



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

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

Answer: C

NEW QUESTION 3

- (Exam Topic 1)

Which two sections should be included in a Salesforce-recommended V2MOM? Choose 2 answers

- A. Vision
- B. In Milestones
- C. Objectives
- D. Metrics
- E. Virtues

Answer: AD

NEW QUESTION 4

- (Exam Topic 1)

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

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

Answer: C

NEW QUESTION 5

- (Exam Topic 1)

A nonprofit 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 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 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 customer must collect and store its clients' government-issued ID number. The consultant has set up a custom text field for the ID number. Which security solution should be used to protect this data?

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

Answer: B

NEW QUESTION 9

- (Exam Topic 1)

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

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

Answer: C

NEW QUESTION 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 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 15

- (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 20

- (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 21

- (Exam Topic 1)

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

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

Answer: BC

NEW QUESTION 25

- (Exam Topic 1)

A nonprofit organization 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 26

- (Exam Topic 1)

A system administrator encounters an error at run time that a record couldn't be updated when a Customizable Rollup ran. What should the consultant check?

- A. If the Target Field exists
- B. If the Target Field is a NPSP field
- C. If the Target Field has a validation rule
- D. If the Target Object is a custom object

Answer: C

NEW QUESTION 28

- (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 31

- (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 33

- (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 35

- (Exam Topic 1)

Which two actions should a consultant take before importing a large volume of data into an NPSP org?

- A. Check the code coverage of the target org
- B. Disable certain Apex classes manually in production
- C. Check if the data is clean, structured, and in its final format
- D. Disable certain Apex classes using TDTM

Answer: CD

NEW QUESTION 36

- (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 37

- (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 38

- (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 42

- (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 46

- (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 48

- (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 51

- (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 52

- (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 57

- (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 62

- (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 66

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 69

- (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 74

- (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 78

- (Exam Topic 2)

An international nonprofit added a translated Relationship picklist value, but both Relationship records are displaying incorrectly.

What is the cause of this issue?

- A. The current user has an incorrect locale.
- B. The reciprocal relationship value is missing in the NPSP Settings tab.
- C. The Translation Workbench is disabled.
- D. The language is unsupported in NPSP.

Answer: A

NEW QUESTION 83

- (Exam Topic 2)

- A. A Salesforce admin changes an Engagement Plan Template as requested by the development team
- B. The development manager expects to see the changes reflected on an existing Engagement Plan using that Template on a campaign. Why is the development manager unable to see the Template changes?
- C. The development manager requires additional permissions for the new Engagement Plan Template changes.
- D. Changes to Engagement Plan Templates only affect new Engagement Plans.
- E. Engagement Plan Template changes need to propagate through the platform.
- F. Engagement Plan Template changes must be accepted by the user on the Template detail record first.

Answer: B

NEW QUESTION 86

- (Exam Topic 2)

Which one do you like?

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

Answer: C

NEW QUESTION 89

- (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 92

- (Exam Topic 2)

A consultant is working on a data migration to NPSP that includes tens of millions of records across many objects. The migration needs to take place over a weekend to minimize system downtime.

What should the consultant recommend?

- A. SOAP API

- B. NPSP DataImport
- C. Bulk API
- D. Data Import Wizard

Answer: C

NEW QUESTION 94

- (Exam Topic 2)

A nonprofit 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 95

- (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 97

- (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 99

- (Exam Topic 2)

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

Npsp,TDTMContact: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 100

- (Exam Topic 2)

Which one do you like?

- A. Create a custom text field on the Contact and create a Customizable Rollup Filter using Donor Streak as the Operation
- B. Create a custom currency field on the Contact and create a Customizable Rollup Filter using Donor Streak as the Operation
- C. Create a custom number field on the Contact and create a Customizable Rollup Filter using Donor Streak as the Operation
- D. Create a custom text formula field on the Contact and create a Customizable Rollup Filter using Donor Streak as the Operation

Answer: C

NEW QUESTION 101

- (Exam Topic 2)

A nonprofit wants to collect information online about volunteers who are new to the nonprofit, including names and contact details, skill sets, and availability. The nonprofit already uses NPSP and Volunteers for Salesforce and wants to create a report with this information.

What are two ways the consultant can meet the requirement? Choose 2 answers

- A. Collect contact information during job sign up via Job Listings.
- B. Attach emails from volunteers with their information to Contact records.
- C. Set up a Personalized Volunteer Page on the nonprofit's website.
- D. Add the Volunteer Sign Up form to the nonprofit's website.

Answer: CD

NEW QUESTION 105

- (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 107

- (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 109

- (Exam Topic 2)

A nonprofit using Salesforce configured with Person Accounts has recently installed NPSP into its org. Which two configurations should a consultant set to ensure that Person Accounts and NPSP can coexist? Choose 2 answers

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

Answer: AC

NEW QUESTION 110

- (Exam Topic 2)

A nonprofit wants to integrate its existing proprietary event management system with Salesforce. The nonprofit wants to automatically send event and attendee data from its external system and create Campaigns and Campaign Members in Salesforce on a daily basis.

What should the consultant recommend?

- A. Use a middleware tool to integrate the external system with Salesforce.
- B. Use NPSP Batch Data Import to schedule regular Imports from the external system.
- C. Use Salesforce Connect to integrate the external system with Salesforce.
- D. Use NPSP Data Importer Templates to import the necessary data.

