

# Salesforce

## Exam Questions Nonprofit-Cloud-Consultant

Salesforce Certified Nonprofit Cloud Consultant (SP20)



#### 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 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 3

- (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 4

- (Exam Topic 1)

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

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

**Answer: B**

#### NEW QUESTION 5

- (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 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)

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 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)

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 10

- (Exam Topic 1)

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

- A. Pardot Grading
- B. Marketing Cloud Measures
- C. Marketing Cloud Reporting
- D. Pardot Scoring

**Answer:** AD

#### NEW QUESTION 10

- (Exam Topic 1)

A nonprofit organization needs an audit trail of metadata changes over time and the ability to develop, test, and a release project independent of other projects in development. Which development model should be chosen?

- A. Application development
- B. Org development
- C. Package development
- D. Change Set development

**Answer:** D

#### NEW QUESTION 15

- (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 18

- (Exam Topic 1)

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

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

**Answer:** D

#### NEW QUESTION 22

- (Exam Topic 1)

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

- A. Relationships
- B. Contact (associated to Multiple Accounts)
- C. Connections
- D. Organization Accounts
- E. Affiliations

**Answer: E**

#### NEW QUESTION 26

- (Exam Topic 1)

A development director needs to understand which organizations have given to the nonprofit in some year prior to the current, but have not contributed to the nonprofit in the current year. How should the consultant accomplish this task?

- A. Customize the date range on the NPSP SYBUNT report for Accounts
- B. Customize the date range on the NPSP SYBUNT report for Contacts
- C. Create an Opportunity report that compares Contact donations from the previous fiscal year to the current
- D. Customize the date range on the NPSP LYBUNT report for Accounts

**Answer: B**

#### NEW QUESTION 27

- (Exam Topic 1)

A nonprofit organization has a large volume of contacts, organizations, and address records. The organization wants to migrate all of its data into its NPSP org. What are two considerations? Choose 2 answers

- A. Address verification only works with the one-to-one and individual ("Bucket") Account models.
- B. Tracking addresses with the Address object may introduce more complexity.
- C. Migrating all historical address information impacts system data storage.
- D. There is a limit of three addresses per contact or organization that can be migrated into NPSP.

**Answer: BC**

#### NEW QUESTION 29

- (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 AppExchange
- D. Salesforce Data Loader

**Answer: B**

#### NEW QUESTION 32

- (Exam Topic 1)

A nonprofit wants to track various funds in Salesforce to report on its restricted donations. Which NPSP feature should the consultant recommend?

- A. Levels
- B. Engagement Plans
- C. General Accounting Units
- D. Customizable Rollups

**Answer: C**

#### NEW QUESTION 34

- (Exam Topic 1)

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

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

**Answer: C**

#### NEW QUESTION 36

- (Exam Topic 1)

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

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

**Answer:** BC

#### NEW QUESTION 40

- (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 45

- (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 50

- (Exam Topic 1)

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

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

**Answer:** A

#### NEW QUESTION 53

- (Exam Topic 1)

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

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

**Answer:** B

#### NEW QUESTION 57

- (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 60

- (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 Hierarchy to see the connected Cases
- D. Create a custom object that connects Cases to each other with two Case lookup fields and add a check box field to designate the parent Case.

**Answer:** C

#### NEW QUESTION 61

- (Exam Topic 1)

A nonprofit organization 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 64

- (Exam Topic 1)

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

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

**Answer:** D

#### NEW QUESTION 68

- (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 73

- (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 74

- (Exam Topic 1)

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

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

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

**Answer:** D

#### NEW QUESTION 79

- (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 84

- (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 89

- (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 90

- (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 94

- (Exam Topic 2)

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

Which object will allow the nonprofit to satisfy the reporting requirements?

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

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 97

- (Exam Topic 2)

A consultant is assisting a nonprofit in its data integration and mapping between two systems. The consultant is unsure when a particular field was added to NPSP. Where can the consultant find the NPSP version number for the field in question?

- A. Schema Builder
- B. NPSP package details
- C. Custom field definition detail
- D. NPSP Data Dictionary

**Answer:** D

#### Explanation:

<https://powerofus.force.com/s/article/NPSP-Which-Version-Am-I-Using>

#### NEW QUESTION 102

- (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 105**

- (Exam Topic 2)

Which one do you like?

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

**Answer:** C

**NEW QUESTION 109**

- (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 113**

- (Exam Topic 2)

A nationally federated nonprofit is implementing a single Salesforce org to provide shared fundraising services to its four regional affiliates. Each affiliate and the national nonprofit must see only its own donor data.

