

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

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

Answer: B

NEW QUESTION 2

- (Exam Topic 1)

A nonprofit organization recently completed a migration to a NPSP Salesforce org. The consultant wants to ensure that all the migrated Accounts use the same account model. What action should the consultant take?

- A. Run the NPSP Health Check Tool
- B. Run the Salesforce Optimizer
- C. Run the Data Quality Analysis Dashboard
- D. Run the Lightning Readiness Assessment

Answer: C

NEW QUESTION 3

- (Exam Topic 1)

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

Which combination of functions should the consultant recommend?

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

Answer: C

NEW QUESTION 4

- (Exam Topic 1)

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 5

- (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 6

- (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 7

- (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 8

- (Exam Topic 1)

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

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

Answer: AC

NEW QUESTION 9

- (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 10

- (Exam Topic 1)

The executive director at a nonprofit needs to understand the overall summary of individuals engaged with the organization across multiple channels, including donations, volunteer shifts, and event attendance. What can the consultant deliver to help them achieve this summary by channel?

- A. Create a Role Hierarchy to summarize the number of Opportunity records associated with each user, and the Campaign Memberships associated with the Primary Contact on the Opportunity by channel.
- B. Create an Account Hierarchy to see the number of people related to each household, and their associated Contact records with Campaign Memberships and Opportunities by channel.
- C. Create a User Hierarchy to report by user with the Opportunity, Contact, and Campaign records owned representing donation, volunteer, and event channels and their Campaign Memberships.
- D. Create a Campaign Hierarchy to see the number of people associated with each donation, shift, and event, by channel with Campaign Memberships.

Answer: D

NEW QUESTION 10

- (Exam Topic 1)

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

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

Answer: C

NEW QUESTION 11

- (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 12

- (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 17

- (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 18

- (Exam Topic 1)

A large non-profit organization needs to keep track of a vast network of donors in NPSP. The donors have their own complex relationships, where they may be related to many different Accounts. Which Salesforce object does 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 21

- (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 24

- (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 25

- (Exam Topic 1)

A nonprofit organization receives a number of donations from Donor Advised Funds where the check is written by the financial institution that houses the Donor Advised Fund. What should the consultant recommend to ensure that the Donor Advised Fund receives credit for the donation?

- A. Add an additional Account lookup field on the Opportunity for the Donor Advised Fund
- B. Add an Account lookup field on the Payment for the Opportunity for the Donor Advised Fund
- C. Use a GAU allocation to credit the donation to the Donor Advised Fund
- D. Use Account Soft Credits to credit the Donor Advised Fund

Answer: D

NEW QUESTION 29

- (Exam Topic 1)

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

its Opportunity pipeline. Which account model should the consultant recommend?

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

Answer: E

NEW QUESTION 34

- (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 fun.
- 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 36

- (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 39

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 44

- (Exam Topic 1)

During the Build phase of a project, one line of business requests the addition of a new field that is essential for its business process. A different line of business objects to the request and says that this field is unnecessary and will result in duplicate data.
How should the consultant handle this?

- A. Fulfill the request and add the field, but create a separate page layout so the field is only visible to the line of business that made the request.
- B. Use the established governance committee for discussion and resolution.
- C. Work quickly to negotiate between the two groups and resolve the issue before it escalates to the executive sponsors.
- D. Add the field into a sandbox to test and validate expected outcomes.
- E. Remove themselves from the discussion and suggest that the two business line leaders meet to make a decision.

Answer: A

NEW QUESTION 49

- (Exam Topic 1)

A family foundation wants to use Salesforce to track its funding of dozens of projects using a Campaign for each project. The foundation has a goal of funds to disperse, and it is important that the foundation can track year over year goals for each project. What should a consultant recommend for the foundation to track progress?

- A. Create a custom object for year and a custom object for project to track.
- B. Create a Campaign hierarchy for project and year.
- C. Create reports with bucketing and filters.
- D. Create a process that populates custom fields for each year and project on Opportunities.

Answer: B

NEW QUESTION 51

- (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 55

- (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 can 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 57

- (Exam Topic 1)

A nonprofit organization is using Cases in Salesforce for case management with its clients. The nonprofit organization wants to relate Cases for the same client to each other. How should the consultant advise the organization?

- A. Use Case Comments and paste the URL of the first Case opened for the client in each new Case related to them.
- B. Create a custom field for an ID number and assign the same number to all cases that need to be connected
- C. Use Case Hierarchy to connect all Cases for the client to a parent case and click on View Hierarcht to see the connected Cases
- D. Create a custom object that connects Cases to each other with two Case lookup fields and add a check box field to designate the parent Case.

Answer: C

NEW QUESTION 61

- (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 64

- (Exam Topic 1)

A nonprofit organization wants to manage its social media presence by being able to listen to what constituents are saying about the organization on social media, measure its impact, and manage it from a mobile app. What should the consultant recommend?

