Salesforce

Exam Questions Nonprofit-Cloud-Consultant

Salesforce Certified Nonprofit Cloud Consultant (SP20)

NEW QUESTION 1
- (Exam Topic 1)
A nonprofit organization provides case management to its clients. There is a requirement for a score to be automatically assigned to each client based on several factors such as age, income and number of health conditions. The nonprofit also wants to automate the creation and assignment of follow up tasks related to the client.
Which combination of functions should the consultant recommend?

A. Activities and Customizable Rollups
B. Volunteer Recurrence and Customizable Rollups
C. Engagement Plans and Levels
D. Volunteer Wizard and Reports

Answer: C

NEW QUESTION 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 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 4
- (Exam Topic 1)
How can a gift officer determine if an acknowledgment letter was sent for a donation?

A. Check the Status picklist value on the Task object.
B. Check if the Campaign Member status is set to "Acknowledged".
C. Check the Acknowledgement Status picklist value on the Opportunity object.
D. Check the Acknowledgement Status picklist value on the Contact object.

Answer: C

NEW QUESTION 5
- (Exam Topic 1)
A 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 6
- (Exam Topic 1)
A nonprofit organization wants to add any donor who gives to its Capital Fund to the Capital Campaign. Which two steps should be taken to accomplish this?

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

Answer: BD

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

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

Answer: B

NEW QUESTION 9
- (Exam Topic 1)
The executive director at a nonprofit needs to understand the overall summary of individuals engaged with the organization across multiple channels, including donations, volunteer shifts, and event attendance. What can the consultant deliver to help them achieve this summary by channel?

A. Create a Role Hierarchy to summarize the number of Opportunity records associated with each user, and the Campaign Memberships associated with the Primary Contact on the Opportunity by channel.
B. Create an Account Hierarchy to see the number of people related to each household, and their associated Contact records with Campaign Memberships and Opportunities by channel.
C. Create a User Hierarchy to report by user with the Opportunity, Contact, and Campaign records owned representing donation, volunteer, and event channels and their Campaign Memberships.
D. Create a Campaign Hierarchy to see the number of people associated with each donation, shift, and event, by channel with Campaign Memberships.

Answer: D

NEW QUESTION 10
- (Exam Topic 1)
A nonprofit organization wants to use a multi-channel marketing tool for its email, social, and text messaging engagement. Which solution should the consultant recommend?

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

Answer: A

NEW QUESTION 10
- (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 15
- (Exam Topic 1)
A nonprofit organization wants the 15th of the month listed as the Close Date for all recurring donations and has selected the 15th in the Day of the Month picklist.
In reviewing Recurring Donation Opportunities it is found that some of the Opportunities have close dates at the end of the month.
Which action should the consultant take to troubleshoot this issue?

A. Check the Recurring Donation batch size.
B. Check the Error Log.
C. Check if the "Always use last day of the month" field is selected.
D. Check if the Custom Installment record was modified

Answer: B

NEW QUESTION 18
- (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 21
- (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 25
- (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 27
- (Exam Topic 1)
A nonprofit organization needs to import a list of donations made at a recent gala. Several of the donors have more than one mailing address. What is the correct order of objects to import data in Salesforce?

A. Opportunity, Campaign, Contact, Address, Account
B. Account, Address, Contact, Campaign, Opportunity
C. Contact, Opportunity, Account, Address, Campaign
D. Lead, Account, Address, Campaign, Opportunity

Answer: B

NEW QUESTION 30
- (Exam Topic 1)
A nonprofit organization receives a number of donations from Donor Advised Funds where the check is written by the financial institution that houses the Donor Advised Fund. What should the consultant recommend to ensure that the Donor Advised Fund receives credit for the donation?

