



Salesforce

Exam Questions Nonprofit-Cloud-Consultant

Salesforce Certified Nonprofit Cloud Consultant (SP20)

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NEW QUESTION 1

- (Exam Topic 1)

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

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

Answer: D

NEW QUESTION 2

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 3

- (Exam Topic 1)

A nonprofit organization 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 4

- (Exam Topic 1)

A nonprofit organization needs to send a mailing to all clients to invite them to an informational session on its workforce development program. The organization wants to track who it was sent to and who responded. The organization is using the NPSP with the Household Account Model. What should a consultant advise them to do to accomplish this in Salesforce?

- A. Create a report using the NPSP All Contacts report and add a filter to just include clients
- B. Create a mailing list Campaign, then create a report using the type Contacts & Accounts with a filter for clients, then add to Campaign
- C. Create a Campaign, filter a list view for clients and add to Campaign
- D. Create a report with the type Campaigns with Campaign Members.
- E. Create a Campaign field and add all clients to it, then use the Household Mailing List button to generate the mailing list.

Answer: D

NEW QUESTION 5

- (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 6

- (Exam Topic 1)

A volunteer manager at a nonprofit organization needs to be able to search for volunteers with landscaping skills who are available at a given time. The organization is using Volunteers for Salesforce. What should the consultant advise?

- A. Create a list view on Contacts using a filter for those who have skills that include landscapin
- B. Add the field for Volunteer Availability on the list view and sort by it to find those with landscaping skills who are available at the given time
- C. Click on the Find Volunteers tab and fill in the Volunteer Status, Volunteer Availability, and Volunteer Skills tabs with the values you're looking for and hit search
- D. Use the Volunteers Wizard to look for volunteers with landscaping skills and Volunteer Availability and choose those available at the given time
- E. Create a report with the report type Contacts with Volunteer Hours and Volunteer Job
- F. Filter the report by the Volunteer Job for landscaping and Volunteer Availability at the time the Volunteer Manager needs them

Answer: B

NEW QUESTION 7

- (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 8

- (Exam Topic 1)

A gift officer successfully imported a small list of donors and their donations. The gift officer wants to add these donors to a Campaign from an Opportunities report but the "Add to Campaign" option is not available. The gift officer wants to add donors to a Campaign from a report. What should the consultant recommend?

- A. Export the Opportunity report results and import the list of donors as Campaign Members using the Data Import Wizard
- B. Create a joined report with Opportunities and Campaigns
- C. Create a report type that includes Contacts such as the Opportunities with Contact Roles report type
- D. Go to Setup and add the "Add to Campaign" button to the report type

Answer: C

NEW QUESTION 9

- (Exam Topic 1)

A nonprofit organization is using Volunteers for Salesforce and wants its volunteers to be able to log their own volunteer hours. Which two solutions should a consultant propose to meet this need? Choose 2 answers

- A. Set up a workflow rule with a weekly email alert sent to all volunteers asking them to reply back and report their hours for the week and then a user will manually enter the hours in Salesforce.
- B. Set up a Chatter Group for each volunteer job, add volunteers who are assigned to that job, and have the volunteers log their hours in the Chatter Group.
- C. Set up the Volunteers Personal Site and direct the volunteer to record hours on the tab there.
- D. Set up a Log Volunteer Hours section on a page on your website and direct volunteers there to log their hours to the volunteer job or shift they worked on.

Answer: CD

NEW QUESTION 10

- (Exam Topic 1)

A nonprofit organization wants to automate some of its routine activities. Which declarative Salesforce solution is designed for process automation?

- A. Einstein
- B. Pardot
- C. Lightning Flow
- D. NPSP TDTM

Answer: C

NEW QUESTION 10

- (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 12

- (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 13

- (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 14

- (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 15

- (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 17

- (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 19

- (Exam Topic 1)

The Development Director at a nonprofit needs to track grant lifecycles using the NPSP, including assigning actions to staff members, tracking applications, reporting deadlines, and summarizing the total amount awarded with payments towards the total.

