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)
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 3
- (Exam Topic 1)
A Household Account has Contacts with Recurring Donations, Relationships, and closed/won donations associated with it.
What happens when a system administrator attempts to delete this Household Account record?

A. There is an error message because there are closed/won donations associated with the Account record.
B. There is an error message because there are recurring donations associated with the Contacts in this Account.
C. There is an error message because there are relationships associated with the Contacts in this Account.
D. The Household Account record is deleted.

Answer: A

NEW QUESTION 4
- (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 5
- (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 6
- (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 7
- (Exam Topic 1)
The system administrator accidentally deletes the NPSP 00 - Error Processing job. What should the consultant recommend?

A. Go to NPSP Settings | Bulk Data Processes | Batch Process Settings to automatically recreate it.
B. Go to the NPSP Data Imports | Bulk Data Processes | Batch Process Settings to automatically recreate it.

C. Go to the Recycle Bin and undelete the job.
D. Go to help and create a case amd ask Salesforce Support to reschedule this job.

Answer: A

NEW QUESTION 8
- (Exam Topic 1)
A nonprofit organization wants to automate some of its routine activities. Which declarative Salesforce solution is designed for process automation?

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

Answer: C

NEW QUESTION 9
- (Exam Topic 1)
A nonprofit customer must conflict and store its clients' government-issued ID number. The consultant has set up a custom text field for the ID number. Which security solution should be used to protect this data?

A. Restrict visibility by removing it from the page layout and utilizing role hierarchy to prevent users from accessing that field except for the staff who need to interact with the government ID data
B. Encrypt the government ID field with Classic Encryption for Custom Fields and grant View EncryptedData permission only to those users who have to interact with the data
C. Turn on two-factor authentication for the staff members who need to collect and use the government ID number field data
D. Set the org wide default on Contacts to Private so only the user who owns the Contact records can access it.

Answer: B

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

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

Answer: A

NEW QUESTION 13
- (Exam Topic 1)
A nonprofit client wants to connect directly to other nonprofits using Salesforce who have a very similar business use case.
Which resource is designed for this purpose?

A. Power of Us Hub Solution Exchange
B. Salesforce.org website
C. Trailblazer Community User Group
D. AppExchange

Answer: A

NEW QUESTION 15
- (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 edite
B. Recreate all the reports found on the NPSP Development Forecasting dashboard to edit appropriatel
C. Add additional reports to track program data.

D. Review the reports on the NPSP Fundraising Reports folde
E. Create additional reports to track program dat
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 dashboar
H. Create additional reports and edit the dashboard to add components to track the program data.
I. Packaged NPSP dashboards cannot be edite
J. Recreate the NPSP Development Forecasting dashboard component
K. Add additional components to track program data.

Answer: C

NEW QUESTION 18
- (Exam Topic 1)
A large nonprofit organization is a social enterprise that functions in many ways like a for-profit corporation. The organization does mot accept individual donations, but mostly engages with corporations, sponsors, and vendors by selling its own products to further its mission. The organization needs to manage Leads and track its Opportunity pipeline. Which account model should the consultant recommend?

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

Answer: E

NEW QUESTION 22
- (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 23
- (Exam Topic 1)
A nonprofit has been keeping track of donors' employers in a spreadsheet. The nonprofit has hired a consultant to upload data to the NPSP Affiliations object. What is the correct order for uploading the donors' employment information?

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

Answer: B

NEW QUESTION 27
- (Exam Topic 1)
A nonprofit organization wants a cost-effective solution to generate and send donation acknowledgements automatically to donors via email. Which Salesforce solution should the consultant recommend?

A. Nonprofit Success Pack
B. Commerce Cloud
C. Pardot
D. Marketing Cloud

Answer: A

NEW QUESTION 31
- (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 32
- (Exam Topic 1)
A local charity receives its income from recurring payments, The Recurring Donation object is used and contains a unique and manually entered reference number. This reference number should not be modified after creation. The finance department has requested that all child Opportunities also contain this unique reference number to make it easier to reconcile payments. How can the consultant achieve this?