A. Add an additional Account lookup field on the Opportunity for the Donor Advised Fund
B. Add an Account lookup field on the Payment for the Opportunity for the Donor Advised Fund
C. Use a GAU allocation to credit the donation to the Donor Advised Fund
D. Use Account Soft Credits to credit the Donor Advised Fund

Answer: D

NEW QUESTION 33
- (Exam Topic 1)
The vice president of development of a nonprofit organization wants to be able to review giving in the pipeline at a high level, and track the organization's process towards finding new potential donors. The VP also wants to track program metrics as compared to donor histories. What should the consultant advise?

A. Packaged NPSP reports cannot be edite
B. Recreate all the reports found on the NPSP Development Forecasting dashboard to edit appropriatel
C. Add additional reports to track program data.
D. Review the reports on the NPSP Fundraising Reports folde
E. Create additional reports to track program dat
F. Schedule each report to be sent to the vice president every morning.
G. Review the components that are already on the NPSP Development Forecasting dashboar
H. Create additional reports and edit the dashboard to add components to track the program data.
I. Packaged NPSP dashboards cannot be edite
J. Recreate the NPSP Development Forecasting dashboard component
K. Add additional components to track program data.

Answer: C

NEW QUESTION 38
- (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 43
- (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 Lightnng Enterprise + NPSP
C. The free trial period is for 30 days
D. It is a Developer Edition org

Answer: BC

NEW QUESTION 47
- (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 Campaig
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 50
- (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 51
- (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 56
- (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 60
- (Exam Topic 1)
A nonprofit organization uses a vendor for direct mail, and receives a monthly spreadsheet from it with donor information, donation amounts, and the solicitation campaign that the donation was in response to.
How can this information can be entered and de-duplicated against existing individuals in the Nonprofit Success Pack (NPSP)?

A. Use the Salesforce Data Loader to upload the spreadsheet and then manually check for duplicates and use the NPSP Contact Merge tool to de-duplicate records.
B. Upload the spreadsheet using the NPSP Data Importer and associate the individuals with Opportunities and Recurring Donations.
C. Use the Salesforce Import Wizard to upload the spreadsheet and then de-duplicate records using the NPSP Contact Merge tool.
D. Upload the spreadsheet using the NPSP Data Importer and associate the individuals with Opportunities and Campaigns.

Answer: D

NEW QUESTION 64
- (Exam Topic 1)
How often are updates to the NPSP pushed to production orgs?

A. Three times per year
B. Four times per year
C. Once every two weeks
D. Once every month

Answer: C

NEW QUESTION 68
- (Exam Topic 1)
A nonprofit organization is using Cases in Salesforce for case management with its clients. The nonprofit organization wants to relate Cases for the same client to each other. How should the consultant advise the organization?

A. Use Case Comments and paste the URL of the first Case opened for the client in each new Case related to them.
B. Create a custom field for an ID number and assign the same number to all cases that need to be connected
C. Use Case Hierarchy to connect all Cases for the client to a parent case and click on View Hierarcht to see the connected Cases
D. Create a custom object that connects Cases to each other with two Case lookup fields and add a check box field to designate the parent Case.

Answer: C

NEW QUESTION 70
- (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 72
- (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 73
- (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 75
- (Exam Topic 1)
A consultant needs to set up a sandbox strategy for a nonprofit implementation project involving two major development initiatives. For which three purposes should separate sandboxes be used?

A. Quality Assurance
B. Analytics
C. Field Tracking
D. Staging
E. Development

Answer: ADE

NEW QUESTION 76
- (Exam Topic 1)
A finance associate needs to track specific funds associated with gifts from individuals and organizations. Gifts may be received as either single amounts associated with one or more funds, and totals by fund will need to be reported on for reconciliation with a finance system.
How should the consultant accomplish this with NPSP?

A. Create Campaign records for each of the funds, create a custom Lookup to Campaigns on the Payment Object, and associate them with Payment records representing the amounts towards each fund.
B. Create General Accounting Unit records for each of the funds, and associate them with the Opportunity by GAU Allocation record amounts representing the amounts towards each fund.
C. Create a custom multi-select picklist on the Opportunity record to allow for choosing each of the funds towards which the gift is designated.
D. Create Campaign records for each of the funds, and associate them with the Opportunity Primary Campaign field on the Opportunity records representing the amounts towards each fund.