How can this be accomplished with NPSP using Account records for the grant making institution?

- A. Create Opportunities with Payments to represent payments, Deliverables to represent applications and reporting deadlines, and Activities to represent action assignments to their staff.
- B. Create Opportunities with Payments to represent payments, Activities to represent applications, reporting deadlines, and action assignments to their staff.
- C. Create Opportunities with Deliverables to represent payments, applications, reporting deadlines, and action assignments to their staff.
- D. Create Recurring Donations with Opportunities to represent payments, Deliverables to represent applications and reporting deadlines, and Activities to represent action assignments to their staff.

Answer: A

NEW QUESTION 24

- (Exam Topic 1)

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

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

Answer: E

NEW QUESTION 26

- (Exam Topic 1)

A 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 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 34

- (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 38

- (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 40

- (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 45

- (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 47

- (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 50

- (Exam Topic 1)

A large nonprofit organization is a social enterprise that functions in many ways like a for-profit corporation. The organization does not accept individual donations, but mostly engages with corporations, sponsors, and vendors by selling its own products to further its mission. The organization needs to manage Leads and track its Opportunity pipeline. Which account model should the consultant recommend?

- A. Administrative Account Model in HEDA
- B. Household Account Model in NPSP
- C. Household Account Model without NPSP
- D. Individual "Bucket" Account Model in NPSP
- E. Salesforce Account Model without NPSP

Answer: E

NEW QUESTION 51

- (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 56

- (Exam Topic 1)

A nonprofit organization has a lot of donors who give recurring donations. Some donors like to have their recurring donations by three times per year. What should the consultant advise?

- A. Create a custom installment period in NPSP Settings, and then add the tri-yearly custom installment period to the custom installment picklist.
- B. Change one of the values on the custom installment picklist to tri-yearly.
- C. Tri-yearly is not available as an option in Recurring Donations so for those the nonprofit will need to use Opportunities with multiple payments.
- D. Use the tri-yearly installment period that comes by default with Recurring Donations.

Answer: A

NEW QUESTION 57

- (Exam Topic 1)

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

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

Answer: D

NEW QUESTION 59

- (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 64

- (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 66

- (Exam Topic 1)

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

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

Answer: BC

NEW QUESTION 70

- (Exam Topic 1)

A fundraising associate needs to print mailing labels for the latest direct mail campaign to families who give to the nonprofit organization. The organization uses the Household Account model with Address Management.

Which object and address field should the associate use when building the report?

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

Answer: D

NEW QUESTION 75

- (Exam Topic 1)

A nonprofit organization receives a lot of grants, many of which are renewals of previous grants from the same funder. The organization wants to be able to easily access the previous grant information.

What should the consultant advise to capture this in Salesforce?

- A. Create a Campaign for the funder and add all Opportunities including the original grant and any renewal grants to the Campaign.
- B. Create a child Opportunity for the renewal grant from the original grant using the Renewal Grant Opportunity record type.
- C. Fill in the "Previous Grant/Gift Opportunity" lookup field on the Opportunity for the new grant and check the "Is Grant Renewal" field.
- D. Ensure that when naming the Opportunity for the renewal grant, "Renewal" is included in the name as well as the name of the funder.

Answer: C

NEW QUESTION 77

- (Exam Topic 1)

A consultant is setting up a governance framework as part of a nonprofit organization implementation. Which three elements should be included in a Salesforce-recommended governance structure? Choose 3 answers

- A. Agile Methodology
- B. Release Management
- C. Rules of Engagement
- D. Center of Excellence
- E. Design Standards

Answer: ABD

NEW QUESTION 78

- (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 79

- (Exam Topic 1)

A nonprofit organization is using Cases in Salesforce for case management with its clients. The nonprofit organization wants to relate Cases for the same client to each other. How should the consultant advise the organization?

