



Salesforce

Exam Questions Nonprofit-Cloud-Consultant

Salesforce Certified Nonprofit Cloud Consultant (SP20)

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NEW QUESTION 1

- (Exam Topic 1)

A nonprofit organization uses Customizable Rollups and has a large volume of Recurring Donation Allocations for a specific fund. The system administrator notices a scheduled skew job, but does not remember scheduling it. What should the consultant advise the system administrator to do?

- A. View the Setup Audit Trail
- B. Keep the job
- C. Run a debug log
- D. Delete the job

Answer: D

NEW QUESTION 2

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 3

- (Exam Topic 1)

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

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

Answer: C

NEW QUESTION 4

- (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 5

- (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 and ask Salesforce Support to reschedule this job.

Answer: A

NEW QUESTION 6

- (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 7

- (Exam Topic 1)

A nonprofit organization has a new system administrator who has just taken over managing its existing Salesforce organization and wants to know which data maintenance practices should be used.

Which two data hygiene practices should a consultant recommend? Choose 2 answers

- A. Organize reports into appropriate folders.
- B. Create a new custom object to store legacy data.
- C. Run Health Check.
- D. Delete all past activities.

Answer: AC

NEW QUESTION 8

- (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 9

- (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 10

- (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 10

- (Exam Topic 1)

During requirements gathering with a nonprofit, the consultant discovers that the customer only works with individual contributors and volunteers (not companies or organizations). The consultant considers using Person Accounts with NPSP so that the customer can track its individual's as accounts. What is the best practice regarding Person Accounts?

- A. Person Accounts should be tested in NPSP, and can be turned off if it does not work as intended
- B. Ensure the Person Account record type is selected as the Household record type in NPSP Settings
- C. Ensure that the Person Account record type is set as the default record type for the profile of the user who is converting the lead if the customer is planning to do lead conversion
- D. Person Accounts were not designed to work with NPSP, and is not supported for use with NPSP

Answer: D

NEW QUESTION 12

- (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 13

- (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 17

- (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 18

- (Exam Topic 1)

A nonprofit organization on NPSP needs to be able to track the high school a student attended and track the enrollment of the student at college. How should the consultant recommend tracking this?

- A. Use NPSP Affiliations objects to connect the Contact to the Account for their high school and college, use the Status field there to indicate if they are currently enrolled or are former students there.
- B. Turn on Field History Tracking for the Account lookup field on the Contact record, use the Account lookup to indicate where they are currently enrolled and change it as they move on.
- C. Set up a Campaign for each high school and college and use Campaign Members to connect the Contact to the Campaign
- D. Change the values in Campaign Member Status from Sent/Responded to Current/Former.
- E. Install the Salesforce.org Higher Education Data Architecture (HEDA) managed package and use Affiliations.

Answer: D

NEW QUESTION 19

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 22

- (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 24

- (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 28

- (Exam Topic 1)

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

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

Answer: BC

NEW QUESTION 32

- (Exam Topic 1)

A nonprofit runs a workforce development program for its clients. Job seekers contact the nonprofit via phone, web, and email. The nonprofit wants to track each engagement separately from start to finish. The nonprofit needs to assign job seekers to case managers.

What solution should the consultant propose?

- A. Create a custom junction object between Contact and Case for the assignment and customize workflow rules.
- B. Enable web-to-case and customize cases and assignment rules.
- C. Create a custom multi-select picklist field to track the assignment and customize related lists.
- D. Enable web-to-lead and customize leads and assignment rules.

Answer: B

NEW QUESTION 34

- (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 36

- (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 41

- (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 46

- (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 49

- (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 52

- (Exam Topic 1)

A nonprofit organization is using NPSP to manage its contacts and their families. What should the consultant recommend about adding other common connections such as siblings and deceased and divorced spouses?

- A. Add them as Relationship entries manually
- B. Add them as Relationship record types
- C. Add them as Affiliation entries manually
- D. Add them as Affiliation record types

Answer: A

NEW QUESTION 57

- (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 58

- (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 59

- (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 62

- (Exam Topic 2)

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

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

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

Answer: D

Explanation:

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

NEW QUESTION 66

- (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 71

- (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 72

- (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 76

- (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 78

- (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 81

- (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 84

- (Exam Topic 2)

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

What should the consultant advise to meet this requirement?

