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 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 3
- (Exam Topic 1)
A nonprofit organization wants to designate its donors into three categories, Gold, Silver, and Bronze, based on the total gift amount for that year. How can this be accomplished using NPSP?

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

Answer: C

NEW QUESTION 4
- (Exam Topic 1)
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 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 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 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 8
- (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 9
- (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 10
- (Exam Topic 1)
A nonprofit organization wants to add any donor who gives to its Capital Fund to the Capital Campaign. Which two steps should be taken to accomplish this?

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

Answer: BD

NEW QUESTION 10
- (Exam Topic 1)
A donor donates $500 to a nonprofit that is matched by his employer. How are the hard credits and soft credits listed in NPSP?

A. The donor has a hard credit of $500 and a soft credit of $500, and the employer has a hard credit of $500
B. The donor has a soft credit of $500 and the employer has a hard credit of $500
C. The donor has a hard credit of $500, the employer has a hard credit of $500, and there are no soft credits
D. The donor has a hard credit of $500 and the employer has a soft credit of $500

Answer: B

NEW QUESTION 14
- (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 18
- (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 22
- (Exam Topic 1)
An international nonprofit organization added a translated relationship picklist value, however the reciprocal relationship record is not displaying correctly.
What is the cause of this error?

A. The system administrator did not enable the Translation Workbench.
B. The language is not supported in NPSP.
C. The current user does not have the correct locale.
D. The system administrator did not add the reciprocal relationship value in the NPSP Settings tab.

Answer: D

NEW QUESTION 27
- (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 31
- (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 33
- (Exam Topic 1)
A nonprofit organization is interested in a CRM that manages its constituents and has an integrated email marketing tool with built-in scoring and engagement tracking.
Which solution should the consultant recommend?

A. NPSP and Community Cloud
B. NPSP and Social Studio
C. NPSP and Marketing Cloud
D. NPSP and Pardot

Answer: C

NEW QUESTION 35
- (Exam Topic 1)
A nonprofit organization has a large number of duplicate contacts the consultant needs to clean up. What should the consultant recommend to handle duplicate clean up in bulk?

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

Answer: B

NEW QUESTION 37
- (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 38
- (Exam Topic 1)
A user creating Opportunities wants to avoid manually entering information twice in order to have it appear on both the Opportunity record and the Payment record. Which two steps should be taken to set this up?

A. Create Payment Mappings in NPSP Settings.
B. Create custom fields on the Payment object.
C. Create lookup fields on the Payment object.
D. Create a workflow that will copy Payment information to the Opportunity record.

Answer: AB

NEW QUESTION 43
- (Exam Topic 1)
Which function of the application development lifecycle does establishing a Center of Excellence address?

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

Answer: E

NEW QUESTION 44
- (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 48
- (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 52
- (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 55
- (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 57

- (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 61
- (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 65
- (Exam Topic 1)
An international nonprofit organization works across six different countries in Europe and Africa. The organization relies heavily on volunteers in each country to support its work and wants volunteers to be able to sign up for volunteer jobs on its website.
What is a consideration when setting up Volunteers for Salesforce given this context?

A. Set up a different Site in Volunteers for Salesforce for each country and set the time zone for the Site to the local time zone so all events will appear as the correct time for the time zone.
B. Add text to the Volunteers for Salesforce website informing all volunteers that all time for volunteer jobs and shifts is shown in the time zone of the headquarters and they need to convert the time to their local time zone.
C. Remove the Start Time and End Time fields from the website template and put the times in the description in the local time zone.
D. Set the Volunteer Job's Website Time Zone field value to the time zone in which the job will take place when creating Volunteer Jobs.

Answer: D

NEW QUESTION 69
- (Exam Topic 1)
A fundraising associate needs to print mailing labels for the latest direct mail campaign to families who give to the nonprofit organization. The organization uses the Household Account model with Address Management.
Which object and address field should the associate use when building the report?

A. Account; Billing Address
B. Contact; Other Address
C. Account; Shipping Address
D. Contact; Mailing Address

Answer: D

NEW QUESTION 70
- (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 72
- (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 76

- (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 80
- (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 84
- (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 88
- (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 91
- (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 94
- (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 98
- (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 102
- (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 104
- (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 105
- (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 110
- (Exam Topic 1)
A consultant is assisting a nonprofit organization in its data integration and data mapping between the two systems. The consultant is unsure when a particular field was introduced by NPSP.
How should the consultant find the NPSP version number for the field?

A. Click on "Setup" and navigate to "Schema Builder".
B. Install a third-party app from the AppExchange to extract the metadata.
C. Reference the NPSP Public Data Dictionary.
D. Click on "Setup" and navigate to "Objects and Fields".

Answer: C

NEW QUESTION 113
- (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 Powrt 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 118
- (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 120
- (Exam Topic 1)
The executive director at a nonprofit organization wants to have a report to see how much each board member has raised by either direct gifts or gifts they helped to influence for this fiscal year. There is a custom checkbox field on the Contact record to indicate board members.
How should the consultant create this report?