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

Answer: C

NEW QUESTION 81

- (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 82

- (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 85

- (Exam Topic 1)

A nonprofit organization has white papers, case studies, and impact reports on its website. The organization wants to track website visitors who download those assets. Once tracked, the organization wants to pursue the visitor as a constituent. Which solution should be considered?

- A. Campaigns
- B. Community Cloud
- C. Pardot
- D. Salesforce DMP

Answer: C

NEW QUESTION 90

- (Exam Topic 1)

How should a consultant install NPSP in an existing Salesforce organization?

- A. Download each NPSP component from the AppExchange, install in the target organization, and complete the post-install instructions
- B. Visit the NPSP Installer page, install in the target organization, and complete the post-install instructions
- C. Download each NPSP component from The Power of Us Hub, install organization, and complete the post-install instructions
- D. Visit the NPSP Conversion Utility tool, install in the target organization, and complete the post-install instructions

Answer: B

NEW QUESTION 93

- (Exam Topic 1)

The executive director at a nonprofit organization wants to have a report to see how much each board member has raised by either direct gifts or gifts they helped to influence for this fiscal year. There is a custom checkbox field on the Contact record to indicate board members.

How should the consultant create this report?

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

Answer: B

NEW QUESTION 98

- (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 101

- (Exam Topic 2)

In the NPSP Data Import Template, the Account fields should contain which two types of information? Choose 2 answers

- A. Household-related data
- B. Contact's employer-related data
- C. Business-related data
- D. Contact's address-related data

Answer: BC

NEW QUESTION 106

- (Exam Topic 2)

Which one do you like?

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

Answer: C

NEW QUESTION 110

- (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 111

- (Exam Topic 2)

A nonprofit wants a report that shows Opportunity and General Accounting Unit (GAU) custom field data for gifts to the "General Fund" GAU. The nonprofit wants to add filters so only the gifts connected to the 'Annual Campaign' are shown.

Which report should the consultant implement?

- A. GAU Allocations with Opportunity report type and filter on the Opportunity object for the Primary Campaign Source = 'Annual Campaign' and filter on the GAU Allocation object for General Accounting Unit = 'General Fund'
- B. Opportunity report type with cross filter for Opportunities with GAU Allocations with filter on the cross filter for Campaign = 'Annual Campaign' and General Accounting Unit = 'General Fund'
- C. Opportunity report type with cross filter for Opportunities with GAU Allocations and filter on Opportunity object for the Primary Campaign Source = 'Annual Campaign' and on the GAU Allocations object for General Accounting Unit » 'General Fund'
- D. GAU Allocations with Opportunity report type and filter on the GAU Allocation object for Campaign = 'Annual Campaign' and General Accounting Unit = 'General Fund'

Answer: D

NEW QUESTION 113

- (Exam Topic 2)

A 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 115

- (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 119

- (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 124

- (Exam Topic 2)

A nonprofit provides after-school programs to historically underserved youth. The nonprofit wants to track each program and the status of youth enrolled in the program.

Which set of objects within the Program Management Module should a consultant use to track the programs and enrollments?

- A. Programs and Attendance
- B. Programs and Program Engagements
- C. Programs and Contacts
- D. Program Engagements and Program Cohorts

Answer: B

Explanation:

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

NEW QUESTION 126

- (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 127

- (Exam Topic 2)

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

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

Answer: C

NEW QUESTION 132

- (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 136

- (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 139

- (Exam Topic 2)

A nonprofit is loading 5 million donation history records into Salesforce from a payment processing system. What should the consultant do to ensure the data load is successful?

- A. Create an Apex Test Class.
- B. Temporarily disable TDTM Trigger Handlers.
- C. Disable Data Validation Rules.
- D. Deploy a Custom Apex Class with TDTM.

Answer: B

NEW QUESTION 140

- (Exam Topic 2)

A volunteer manager at a nonprofit wants to search for volunteers with landscaping skills who are available at a given time and add them to a shift. The nonprofit is using Volunteers for Salesforce. What should the consultant advise to meet this requirement?