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

Answer: C

NEW QUESTION 86

- (Exam Topic 2)

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

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

Answer: AB

NEW QUESTION 87

- (Exam Topic 2)

A nonprofit admin needs to import lists of Contacts into Salesforce Campaigns regularly from CSV files using the NPSP Data Import tool.

What should the consultant consider when setting up this process for the nonprofit? Choose 2 answers

- A. NPSP Data Import will automatically create the Campaign Member with the default Member Status.
- B. Respect Duplicate Matching Rules' should be checked in NPSP Settings.
- C. NPSP Data Import Dry Run will validate Campaign Member Status.
- D. Existing Campaigns are matched by exact Name.

Answer: BD

NEW QUESTION 88

- (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 92

- (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 95

- (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 page
- B. Add a component visibility filter to display the Engagement Plan when the Opportunity Amount field is greater than 10,000.
- C. Create a tab and associate the Engagement Plan object to the tab
- D. Add the Related List - Single Lightning component and set it to Engagement Plan
- E. Give read access for the Engagement Plan object to all profiles.
- F. Create a custom Lightning component that displays all Engagement Plan
- G. Add the component to the Opportunity Lightning Page

- 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 98

- (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 101

- (Exam Topic 2)

A consultant has is encountering an issue when configuring Nonprofit Cloud Case Management and wants to know if it is a documented issue.

Where should the consultant look first to confirm if it is a known product issue?

- A. Salesforce Trust Site
- B. AppExchange
- C. Trailblazer Community
- D. Salesforce Help

Answer: B

NEW QUESTION 103

- (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 108

- (Exam Topic 2)

A nonprofit created a custom Opportunity Name for all In-kind gifts. Which two considerations should the consultant discuss with the nonprofit? Choose 2 answers

- A. The nonprofit should change existing Opportunities to the new naming convention by running the Refresh All Opportunity Names utility.
- B. The Opportunity Name Format will only be applied to new Opportunities of the matching record type.
- C. The nonprofit should change existing Opportunities to the new naming convention through an upsert.
- D. Click the Refresh Name button on one Opportunity record to update all relevant Opportunities.

Answer: CD

Explanation:

<https://powerofus.force.com/s/article/NPSP-Customize-Opportunity-Names#refreshsingle>

NEW QUESTION 111

- (Exam Topic 2)

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

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

Answer: D

NEW QUESTION 112

- (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 117

- (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 122

- (Exam Topic 2)

A nonprofit is implementing Accounting Subledger and wants to know how the data from Salesforce would be transferred to its accounting system.

Which three methods are possible? Choose 3 answers

- A. Integrate Salesforce with the accounting system using middleware.
- B. Export data via Salesforce reports to upload to the accounting system.
- C. Develop a custom integration solution.
- D. Schedule a Data Export from Salesforce.
- E. Configure Salesforce Connect to integrate with the accounting system.

Answer: ABC

NEW QUESTION 123

- (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 124

- (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 126

- (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 128

- (Exam Topic 2)

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

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

Answer: D

Explanation:

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

NEW QUESTION 130

- (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 131

- (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 132

- (Exam Topic 2)

The admin at a nonprofit wants to delegate authority to two specific users to process gift entries.

Which three permissions should the consultant add to a permission set so the users can perform this work with only the necessary level of access? Choose 3 answers

- A. Grant the View All Data permission.
- B. Grant visibility to the Gift Entry tab.
- C. Grant create, edit and delete access to all required objects and fields.
- D. Grant create and edit access to all required objects and fields.
- E. Grant access to BDI_BatchOvermde and BDI_DataImport Visualforce pages.

Answer: BDE

NEW QUESTION 135

- (Exam Topic 2)

A consultant is setting up several integrations for a nonprofit.

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

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

Answer: A

NEW QUESTION 138

- (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 139

- (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 141

- (Exam Topic 2)

A nonprofit using NPSP manages scholarship funds for students. A donor indicates they want to split their gift between two scholarship funds. Which solution should the consultant recommend to meet the requirement?

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

Answer: A

NEW QUESTION 143

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