Answer: B

NEW QUESTION 78
- (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 81
- (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 85
- (Exam Topic 2)

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

Answer: B

NEW QUESTION 87
- (Exam Topic 2)
A user at a nonprofit is trying to run a mailing list report on a campaign using the NPSP Household Mailing List button. They receive an error saying, "the data you are trying to access is unavailable." The button works as expected for the system administrator.
What should the consultant advise to troubleshoot the issue?

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

Answer: B

NEW QUESTION 91
- (Exam Topic 2)
A nonprofit needs a marketing automation tool. They want to segment and target supporters over time, based on the supporters' engagement and how they

interact with the nonprofit's emails. The nonprofit needs to create emails using Lightning Email Templates.
Which marketing automation tool should a consultant recommend?

A. List Emails
B. Salesforce Flow
C. Email Studio
D. Pardot

Answer: D

Explanation:
https://www.salesforce.org/blog/how-nonprofits-can-use-pardot-for-moves-management/

NEW QUESTION 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 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
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 96
- (Exam Topic 2)
A nonprofit needs to send automated renewal emails on a 30/60/90/180-day cadence. Each email template needs to be different based on the members' website visits.
Which solution should a consultant recommend?

A. Pardot
B. Apex
C. Workflow
D. Flow

Answer: A

NEW QUESTION 101
- (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 104
- (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 107
- (Exam Topic 2)
A nonprofit wants to predict the likelihood of a contact recurring donor. What should the consultant recommend to meet

A. Create NPSP Levels for number of donations
B. Implement NPSP Enhanced Recurring Donations
C. Create a Customizable Rollup Field for number
D. Implement Einstein for Nonprofits

Answer: D

NEW QUESTION 110
- (Exam Topic 2)
A nonprofit wants to convert from Legacy Recurring Donations to Enhanced Recurring Donations. What are two considerations the nonprofit should take into account before making the switch? Choose 2 answers

A. Enhanced Recurring Donations introduces a new custom object.
B. An ETL tool is required to revert to Legacy Recurring Donations.
C. All existing integrations should be reviewed for compatibility.
D. Reverting to Legacy Recurring Donations is unsupported.

Answer: BC

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

NEW QUESTION 114
- (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 119
- (Exam Topic 2)
A development director wants to compare year over year donation information on a weekly basis for the last five years in order to see giving trends via a bar chart.
The director asks the consultant if reporting snapshots would work.
What should the consultant advise about the limitations of reporting snapshots?

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

Answer: D

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

NEW QUESTION 123
- (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 128
- (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 133
- (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 135
- (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 136
- (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 139
- (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 143
- (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 148
- (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 153
- (Exam Topic 2)
The development director wants all users to only see Engagement Plans on Opportunity records for donations with an Amount greater than 10,000.
How should this be accomplished?

A. Add the Related List - Single Lightning component to the Opportunity Lightning pag
B. Add a component visibility filter to display the Engagement Wan when the Opportunity Amount field is greater than 10,000.
C. Create a tab and associate the Engagement Plan object to the ta
D. Add the Related List - SingleLightning component and set it to Engagement Plan
E. Give read access for the Engagement Plan object to all profiles.
F. Create a custom Lightning component that displays all Engagement Plan
G. Add the component to the Opportunity Lightning Pag
H. Assign the Lightning Page as the Org Default and Activate it.
I. Add the Related Lists component to the Opportunity Lightning pag
J. Set the component visibility filter to ensure the Opportunity Amount field is greater than 10,000. Assign the page to the development director's profile.

Answer: D

NEW QUESTION 157
- (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 161
- (Exam Topic 2)
A system admin encounters an error at run time that a record update failed when a Customizable Rollup ran. Which attribute would cause an error?

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

Answer: D

NEW QUESTION 164
- (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 168
- (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 169
- (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 173
- (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 177
- (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 178
- (Exam Topic 2)
A nonprofit stores a government-issued personal identification number on each constituent's Contact record in an encrypted field.
What should a consultant enable on a Permission Set to ensure the personal identification number is fully accessible by a subset of org users?