- A. Social Studio
- B. Live Message
- C. Pardot
- D. Google Analytics

Answer: A

NEW QUESTION 67

- (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 71

- (Exam Topic 1)

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

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

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

Answer: D

NEW QUESTION 72

- (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 76

- (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 81

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 83

- (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 85

- (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 87

- (Exam Topic 2)

- A. A Salesforce admin changes an Engagement Plan Template as requested by the development team
- 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 88

- (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 91

- (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 94

- (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 97

- (Exam Topic 2)

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

Which solution should a consultant recommend?

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

Answer: A

NEW QUESTION 102

- (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 107

- (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 108

- (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 111

- (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 113

- (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 114

- (Exam Topic 2)

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

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

Answer: D

Explanation:

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

NEW QUESTION 118

- (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 121

- (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 123

- (Exam Topic 2)

A nonprofit using Case Management wants to avoid visually identifying a subset of clients. How should a consultant configure the view of Contact records to meet the requirement?

- A. Remove Client Photo Component from the Lightning Record Page.
- B. Set Component Visibility for the Client Card Component.
- C. Remove Client Card Component from the Lightning Record Page.
- D. Set Component Visibility for the Client Photo Component.

Answer: D

NEW QUESTION 125

- (Exam Topic 2)

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

- A. Install from the NPSP Installer page.
- B. Install using the NPSP Conversion Utility tool.
- C. Install each NPSP component from the AppExchange.
- D. Install each NPSP component from the Trailblazer Community.

Answer: A

Explanation:

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

NEW QUESTION 130

- (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 135

- (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 138

- (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 143

- (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 147

- (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 152

- (Exam Topic 2)

A nonprofit uses Salesforce for fundraising and now wants to provide support for clients through a real-time chat interface with a staff member.

What should the consultant recommended?

- A. Digital Engagement
- B. Web-to-Case
- C. Experience Cloud
- D. Einstein Bots

Answer: A

NEW QUESTION 155

- (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 156

- (Exam Topic 2)

The event manager for a nonprofit organization periodically imports a cleaned, structured list of event registrations. Now should the consultant set up the TDTM Trigger Handlers?

- A. Disable Opportunity Contact Role trigger handlers.
- B. Disable TDTM for specific users.
- C. Disable the Trigger Handler using Apex instead of TDTM.
- D. Disable TDTM for all users.

Answer: B

Explanation:

<https://powerofus.force.com/s/article/NPSP-Disable-Trigger-Handlers#ariaid-title3>

NEW QUESTION 157

- (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 individua
- 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 member.
- J. Create the donation opportunity for the individual.
- K. Enter a Partial Soft Credit for the board member.

Answer: C

NEW QUESTION 158

- (Exam Topic 2)

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

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

Answer: A

NEW QUESTION 160

- (Exam Topic 2)

A nonprofit needs to load approximately 3 million records into Salesforce. Which API will load the data in the most efficient manner?

- A. Bulk API
- B. SOAP API
- C. REST API
- D. Streaming API

Answer: A

NEW QUESTION 161

- (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 163

- (Exam Topic 2)

A consultant is tasked with implementing NPSP for a UK-based nonprofit. One of their requirements is to localize the US-focused labels of some NPSP fields, such as replacing all references to Organization with Organisation. What should the consultant do to meet the requirement?

- A. Create a support case to change the label.
- B. Activate English (UK) In Language Settings.
- C. Override the default English labels in Translation Workbench.
- D. Reword the field label in Setup.

Answer: B

NEW QUESTION 164

- (Exam Topic 2)

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

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

Answer: D

Explanation:

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

NEW QUESTION 165

- (Exam Topic 2)

A fundraiser at a nonprofit wants to be donation solicitations on which she is easily track and update her gift asks. What should requirement

- A. Kanban View
- B. Einstein for Nonprofits
- C. Manage Campaign Members
- D. Path

Answer: A

NEW QUESTION 168

- (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 173

- (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 175

- (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 178

- (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 183

- (Exam Topic 2)

A nonprofit is embarking on an organization implementation to replace numerous outdated systems. A consultant recommends establishing a Lean Governance Framework to ensure compliance, assess risk, and roll out a successful implementation for all users.

Which component is a key process of the Lean Governance Framework?

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

Answer: B

NEW QUESTION 184

- (Exam Topic 2)

What does a consultant need to enable and deploy before using Advanced Mapping in NPSP?

- A. Delegated Administration
- B. My Domain
- C. Custom triggers
- D. Customizable Rollups

Answer: B

Explanation:

<https://www.craftsmantech.com/2019/11/14/npsp-data-import-advanced-mapping/>

NEW QUESTION 188

- (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 191

- (Exam Topic 2)

A consultant is setting up several integrations for a nonprofit.

What strategy could the consultant implement to help prevent interruptions between the integration and Salesforce?

- A. Create a user account solely for integrations.
- B. Create the integration using the SOAP API with My Domain enabled.
- C. Use the System Admin's user account for integrations.
- D. Use the REST API with the REST Explorer to set up the integration.

Answer: A

NEW QUESTION 194

- (Exam Topic 2)

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

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

Answer: C

NEW QUESTION 199

- (Exam Topic 2)

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

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

Answer: A

NEW QUESTION 203

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