Answer: C

Explanation:

<https://www.freecram.com/question/Salesforce.Nonprofit-Cloud-Consultant.v2021-01-10.q37/a-nonprofit-organ>

NEW QUESTION 112

- (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 117

- (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 119

- (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 120

- (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 123

- (Exam Topic 2)

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

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

Answer: D

NEW QUESTION 124

- (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 127

- (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 130

- (Exam Topic 2)

A nonprofit fundraiser notices that some of the NPSP calculated donation summary fields on the Contact and Account records are displaying incorrect values when compared to the donations recorded for each donor.

What are three items the consultant should review to troubleshoot the issue? Choose 3 answers

- A. Customizable Rollups
- B. Opportunity Stages
- C. NPSP Health Check
- D. Salesforce Optimizer report
- E. Campaign Hierarchy

Answer: ABE

NEW QUESTION 135

- (Exam Topic 2)

A nonprofit admin notices the nightly NPSP batch jobs are suddenly taking significantly longer to complete than they did a month earlier.

What are two factors the consultant should tell the system admin to consider? Choose 2 answers

- A. A new standard roll-up summary field was added to an object.
- B. A new Process Builder process was activated.
- C. A new node tree was added to the role hierarchy.
- D. A new customizable rollup was added in NPSP Settings.

Answer: BD

NEW QUESTION 139

- (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 143

- (Exam Topic 2)

A consultant is migrating historic donation records into a nonprofit's Salesforce org. Many of these donations were paid in multiple installments.

What should the consultant do to correctly match the Payments to the Opportunities?

- A. Set the Stage field to "Closed Lost".
- B. Delete the automatically created payments.
- C. Check the Do Not Automatically Create Payment field.
- D. Change the Opportunity record type to an excluded value.

Answer: C

NEW QUESTION 146

- (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 150

- (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 155

- (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=9060G00000017sYQAS> ,and "D".(<https://powerofus.force.com/s/article/NPSP-Troubleshooting>)

NEW QUESTION 159

- (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 163

- (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 165

- (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 166

- (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 168

- (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 172

- (Exam Topic 2)

A board member introduced a high-net-worth individual to the work of the nonprofit. The individual made a donation at an event.

The fundraising manager wants to record this information in Salesforce. It is important the donation is hard credited to the individual while ensuring this donation, as well as any future donations from the individual, are soft-credited to the board member. The board member and the individual already exist as contacts in Salesforce.

How should the data be entered*?

- A. Create the donation opportunity for the individual
- B. Add the board member as a Soft Credit contact role for the donation
- C. Create a relationship between the board member and the individual.
- D. Create a relationship between the individual and the board member with a Related Opportunity Contact Role of Soft Credit
- E. Create the donation opportunity for the individual.
- F. Create a relationship between the individual and the board member
- G. Create the donation opportunity for the individual
- H. Add the board member as a Soft Credit contact role to the donation.
- I. Create a relationship between the individual and the board member
- J. Create the donation opportunity for the individual
- K. Enter a Partial Soft Credit for the board member.

Answer: C

NEW QUESTION 177

- (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 179

- (Exam Topic 2)

A consultant using CumulusCI has customized a nonprofit's org and wants them to validate these changes with the latest release of NPSP which will be pushed to production one week later.

What are two ways the consultant can deploy this for the nonprofit after the release is announced? Choose 2 answers

- A. Test customizations in an updated sandbox.
- B. Compare the customizations to the NPSP roadmap and create a new trial org.
- C. Install NPSP and test the customizations in a new Developer Edition org.
- D. Configure a scratch org with NPSP dependency and test customizations.

Answer: AC

NEW QUESTION 181

- (Exam Topic 2)

A nonprofit is rolling out a new implementation of Salesforce and NPSP containing custom code. The project go-live date is a few days before a Salesforce release. The project team has proposed developing in a sandbox on a preview instance to review new features and then deploy to production prior to the release date.

Which important consideration should the consultant discuss with the project team?

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

Answer: A

NEW QUESTION 182

- (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 187

- (Exam Topic 2)

A nonprofit wants to run an enrollment report for its education classes.

Which Program Management Module object should the consultant use to build the report?

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

Answer: B

NEW QUESTION 189

- (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 190

- (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 193

- (Exam Topic 2)

A nonprofit plans to use the Program Management Module (PMM) to manage its service delivery. Case managers must be able to create and edit service delivery records.

How can the consultant change the configuration to meet this requirement?

- A. Permission Sets
- B. Sharing Rules
- C. License Type
- D. Role Hierarchy

Answer: A

Explanation:

<https://trailhead.salesforce.com/en/content/learn/modules/program-management-with-nonprofit-cloud/manage-n>

NEW QUESTION 198

- (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 199

- (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 201

- (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 202

- (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 203

- (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 207

- (Exam Topic 2)

An annual fund coordinator wants to create a report that identifies which Individual donors have yet to make a gift toward the Annual Fund Campaign this year. It is important that the annual giving coordinator avoids soliciting any individuals who are attending an upcoming gala. The nonprofit uses Campaigns to track event attendance.

What should a consultant add to the report to exclude gala attendees?

- A. Cross filter
- B. Summary formula
- C. Bucket field
- D. Filter logic

Answer: A

NEW QUESTION 210

- (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 213

- (Exam Topic 2)

A consultant began an implementation project with a nonprofit that is new to Salesforce. The nonprofit's leadership is hesitant to spend time at the beginning of the project on change management.

What are three reasons the consultant can share to emphasize the value and importance of governance? Choose 3 answers

- A. Cost savings
- B. Compliance
- C. Security
- D. Technical Interoperability
- E. Delivery Speed

Answer: ABE

NEW QUESTION 217

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