A. Use the Opportunities report typ
B. Add a cross filter for Contacts with Board Member = TRU
C. Summarize the Total Gifts this Year and Soft Credits this Year fields.
D. Use the Contacts & Accounts report typ
E. Add a field filter for Board Member = TRU
F. Include the Total Gifts this Year and Soft Credits this Year fields.
G. Use the Opportunities report typ
H. Add a field filter for Contacts with Board Member = TRU
I. Group results by the Total Gifts this Year and Soft Credits this Year fields.
J. Use the Contacts & Accounts report typ
K. Add a field filter for Board Member = TRU
L. Add a cross filter for Opportunities with Soft Credit
M. Group results by Giving Totals.

Answer: B

NEW QUESTION 122
- (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 123
- (Exam Topic 1)
A nonprofit organization has engaged a consultant to implement NPSP and has a large membership program it wants to manage in Salesforce. Which two things does the consultant need to set up to ensure that the membership rollups in NPSP will work properly?

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

Answer: BD

NEW QUESTION 128
- (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 132
- (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 136
- (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 137
- (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 142
- (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 143
- (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 147
- (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 152
- (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 156
- (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 Datalmport
C. Bulk API
D. Data Import Wizard

Answer: C

NEW QUESTION 158
- (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 161
- (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 166
- (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 169
- (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 173
- (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 174
- (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 179
- (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 184
- (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 189
- (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 192
- (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 196
- (Exam Topic 2)
A development officer wants to integrate wealth scoring information into Salesforce. Which solution should the consultant recommend?

A. Pardot
B. Philanthropy Cloud
C. Salesforce Optimizer
D. A third-party app on the AppExchange

Answer: D

NEW QUESTION 198
- (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 202
- (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 207
- (Exam Topic 2)
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. Affiliation record
B. Relationship record
C. NPSP Settings
D. Opportunity Settings

Answer: C

NEW QUESTION 212
- (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 213
- (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 217
- (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 221
- (Exam Topic 2)
A nonprofit wants its supporters to send advocacy messages to elected officials and then record which supporters sent the messages.
Which two solutions should the consultant recommend to meet the requirement? Choose 2 answers

A. Organize advocacy messages into Campaigns and add the Contacts who take action as Campaign Members.
B. Configure Marketing Cloud to send advocacy messages from the supporters.
C. Use an online advocacy platform from the AppExchange that syncs to Salesforce.
D. Set a new NPSP Engagement Level on a Contact every time a Contact sends an advocacy message.

Answer: AB

NEW QUESTION 226
- (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 229
- (Exam Topic 2)
A nonprofit wants to be in full compliance with Salesforce best practices for data security and has asked its consultant an evaluation.
Which tool should the consultant use to provide this assessment?

A. NPSP Health Check
B. Salesforce Health Check
C. Salesforce Optimizer
D. Shield Platform Encryption

Answer: A

NEW QUESTION 231
- (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 233
- (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 234
- (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 239
- (Exam Topic 2)
A nonprofit uses Salesforce for fundraising and managing its educational programs. Its membership data is stored in a proprietary membership management system. The nonprofit wants real-time insights into whether its donors are members, their renewal dates, and other related data points. The membership data only needs to be viewed.
What should a consultant recommend to meet the requirement?

A. Utilize Salesforce Connect to store this information in External Objects.
B. Utilize Big Objects to store this information in Custom Objects.
C. Utilize Salesforce Connect to store this information in Custom Objects.
D. Utilize Big Objects to store this information in External Objects.

Answer: C

NEW QUESTION 240
- (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 243
- (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 247
- (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 252
- (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 256
- (Exam Topic 2)
A nonprofit wants to make a substantial technology shift that will affect multiple teams and departments. Which two initial steps should a consultant discuss with the nonprofit?
Choose 2 answers

A. Form a powerful guiding coalition.
B. Summarize final technology implementation steps.
C. Deploy features to meet departmental requirements.
D. Establish a sense of urgency.

Answer: CD

NEW QUESTION 261
- (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 265
- (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 268
- (Exam Topic 2)
A nonprofit wants a report of all memberships that will expire in exactly 30 days. How should a consultant filter a report on Membership End Date?

A. Membership End Date is equal to NEXT 30 DAYS.
B. Membership End Date is equal to or less than NEXT 30 DAYS.
C. Membership End Date is equal to or greater than NEXT 30 DAYS.
D. Membership End Date equals NEXT 30 DAYS and does not equal NEXT 29 DAYS.

Answer: D

NEW QUESTION 271
- (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 276
- (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 277
- (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 279
- (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 282
- (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 287
- (Exam Topic 2)
A nonprofit stores a government-issued personal identification number on each constituent's Contact record in an encrypted field.
What should a consultant enable on a Permission Set to ensure the personal identification number is fully accessible by a subset of org users?