A. Create a custom text field on the Opportunity object and use NPSP Recurring Donation Custom Field Mappings
B. Create a text formula field on the Opportunity object and use Process Builder to update all child Opportunities
C. Create a custom field on the Opportunity object and deploy a trigger to update all child Opportunity records.
D. Create a custom text field on the Recurring Donation object and use NPSP Recurring Donation Custom Field Mappings

Answer: D

NEW QUESTION 37
- (Exam Topic 1)
Which resource should the consultant recommend to a non-profit organization to suggest new features in NPSP?

A. Power of Us Hub
B. Salesforce Help
C. Salesforce AppExchange
D. Trailblazer Community

Answer: A

NEW QUESTION 38
- (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 39
- (Exam Topic 1)
A nonprofit organization had enabled Person Accounts in its org and now wants to install NPSP. The nonprofit organization wants to completely remove all Person Account features. What should the nonprofit organization consider?

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

Answer: A

NEW QUESTION 44
- (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 45
- (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 46
- (Exam Topic 1)
A nonprofit organization has been using Salesforce without NPSP. The organization is now interested in the NPSP functionality and wants the consultant to recommend if NPSP should be used in the same Salesforce environment or if they should start over in a new environment.
Which tool should the consultant use to help evaluate and recommend the best course of action?

A. Salesforce Optimizer
B. Lightning Experience Migration Assistant
C. Setup Audit Trail
D. NPSP Health Check

Answer: A

Explanation:
https://www.freecram.com/question/Salesforce.Nonprofit-Cloud-Consultant.v2021-01-10.q37/a-nonprofit-organ ((see in comments)

NEW QUESTION 51
- (Exam Topic 1)
A nonprofit organization has white papers, case studies, and impact reports on its website. The organization wants to track website visitors who download those assets. Once tracked, the organization wants to pursue the visitor as a constituent. Which solution should be considered?

A. Campaigns
B. Community Cloud
C. Pardot
D. Salesforce DMP

Answer: C

NEW QUESTION 53
- (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 56
- (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 58
- (Exam Topic 2)
A nonprofit wants to use Salesforce technology to train and test its employees on skills related to brand messaging, creating support cases for IT, and publishing online videos.
Which solution should the consultant recommend?

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

Answer: D

NEW QUESTION 59
- (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 60
- (Exam Topic 2)
An international nonprofit added a translated Relationship picklist value, but both Relationship records are displaying incorrectly.
What is the cause of this issue?

A. The current user has an incorrect locale.

B. The reciprocal relationship value is missing in the NPSP Settings tab.
C. The Translation Workbench is disabled.
D. The language is unsupported in NPSP.

Answer: A

NEW QUESTION 62
- (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 63
- (Exam Topic 2)
A user at a nonprofit is trying to run a mailing list report on a campaign using the NPSP Household Mailing List button. They receive an error saying, "the data you are trying to access is unavailable." The button works as expected for the system administrator.
What should the consultant advise to troubleshoot the issue?

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

Answer: B

NEW QUESTION 66
- (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 71
- (Exam Topic 2)
A data administrator at a small nonprofit has 3 profile that allows them to Read, Create, Edit, and Delete on all objects. The staff member receives an error when attempting to merge three duplicate contacts.
What should the consultant recommend to resolve this issue?

A. Tell the staff member to select only two instead of three contacts when using Contact Merge.
B. Make the staff member a system admin.
C. Create a Permission Set with Modify All on Contacts and Accounts and assign it to the staff member.
D. Tell the staff member to merge Contacts from the View Duplicates component.

Answer: C

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

NEW QUESTION 73
- (Exam Topic 2)
Which one do you like?

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

Answer: C

NEW QUESTION 75
- (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 80
- (Exam Topic 2)
A consultant needs to load a large volume of data for a nonprofit.
Which two steps should the consultant take before the data loads to speed up the process? Choose 2 answers

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

Answer: BC

NEW QUESTION 82
- (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 85
- (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" m Stage to State Mapping.
D. Use Process Builder to create Ledger Entries on Opportunity update.