Which Salesforce feature would enable this level of record access?

- A. Divisions
- B. Record Types
- C. Role Hierarchy
- D. Criteria-based sharing

**Answer:** A

**Explanation:**

(Role hierarchy) [https://trailhead.salesforce.com/en/content/learn/modules/data\\_security/data\\_security\\_records](https://trailhead.salesforce.com/en/content/learn/modules/data_security/data_security_records)

Role hierarchies ensure managers have access to the same records as their subordinates. Each role in the hierarchy represents a level of data access that a user or group of users needs.

**NEW QUESTION 115**

- (Exam Topic 2)

A nonprofit's system admin has seen this error message multiple times:

Npsp,TDTMCCContact:execution of AfterUpdate caused by : System,SObjectException:Invalid field gender\_c Contact (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 116**

- (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 119**



- (Exam Topic 2)

A developer wrote a trigger on the Contact object.

What are two benefits of using Table-Driven Trigger Management (TDTM) the consultant should discuss with the developer?

Choose 2 answers

- A. Review code coverage.
- B. Control the order in which the code executes.
- C. Identify code that is unused.
- D. Disable specific pieces of code.

**Answer:** BD

**Explanation:**

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

#### NEW QUESTION 121

- (Exam Topic 2)

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

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

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

**Answer:** B

**Explanation:**

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

#### NEW QUESTION 122

- (Exam Topic 2)

A nonprofit using NPSP has just implemented the Program Management Module. The nonprofit wants to migrate its client and program data.

Which two steps should the consultant use to import and deduplicate the data against existing records? Choose 2 answers

- A. Upload the program data using the NfSP Data Importer.
- B. Upload the client data using the Data Import Wizard.
- C. Upload the client information using the NPSP Data Importer.
- D. Upload the program data using the Data Import Wizard.

**Answer:** CD

**Explanation:**

<https://powerofus.force.com/s/article/NPSP-BP-Getting-Started-Program-Management#week4>

#### NEW QUESTION 127

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

#### NEW QUESTION 132

- (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 135

- (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 136

- (Exam Topic 2)

A community foundation administers a scholarship fund that awards multiple scholarships a year. The foundation wants to use Nonprofit Cloud to track and review applications and record the scholarship recipients, award amounts, and dates.

What should a consultant recommend to meet the requirement?

- A. Use the Grant Opportunity Record Type and the Primary Contact field for the recipient in NPSP.
- B. Set up the Outbound Funds Module and connect the Funding Request to Contacts for the recipient.
- C. Set up the Program Management Module and use Program Cohort with Program Engagement for the recipient.
- D. Create an Opportunity Record Type for Scholarships and Primary Contact field for the recipient in NPSP.

**Answer:** B

#### NEW QUESTION 138

- (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 143

- (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 148

- (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 151

- (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 154

- (Exam Topic 2)

A nonprofit has a membership program it wants to manage in Salesforce.

What are two items the consultant needs to configure so the membership rollups in NPSP work properly?

- A. Create a custom field for Membership Amount and select it for membership rollups.
- B. Select the membership record type for membership rollups.
- C. Create an Opportunity record type for memberships.
- D. Set a grace period for memberships.

**Answer:** BC

**NEW QUESTION 156**

- (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 158**

- (Exam Topic 2)

A consultant set up and successfully tested an integration between the source system and a sandbox environment of Salesforce. When the integration was switched to the production environment of Salesforce, the consultant encountered API call limit errors. What is the likely explanation for this?

- A. Testing of the integration in the sandbox environment was insufficient.
- B. The incorrect sandbox environment was used for testing.
- C. The triggers associated with NPSP were disabled in the sandbox environment.
- D. The API call limits were different for sandbox and production environments.

**Answer:** C

**NEW QUESTION 161**

- (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 165**

- (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 166**

- (Exam Topic 2)

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

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

**Answer:** A

**NEW QUESTION 169**

- (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 171**

- (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 173**

- (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 175**

- (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 179**

- (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 182**

- (Exam Topic 2)

A nonprofit wants to record which services are provided to families. The nonprofit just installed the Program Management Module.

How should the consultant configure the Program Management Module?

- A. Create a Program Engagement record and select each family's Household Account.
- B. Create a Program Cohort record for each family and select the Program on the record.
- C. Create a Program Cohort record for each family and select the cohort on the Program Engagement record.
- D. Create a Program Engagement record and select the head of each family's household for the Contact.

**Answer: A**

**NEW QUESTION 187**

- (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 188**

- (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 189**

- (Exam Topic 2)

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

What should the consultant recommended?