A. View All Data system permission
B. View Encrypted Data system permission
C. Manage Encryption Keys system permission
D. View All Contact object permission

Answer: B

NEW QUESTION 289
- (Exam Topic 2)
A nonprofit has a large volume of contacts, accounts, and address records and wants to migrate all of its data into NPSP.
What are two considerations? Choose 2 answers

A. Managing multiple addresses introduces more complexity.
B. Three addresses per contact or organization can be migrated into NPSP.
C. The default address is updated on a nightly basis.

D. Address records consume additional data storage.

Answer: AD

NEW QUESTION 293
- (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 297
- (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 299
- (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 300
- (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 305
- (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 306
- (Exam Topic 2)
A nonprofit wants to present active volunteer sites on a map which should be visible without logging in. Which tool would support this requirement?

A. Tableau CRM
B. Tableau Public
C. Custom Report
D. Custom Dashboard

Answer: B

NEW QUESTION 309
- (Exam Topic 2)
A Household Account has Contacts with Affiliations, Relationships, and Closed/Won donations associated with it.
What is the outcome when a system admin attempts to delete this Household Account record?

A. Since Closed/Won donations are associated with the Account record, an error message displays.
B. The Household Account record and its standard related records are deleted.
C. Since Affiliations and Relationships are associated with the Contacts in this Account, an error message displays.
D. The Household Account record and its standard related records remain.

Answer: A

NEW QUESTION 314
- (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 316
- (Exam Topic 2)
A nonprofit has significant staff turnover and wants to ensure that the purpose of Salesforce field customization is clearly understood by system admins who are new to the nonprofit.
How should the consultant meet the requirement?

A. Run and view the Setup Audit Trail.
B. Complete all field descriptions.
C. Run the Schema Builder.
D. Create a field history report.

Answer: B

Explanation:
https://trailhead.salesforce.com/content/learn/modules/data_modeling/schema_builder

NEW QUESTION 318
- (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 322
- (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 325
- (Exam Topic 2)
A large nonprofit is a social enterprise that functions like a for-profit corporation. The funding the nonprofit tracks in Salesforce only comes from corporations. The

nonprofit needs to manage Leads and track its Opportunity pipeline.
Which account model should the consultant recommend'

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

Answer: A

NEW QUESTION 328
- (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 331
- (Exam Topic 2)
A nonprofit wants to deploy Nonprofit Cloud Case Management into its production org. Which two prerequisites should be considered prior to installing Case Management? Choose 2 answers

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

Answer: AB

NEW QUESTION 335
- (Exam Topic 2)
Donations made by nonprofit volunteers are captured on a spreadsheet monthly. The nonprofit utilizes NPSP and Volunteers for Salesforce.
Which two NPSP Data Import features will streamline the import of these donations? Choose 2 answers

A. Create a Batch and map Opportunity Primary Contact on First and Last Name.
B. Schedule a Batch by updating the NPSP Scheduled Batches.
C. Create a Batch and match Contact on First and Last Name.
D. Schedule a Batch by checking the Process Using Scheduled Job checkbox.

Answer: CD

NEW QUESTION 338
- (Exam Topic 2)
A system admin is trying to figure whether the nonprofit's internal release schedule conflicts with either Salesforce.com or Salesforce.org major releases.
What are two facts about Salesforce.org major releases the consultant could share with the admin? Choose 2 answers

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

Answer: C

NEW QUESTION 342
- (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 347
- (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 352
- (Exam Topic 2)
A nonprofit organization wants to add any donor who gives to its Capital Fund to the Capital Campaign. Which two steps should be taken to accomplish this?

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

Answer: AC

NEW QUESTION 353
- (Exam Topic 2)
A nonprofit stores a government-issued personal identification number on each constituent's Contact record in an encrypted field.
What should a consultant enable on a Permission Set to ensure the personal identification number is fully accessible by a subset of org users'?

A. View Ail Contact object permission
B. View All Data system permission
C. Manage Encryptiorvieys system permission
D. View Encrypted Data system permission

Answer: C

Explanation:
https://trailhead.salesforce.com/content/learn/modules/spe_admins/spe_admins_set_up

NEW QUESTION 358
- (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 362
- (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 366
- (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 367

- (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 372
- (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 374
- (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 376
- (Exam Topic 2)
A nonprofit offers courses that grant teachers credit toward maintaining their teaching certification. Teachers can enroll in an annual cohort to complete the course modules together. The nonprofit needs to track the courses each teacher completes and the credits awarded to them.
Which solution should a consultant recommend?

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

Answer: A

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

NEW QUESTION 377
- (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 379
- (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 381
- (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 384
- (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 387
- (Exam Topic 2)
A nonprofit is looking for an integrated tool that manages more than one channel for personalized journeys, triggers messages automatically to create stronger relationships, and links communications to donations it has received.
Which solution should the consultant recommend?

A. PSP and Experience Cloud
B. NPSP and Pardot
C. NPSP and Marketing Cloud
D. NPSP and Social Studio

Answer: C

Explanation:
https://www.salesforce.com/products/marketing-cloud/faq/

NEW QUESTION 389
- (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 392
- (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 393
- (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 397
- (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 398
- (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 399
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