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

Answer: C

NEW QUESTION 144

- (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 148

- (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 150

- (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://sfd-docs.s3-us-west-2.amazonaws.com/npsp_reports.pdf

NEW QUESTION 154

- (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 156

- (Exam Topic 2)

A human services nonprofit needs to track client goals and action items related to those goals. The nonprofit is unsure whether Program Management Module alone will meet its requirements. The nonprofit is considering whether to implement Nonprofit Cloud Case Management.
What should the consultant discuss with the nonprofit?

- A. Program Management Module has custom objects for calendars and activities.
- B. Program Management Module can track Case Plans and Action Items.
- C. Case Management has a custom object for tracking goals.
- D. Case Management requires Experience Cloud licenses.

Answer: C

Explanation:

check the entity relationship diagram

NEW QUESTION 157

- (Exam Topic 2)

A nonprofit considers risk mitigation to be vital to the success of its implementation project. What are three elements impacted by change that cause risk?

- A. People, processes, cost
- B. Time, governance, people
- C. Quality, processes, time
- D. Cost, quality, time

Answer: D

Explanation:

<https://trailhead.salesforce.com/content/learn/modules/project-risk-management-for-partners/identify-assess-add>

NEW QUESTION 162

- (Exam Topic 2)

A nonprofit enters donation data both into Salesforce and an external accounting system to reconcile. This process is time-consuming.
What should the consultant recommend to reduce manual data entry and improve efficiency?

- A. Accounting Subledger
- B. NPSP Data Importer Templates
- C. Data Import Wizard
- D. Advanced Mapping

Answer: B

NEW QUESTION 167

- (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 169

- (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 172

- (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 176

- (Exam Topic 2)

A nonprofit wants to make a substantial technology shift that will affect multiple teams and departments. Which two initial steps should a consultant discuss with the nonprofit? Choose 2 answers

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

Answer: CD

NEW QUESTION 181

- (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 186

- (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 191

- (Exam Topic 2)

A nonprofit is moving from a legacy donor management system to NPSP. The nonprofit wants to retain the legacy system's 150 donation appeal source codes as historical data. What should the consultant recommend?

- A. Create a custom object "Legacy Source Code" and map a lookup field on Contacts and Opportunities when importing donations.
- B. Create a custom text field "Legacy Source Code" on Contact and Opportunity to store the legacy system's source codes.
- C. Insert a Campaign for each Legacy Source code and, when importing Contacts and Opportunities, relate them to the Campaign.
- D. Add each legacy source code to the Lead Source picklist and set the code when inserting Contacts and Opportunities.

Answer: B

Explanation:

<https://www.plative.com/preparing-for-salesforce-data-migration-with-nonprofit-success-pack/>

NEW QUESTION 192

- (Exam Topic 2)

A nonprofit wants to send an event cancellation notice to 150 Salesforce contacts without a separate email service provider. It wants to manage bounces, resend the notice as needed, and view the send history on the Contact record.

Which option should a consultant recommend to meet the requirements?

- A. Journeys
- B. Send List Email
- C. Pardot
- D. Salesforce Engage

Answer: B

Explanation:

<https://powerofus.force.com/s/article/SFDO-BP-Pardot-Basics-for-Nonprofit-and-Education>

NEW QUESTION 194

- (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 197

- (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 198

- (Exam Topic 2)

A consultant is training a system admin to prepare for a new release of a particular open source Nonprofit Cloud product.

Where are two places the system admin should look for release notes on the product? Choose 2 answers

- A. The Nonprofit Hub group in the Trailblazer Community.
- B. The Salesforce Trust website.
- C. The product's GitHub repository release page.
- D. The Nonprofit Cloud release announcement group in the Trailblazer Community.

Answer: CD

NEW QUESTION 201

- (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 206

- (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 209

- (Exam Topic 2)

A nonprofit wants to send monthly project updates to donors who have given 10 or more times. The nonprofit wants to add new donors who meet this criteria to the newsletter campaign.

How should a consultant ensure the campaign stays current?