Answer: B

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

NEW QUESTION 86
- (Exam Topic 2)
A 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 90
- (Exam Topic 2)
A nonprofit's system admin has seen this error message multiple times:
Npsp,TDTMCContact:execution of AfterUpdate caused by : System,SObjectException:Invalid field gender_c Contect (npsp)
How should the admin troubleshoot this?

A. Check to make sure there are no invalid values in the gender field on Contact records.

B. Verify that all Reciprocal Relationships are mapped to gender field values.
C. Check that Salutations have been mapped to gender field values.
D. Verify the correct field for gender is specified in Relationship settings.

Answer: A

NEW QUESTION 91
- (Exam Topic 2)
The program manager of an after-school program wants to pull a report that shows all students in the program and their primary parent/guardian with the parent/guardian's cell phone and email. The nonprofit is using NPSP.
Which custom report type should the consultant use to create the report?

A. Program Engagements with or without Household Account
B. Service Participants with or without Program Engagement
C. Contacts with or without Relationships
D. Contacts with or without Service Participants

Answer: A

Explanation:
https://trailhead.salesforce.com/trailblazer-community/feed/0D54S00000A7atiSAB

NEW QUESTION 95
- (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 99
- (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 100
- (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 101
- (Exam Topic 2)
A nonprofit admin needs to import lists of Contacts into Salesforce Campaigns regularly from CSV files using the NPSP Data Import too\.
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 102
- (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 103
- (Exam Topic 2)
A nonprofit using Salesforce configured with Person Accounts has recently installed NPSP into its org. Which two configurations should a consultant set to ensure that Person Accounts and NPSP can coexist? Choose 2 answers

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

Answer: AC

NEW QUESTION 105
- (Exam Topic 2)
A development director wants to compare year over year donation information on a weekly basis for the last five years in order to see giving trends via a bar chart. The director asks the consultant if reporting snapshots would work.
What should the consultant advise about the limitations of reporting snapshots?

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

Answer: D

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

NEW QUESTION 109
- (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 113
- (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 116
- (Exam Topic 2)
A consultant is implementing Salesforce for a nonprofit client who is inexperienced with Salesforce. The staff wants to assign an NPSP fundraising training module. Which training resource should the consultant recommend?

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

Answer: C

NEW QUESTION 119
- (Exam Topic 2)
A consultant sot 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 121
- (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 123
- (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 124
- (Exam Topic 2)
A system admin encounters an error at run time that a record update failed when a Customizable Rollup ran. Which attribute would cause an error?

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

Answer: D

NEW QUESTION 126
- (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 127
- (Exam Topic 2)
A nonprofit wants to manage incoming donations, and provide a portal for its constituents and staff members. The nonprofit also wants to create a new web experience for constituents.
Which solution should a consultant recommend?

A. NPSP with Accounting Subledger
B. NPSP with Experience Cloud
C. NPSP with Account Engagement
D. NPSP with Program Management Module

Answer: B

NEW QUESTION 131
- (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 133
- (Exam Topic 2)
A nonprofit organization wants to integrate its event management system and Salesforce. The organization wants to automatically send event and event attendee data from its event management system and create Campaigns and Campaign Members in Salesforce on a daily basis. What should the consultant recommend?

A. Export event and event attendee information to the NPSP Import Template and import into Salesforce
B. Consider using a middleware tool to integrate the event management system with Salesforce
C. Export Campaign and Campaign Member information and import into the event management system
D. Consider using Salesforce Connect

Answer: D

NEW QUESTION 138
- (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 141
- (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 146
- (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 151
- (Exam Topic 2)
Which two objects in the Program Management Module are directly connected to objects in Nonprofit Cloud Case Management?

