Funds".
- B. Create a General Accounting Unit record for the designated fund.
- C. Create a custom object to track fund accounts.
- D. Create a GAU Allocation record for the designated fund.

Answer: D

NEW QUESTION 346

- (Exam Topic 2)

A nonprofit conducts background checks on all prospective volunteers. Only the volunteer manager and executive director should be able to access the fields related to background checks on the Contact object. How should the consultant configure the security settings?

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

Answer: A

NEW QUESTION 351

- (Exam Topic 2)

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

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

Answer: C

Explanation:

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

NEW QUESTION 355

- (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 356

- (Exam Topic 2)

A user has reported an error when trying to merge two contacts using NPSP Contact Merge tab. Which two issues are the likely cause of the problem?
Choose 2 answers

- A. A unique external Id was kept from the non-master contact.
- B. The contacts must be in the same household to merge.
- C. The user needs to have delete access to the contacts being merged.
- D. The NPSP Duplicate Rule was set to Warn instead of auto-merge.

Answer: AC

Explanation:

(<https://trailhead.salesforce.com/en/content/learn/modules/contact-and-account-settings-in-nonprofit-success-pac>)

NEW QUESTION 359

- (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 363

- (Exam Topic 2)

A nonprofit needs to clean up large amounts of Contact address data from its street canvassing and telemarketing operations on a monthly basis. What should the consultant use to standardize addresses in NPSP?

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

Answer: B

Explanation:

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

NEW QUESTION 367

- (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 369

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