- A. 1. Create a list view of Opportunities and filter the list by Total Number of Gift
- B. 2. Run the list view each month and click the Add to Campaign button.
- C. 1. Add standard roll-up fields to the Contact record to calculate total number of gift
- D. 2. Run the report each month filtered by this roll-up and click the Add to Campaign button.
- E. 1. Create a Contact report and filter by Total Number of Gift
- F. 2. Run the report each month and click the Add to Campaign button.
- G. 1. Create a Report of Opportunities, grouped by Primary Contact, and add a filter to exclude donors who fail to meet the criteria
- H. 2. Run the report each month and click the Add to Campaign button.

Answer: D

NEW QUESTION 213

- (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 216

- (Exam Topic 2)

A nonprofit is migrating from a legacy donor management database. The database has donor contact information, donation history, and payment information.

How should the consultant load the data from the database using a single file to create the related records?

- A. Data Loader
- B. Data Import Wizard
- C. NPSP Data Importer
- D. Workbench

Answer: C

Explanation:

<https://sites.google.com/a/cloud4good.com/salesforce-glossary/home/npsp-user-manual/chapter-4-entering-data/>

NEW QUESTION 220

- (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 224

- (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 227

- (Exam Topic 2)

The event manager for a nonprofit organization periodically imports a cleaned, structured list of event registrations. Now should the consultant set up the TDTM Trigger Handlers?

- A. Disable Opportunity Contact Role trigger handlers.
- B. Disable TDTM for specific users.
- C. Disable the Trigger Handler using Apex instead of TDTM.
- D. Disable TDTM for all users.

Answer: B

Explanation:

<https://powerofus.force.com/s/article/NPSP-Disable-Trigger-Handlers#ariaid-title3>

NEW QUESTION 231

- (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 234

- (Exam Topic 2)

A nonprofit wants to deploy Nonprofit Cloud Case Management into its production org. Which two prerequisites should be considered prior to installing Case Management? Choose 2 answers

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

Answer: AB

NEW QUESTION 235

- (Exam Topic 2)

Donations made by nonprofit volunteers are captured on a spreadsheet monthly. The nonprofit utilizes NPSP and Volunteers for Salesforce.

Which two NPSP Data Import features will streamline the import of these donations? Choose 2 answers

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

Answer: CD

NEW QUESTION 236

- (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 238

- (Exam Topic 2)

A nonprofit has hired a consultant to help implement a Salesforce marketing automation solution. Which question should a consultant ask the nonprofit first?

- A. How is marketing data maintained and is it currently clean and accurate?
- B. Will departments be sharing the same marketing data?
- C. What are the overall marketing objectives and strategy?
- D. How much visibility does the nonprofit need into the lifecycle of its marketing leads?

Answer: C

NEW QUESTION 239

- (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 240

- (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 241

- (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 245

- (Exam Topic 2)

Salesforce recommends using V2MOM with customers in the requirements-gathering phase of a project. What is the desired outcome?

- A. Customer adoption
- B. Organizational alignment
- C. Data security
- D. Executive sponsorship

Answer: B

NEW QUESTION 247

- (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 250

- (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 255

- (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 260

- (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 261

- (Exam Topic 2)

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

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

Answer: B

NEW QUESTION 266

- (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 267

- (Exam Topic 2)

A consultant is setting up several integrations for a nonprofit.

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

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

Answer: A

NEW QUESTION 268

- (Exam Topic 2)

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

the nonprofit organization take on the donor's contact record?

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

Answer: C

NEW QUESTION 272

- (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 273

- (Exam Topic 2)

A nonprofit has a large volume of data across multiple objects in Salesforce and external databases. The nonprofit needs to quickly query data across its systems to get insights on any device about the impact it is having. Which solution should the consultant recommend?

- A. Salesforce Connect
- B. Salesforce Reports & Dashboards
- C. External Objects
- D. CRM Analytics

Answer: D

NEW QUESTION 274

- (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 275

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