Choose 2 answers

A. Client Alert
B. Case
C. Service Delivery
D. Program

Answer: BC

Explanation:
The PMM has two main objects — Programs and Services
together with contacts and household accounts

NEW QUESTION 154
- (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 157
- (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 160
- (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 164
- (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 168
- (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 membe
J. Create the donation opportunity for the individua
K. Enter a Partial Soft Credit for the board member.

Answer: C

NEW QUESTION 172
- (Exam Topic 2)
A nonprofit, who does a lot of mail appeals to donors, asks their consultant for the best solution to keep their constituents' addresses formatted properly to ensure the mail reaches them.
What should the consultant recommend?

A. Insights Platform Data Integrity
B. Sender Authentication Package
C. Customer Data Platform
D. NPSP Address Management

Answer: D

NEW QUESTION 176
- (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 180
- (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 181
- (Exam Topic 2)
A nonprofit is rolling out a new implementation of Salesforce and NPSP containing custom code. The project go-live date is a few days before a Salesforce release. The project team has proposed developing in a sandbox on a preview instance to review new features and then deploy to production prior to the release date.
Which important consideration should the consultant discuss with the project team?

A. The API version in the preview sandbox differs from Production.
B. A support case is required to request a preview sandbox.
C. A preview sandbox has limited metadata storage.
D. A preview sandbox is only available in the Unlimited Edition.

Answer: A

NEW QUESTION 183
- (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 188
- (Exam Topic 2)
A member of the donation processing team wants to set up different batch data input configurations for different donation types.
Which feature should the consultant recommend to make processing different donation batches consistent?

A. Gift Entry Templates
B. Advanced Mapping
C. Data Import Wizard
D. Engagement Plan Templates

Answer: A

Explanation:
https://powerofus.force.com/s/article/NPSP-Configure-Gift-Entry

NEW QUESTION 190
- (Exam Topic 2)
A nonprofit wants to run an enrollment report for its education classes.
Which Program Management Module object should the consultant use to build the report?

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

Answer: B

NEW QUESTION 191
- (Exam Topic 2)
The requirements for a Salesforce implementation have been gathered, but there are teams with competing priorities and the overall project goals are undefined.
What are two reasons a project team must define goals? Choose 2 answers

A. Goals guarantee executive engagement.
B. Goals provide a way to measure and prove results.
C. Goals define a clear purpose for the project.
D. Goals catalog all of the teams' pain points.

Answer: CD

NEW QUESTION 193
- (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 196
- (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 197
- (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_BatchOvemde and BDI_DataImport Visualforce pages.

Answer: BDE

NEW QUESTION 198
- (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 200
- (Exam Topic 2)
A nonprofit hired a consultant to restart a stalled implementation. The nonprofit identified needs by documenting its Salesforce vision and pain points, and by defining specific goals with user stories.
What are two components of a user story the nonprofit should consider? Choose 2 answers

A. Align each story to the implementation vision.
B. Associate an epic to each story.
C. Assign a priority to each story.
D. Include configuration instructions on each story.

Answer: AC

NEW QUESTION 202
- (Exam Topic 2)
A nonprofit has purchased Accounting Subledger. Donations are imported from many sources and updated by staff frequently. The nonprofit wants to configure Accounting Subledger so only the appropriate records are created and available to be exported to finance.
How should the consultant configure Ledger Entries to limit the records exported to finance?

A. Configure report to filter by stage.
B. Configure a Sales Process.
C. Configure Path on Opportune
D. Configure Stage to State Mapping.

Answer: D

NEW QUESTION 206
- (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 208
- (Exam Topic 2)
A nonprofit using NPSP manages scholarship funds for students. A donor indicates they want to split their gift between two scholarship funds.
Which solution should the consultant recommend to meet the requirement?

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

Answer: A

NEW QUESTION 211
- (Exam Topic 2)
A nonprofit is using NPSP with the default account model and settings. A user creates and saves a new Contact leaving the Account Name blank.
How does NPSP handle the Account?

A. The Contact is added to an existing Account.
B. An Account is created with a household name.
C. An Account is created with the same name as the Contact.
D. The Account Name remains blank.

Answer: B

NEW QUESTION 215
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