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

**Answer:** A

**NEW QUESTION 192**

- (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 194**

- (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 199**

- (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 NPSP
- C. Person Account Model without NPSP
- D. One-to-One Account Model in NPSP

**Answer:** A

**NEW QUESTION 202**

- (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 207

- (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 212

- (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 215

- (Exam Topic 2)

A volunteer with a nonprofit works at Universal Containers. The volunteer is recorded in Salesforce as part of the Household's account record, but Universal Containers needs to be entered into the Salesforce system.

How should a consultant track the volunteer's relationship with Universal Containers?

- A. Create a Universal Containers Organization Account and create a Relationship record between the volunteer and Universal Containers.
- B. Create a Universal Containers Organization Account and create an Affiliation record between the volunteer and Universal Containers.
- C. Create a Lead for the volunteer at Universal Containers and create a Relationship record between the volunteer Lead and the volunteer Contact.
- D. Create a Lead for the volunteer at Universal Containers and create an Affiliation record between the volunteer Lead and Universal Containers.

**Answer:** B

#### NEW QUESTION 219

- (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 222

- (Exam Topic 2)

A Salesforce admin would like to report on data from Marketing Cloud using Salesforce reports. The

organization's Marketing Cloud instance is using Marketing Cloud Connect. Tracking is enabled. Which type of data is available for reporting using Salesforce reports?

- A. MobileConnect Message details
- B. Journey Builder Activity details
- C. Interaction Studio Impression details
- D. Email Studio Send details

**Answer:** D

#### NEW QUESTION 225



- (Exam Topic 2)

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

What should the consultant do to meet the requirement?

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

**Answer: B**

#### NEW QUESTION 227

- (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 229

- (Exam Topic 2)

A nonprofit wants to implement an external email platform that integrates with Salesforce. The integration will record every email sent to a subscriber, as well as which recipients open the email, click a link, or unsubscribe.

Which two storage considerations should the consultant take into account before recommending an email platform?

Choose 2 answers

- A. Campaign Member records use less storage space than custom object records.
- B. Email subscribers' activities can be retained for a certain length of time.
- C. Unsubscribed Leads should be deleted from Salesforce immediately.
- D. Subscribers must be synced as Leads and Campaign Members In NPSP.

**Answer: BD**

#### NEW QUESTION 234

- (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 235

- (Exam Topic 2)

A nonprofit wants to segment its constituents based on their donations from the prior fiscal year. The nonprofit wants to include only onetime gifts it received.

Which NPSP feature should the consultant use to meet this requirement?

- A. Advanced Mapping
- B. Levels
- C. Customizable Rollups
- D. Engagement Plans

**Answer: B**

#### NEW QUESTION 239

- (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 244

- (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 247

- (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 249

- (Exam Topic 2)

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

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

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

**Answer:** B

#### NEW QUESTION 250

- (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/np-sp-data-import-advanced-mapping/>

#### NEW QUESTION 254

- (Exam Topic 2)

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

Choose 3 answers

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

**Answer:** BCE

#### NEW QUESTION 256

- (Exam Topic 2)

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

Choose 2 answers

- A. A unique external Id was kept from the non-master contact.
- B. The contacts must be in the same household to merge.
- C. The user needs to have delete access to the contacts being merged.

D. The NPSP Duplicate Rule was set to Warn instead of auto-merge.

**Answer:** AC

**Explanation:**

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

**NEW QUESTION 260**

- (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 261**

- (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 263**

- (Exam Topic 2)

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

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

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

**Answer:** AD

**NEW QUESTION 267**

- (Exam Topic 2)

A nonprofit using NPSP wants to track fundraising, courses, and training participation in Salesforce. What should the consultant discuss with the nonprofit?

- A. Add Program Management Module to track courses and training participation.
- B. Add Volunteers for Salesforce to track courses and training participation.
- C. Use Engagement Plans for donor engagement that includes courses and training participation.
- D. Use Education Data Architecture to track fundraising, courses, and training participation.

**Answer:** D

**NEW QUESTION 272**

- (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 273**

- (Exam Topic 2)

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

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

**Answer:** A

**NEW QUESTION 274**

- (Exam Topic 2)

A nonprofit using Volunteers for Salesforce on their website wants their volunteers to be able to update their contact information.

What does the consultant need to configure to make this possible?

- A. Change Organization-Wide Sharing setting for Contacts to Public
- B. Create a criteria-based sharing rule
- C. In Setup, check Grant Guest Users Update Access
- D. Create and assign a new profile

**Answer:** C

**NEW QUESTION 275**

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