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

Answer: B

NEW QUESTION 182
- (Exam Topic 2)
Which two objects in the Program Management Module are directly connected to objects in Nonprofit Cloud Case Management?
Choose 2 answers

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

Answer: BC

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

NEW QUESTION 186
- (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 191
- (Exam Topic 2)
A gift officer is entering donations and wants to track that the donor responded to the most recent direct mail campaign.
Which feature should the consultant configure to record the donor's campaign response?

A. Custonwable Rollups
B. Automatic Campaign Member Management
C. Sales Process
D. Customizable Campaign Influence

Answer: B

Explanation:
https://trailhead.salesforce.com/en/content/learn/modules/campaign-management-with-nonprofit-success-pack/m

NEW QUESTION 195
- (Exam Topic 2)
A nonprofit wants its staff to spend most of their time in Salesforce. but the staff needs access to several other applications as well. The nonprofit wants a solution that allows staff to use other applications without leaving Salesforce.
How should the consultant integrate these applications?

A. Implement Salesforce Canvas
B. Configure External Data Sources
C. Configure External Objects
D. Implement Distributed Marketing

Answer: A

NEW QUESTION 200
- (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 203
- (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 208
- (Exam Topic 2)
A Household Account has Contacts with Affiliations, Relationships, and Closed/Won donations associated with it.
What is the outcome when a system admin attempts to delete this Household Account record?

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

Answer: A

NEW QUESTION 211
- (Exam Topic 2)

A nonprofit has significant staff turnover and wants to ensure that the purpose of Salesforce field customization is clearly understood by system admins who are new to the nonprofit.
How should the consultant meet the requirement?

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

Answer: B

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

NEW QUESTION 215
- (Exam Topic 2)
A board member introduced a high-net-worth individual to the work of the nonprofit. The individual made a donation at an event.
The fundraising manager wants to record this information in Salesforce. It is important the donation is hard credited to the individual while ensuring this donation, as well as any future donations from the individual, are soft-credited to the board member. The board member and the individual already exist as contacts in Salesforce.
How should the data be entered*?

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

Answer: C

NEW QUESTION 220
- (Exam Topic 2)
A nonprofit, who does a lot of mail appeals to donors, asks their consultant for the best solution to keep their constituents' addresses formatted properly to ensure the mail reaches them.
What should the consultant recommend?

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

Answer: D

NEW QUESTION 225
- (Exam Topic 2)
A large nonprofit is a social enterprise that functions like a for-profit corporation. The funding the nonprofit tracks in Salesforce only comes from corporations. The nonprofit needs to manage Leads and track its Opportunity pipeline.
Which account model should the consultant recommend'

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

Answer: A

NEW QUESTION 229
- (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 233
- (Exam Topic 2)
A nonprofit needs to load approximately 3 million records into Salesforce. Which API will load the data in the most efficient manner?

A. Bulk API
B. SOAP API
C. REST API
D. Streaming API

Answer: A

NEW QUESTION 236
- (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 237
- (Exam Topic 2)
A nonprofit wants to migrate millions of Contact records from a legacy system. Most records fail to import with the following error: "npsp.TDTM_Address: System.LimitException: Apex CPU time limit exceeded".
Which three actions could a consultant take to successfully import this data? Choose 3 answers

A. Enable "Simple Address Change Treated as Update' in Address Settings.
B. Check 'User Managed' on the Address TDTM record.
C. Disable all automation and load the Address object separately.
D. Disable 'ADDR_Addresses_TDTM' Handler in Trigger Configuration.
E. Reduce the batch size significantly when addresses are included.

Answer: ADE

Explanation:
https://dataloader.zendesk.com/hc/en-us/articles/360060751213-System-LimitException-Apex-CPU-time-limit- https://www.salesforceben.com/what-is-apex-cpu-time-limit-exceeded-how-do-you-solve-it/https://www.salesfo

NEW QUESTION 238
- (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 243
- (Exam Topic 2)
A nonprofit wants to use Volunteers for Salesforce for volunteer management. Which action should a consultant take before installing the package?

A. Apply for license donation for Volunteers for Salesforce.
B. Check that the nonprofit has the most recent NPSP release.
C. Ensure the Program Management Module Is already Installed.
D. Compare usage of roll-up summary fields to limits.

Answer: D

NEW QUESTION 247
- (Exam Topic 2)
A nonprofit organization wants to add any donor who gives to its Capital Fund to the Capital Campaign. Which two steps should be taken to accomplish this?

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

Answer: AC

NEW QUESTION 250
- (Exam Topic 2)
A nonprofit wants to use Customizable Rollups in its NPSP org. What should the consultant advise1?

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 253
- (Exam Topic 2)
A nonprofit stores a government-issued personal identification number on each constituent's Contact record in an encrypted field.
What should a consultant enable on a Permission Set to ensure the personal identification number is fully accessible by a subset of org users'?

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

Answer: C

Explanation:

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

NEW QUESTION 254
- (Exam Topic 2)
A fundraiser at a nonprofit wants to be donation solicitations on which she is easily track and update her gift asks.
What should requirement

A. Kanban View
B. Einstein for Nonprofits
C. Manage Campaign Members
D. Path

Answer: A

NEW QUESTION 255
- (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 258
- (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 259
- (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 264
- (Exam Topic 2)
The system administrator at a nonprofit wants to use Advanced Mapping for regular data imports of constituent and donation data.
What is an important consideration of Advanced Mapping?

A. The target fields can only be text, currency, number, date or address fields.
B. The target objects must be NPSP objects.
C. The target objects must directly relate to Accounts, Contacts, or Opportunities.
D. Checkbox fields are unavailable to map to as target fields.

Answer: B

Explanation:
(wrong),b(wrong), a(if d is wrong then a is also wrong),So Option C https://help.salesforce.com/s/articleView?id=000358792&type=1

NEW QUESTION 267
- (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 268
- (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 269
- (Exam Topic 2)
A nonprofit using NPSP wants to track all donations that go to a designated fund. How should a consultant meet this requirement?

A. Create an Opportunity record type called "Funds".
B. Create a General Accounting Unit record for the designated fund.
C. Create a custom object to track fund accounts.
D. Create a GAU Allocation record for the designated fund.

Answer: D

NEW QUESTION 272
- (Exam Topic 2)
A nonprofit needs to track key information for grants it applies for and receives, such as deadline dates, activity completion dates, and descriptions. In addition, the nonprofit wants to track actions completed and view the next deadline date on the Opportunity.
Which feature should the consultant recommend?

A. Engagement Plans
B. Cases
C. Deliverables
D. Tasks and Events

Answer: C

Explanation:
https://trailhead.salesforce.com/en/content/learn/modules/nonprofit-success-pack-administration-basics/understa

NEW QUESTION 273
- (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 274
- (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 279
- (Exam Topic 2)
A consultant is helping a nonprofit diagnose and address some issues they have with NPSP. The consultant sees the customer i$ hitting governor limit errors on a particular job.
Which action should the consultant take to resolve the issue?

A. Schedule that job to run more frequently.
B. Decrease the batch size for that job.
C. Reschedule that nightly job.
D. Increase the batch size for that job.

Answer: B

NEW QUESTION 283
- (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 288
- (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 292
- (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 295
- (Exam Topic 2)
A nonprofit needs to clean up large amounts of Contact address data from its street canvassing and telemarketing operations on a monthly basis.
What should the consultant use to standardize addresses in NPSP?

A. Batch Data Import
B. Address Verification
C. NPSP Data Importer
D. Seasonal Addresses

Answer: B

Explanation:
(https://powerofus.force.com/s/article/NPSP-Configure-Addresses#topic-2559)

NEW QUESTION 296
- (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 299
- (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 302
- (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 306
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