



# 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)

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 6

- (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 7

- (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 8

- (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 9

- (Exam Topic 1)

A nonprofit customer wants to have the status for a Campaign Member on a fundraising campaign automatically update when a donation is received from that Contact.

What should the consultant recommend?

- A. Create a workflow rule that updates the Campaign Status when an Opportunity is created.
- B. Create an Apex Trigger to update the Contact's Campaign record.
- C. Enable Automatic Campaign Member Management in NPSP settings.
- D. Use Process Builder to update the Contact's campaign member record.

**Answer: C**

#### NEW QUESTION 10

- (Exam Topic 1)

A Household Account has Contacts with Recurring Donations, Relationships, and closed/won donations associated with it. What happens when a system administrator attempts to delete this Household Account record?

- A. There is an error message because there are closed/won donations associated with the Account record.
- B. There is an error message because there are recurring donations associated with the Contacts in this Account.
- C. There is an error message because there are relationships associated with the Contacts in this Account.
- D. The Household Account record is deleted.

**Answer: A**

#### NEW QUESTION 10

- (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 14

- (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 18

- (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 20

- (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 21

- (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 22

- (Exam Topic 1)

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

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

**Answer:** AD

#### NEW QUESTION 27

- (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 29

- (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 34

- (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 38

- (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 43

- (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 47

- (Exam Topic 1)

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

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

**Answer:** D

#### NEW QUESTION 49

- (Exam Topic 1)

A nonprofit organization is using Salesforce with the NPSP pre-installed. The nonprofit organization wants to give prospective volunteers a way to fill out their volunteer application online. How should this be accomplished?

- A. Create a web-to-case form in Salesforce with the fields needed to capture the information asked for on the form.
- B. Set up the Volunteers for Salesforce Volunteer Signup Form on the nonprofit's website.
- C. Create a Chatter Group for prospective volunteers, assign them a Chatter Free license, and have users complete the form.
- D. Set up the Volunteers for Salesforce Site Contact Information Site on the nonprofit's website.

**Answer:** B

#### NEW QUESTION 50

- (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 52

- (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 edited
- B. Recreate all the reports found on the NPSP Development Forecasting dashboard to edit appropriately
- C. Add additional reports to track program data.



- D. Review the reports on the NPSP Fundraising Reports folder
- E. Create additional reports to track program data
- 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 dashboard
- H. Create additional reports and edit the dashboard to add components to track the program data.
- I. Packaged NPSP dashboards cannot be edited
- J. Recreate the NPSP Development Forecasting dashboard component
- K. Add additional components to track program data.

**Answer:** C

#### NEW QUESTION 53

- (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 57

- (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 60

- (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 64

- (Exam Topic 1)

A nonprofit has been keeping track of donors' employers in a spreadsheet. The nonprofit has hired a consultant to upload data to the NPSP Affiliations object. What is the correct order for uploading the donors' employment information?

- A. Upsert Contact records, export Contact ID, upsert Organization Accounts for employer with Organization Account ID in the "Primary Affiliation" field
- B. Insert Organization Accounts for the employer, insert Contact records for the donor, insert Affiliation records for the employment information
- C. Insert Affiliation records, export Contact records, export Account records, upsert Contact records
- D. Upsert Organization Accounts, export Organization Account ID, upsert Contact record with Organization Account ID in the "Primary Affiliation" field

**Answer:** B

#### NEW QUESTION 65

- (Exam Topic 1)

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

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

**Answer:** CD

#### NEW QUESTION 69

- (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 72

- (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 76

- (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 79

- (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 83

- (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 85

- (Exam Topic 1)

A local charity receives its income from recurring payments, The Recurring Donation object is used and contains a unique and manually entered reference number. This reference number should not be modified after creation. The finance department has requested that all child Opportunities also contain this unique reference number to make it easier to reconcile payments. How can the consultant achieve this?

- A. Create a custom text field on the Opportunity object and use NPSP Recurring Donation Custom Field Mappings
- B. Create a text formula field on the Opportunity object and use Process Builder to update all child Opportunities
- C. Create a custom field on the Opportunity object and deploy a trigger to update all child Opportunity records.
- D. Create a custom text field on the Recurring Donation object and use NPSP Recurring Donation Custom Field Mappings

**Answer:** D

#### NEW QUESTION 86

- (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 87

- (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 91

- (Exam Topic 1)

A nonprofit organization had enabled Person Accounts in its org and now wants to install NPSP. The nonprofit organization wants to completely remove all Person Account features. What should the nonprofit organization consider?

- A. Apply for a new Salesforce organization and request a license transfer
- B. Use the NPSP Conversion Utility Tool
- C. Ensure the Person Account record type is selected as the Household record type in NPSP Settings
- D. Create a case in Salesforce to completely remove the Person Account record type

**Answer:** A

#### NEW QUESTION 95

- (Exam Topic 1)

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

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

**Answer:** D

#### NEW QUESTION 98

- (Exam Topic 1)

A nonprofit organization wants to manage its social media presence by being able to listen to what constituents are saying about the organization on social media, measure its impact, and manage it from a mobile app. What should the consultant recommend?

- A. Social Studio
- B. Live Message
- C. Pardot
- D. Google Analytics

**Answer:** A

#### NEW QUESTION 100

- (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 101

- (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 104

- (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 107

- (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 112

- (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 113

- (Exam Topic 2)

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

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

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 115

- (Exam Topic 2)

An international nonprofit added a translated Relationship picklist value, but both Relationship records are displaying incorrectly. What is the cause of this issue?

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

**Answer:** A

#### NEW QUESTION 120

- (Exam Topic 2)

A nonprofit wants to load 10 years of historical fundraising data from the legacy system. While attempting to load the data, an Apex CPU Time Limit Exceeded error message appears and many records fail to load.

How should the consultant change the configuration to complete the data load successfully?

- A. On the Trigger Handlers tab, uncheck the Active checkbox on all Trigger Handlers.
- B. On the NPSP Settings tab, under the Batch Processing Settings page, decrease the GAU Batch Size.
- C. On the NPSP Settings tab, decrease the batch size for NPSP rollups.
- D. On the Trigger Handlers tab, add the consultant's username to the Usernames to Exclude field.

**Answer:** A

#### Explanation:

<https://powerofus.force.com/s/article/NPSP-Configure-Data-Importer-Options>

#### NEW QUESTION 125

- (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 129

- (Exam Topic 2)

Which one do you like?

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

**Answer:** C

#### NEW QUESTION 131

- (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 136

- (Exam Topic 2)

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

Which Salesforce feature would enable this level of record access?

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

**Answer:** A

#### Explanation:

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

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

#### NEW QUESTION 137

- (Exam Topic 2)

A nonprofit has engaged a consultant to help export detailed accounting transactions to its existing external financial system using Accounting Subledger. The nonprofit requires export of all pledges when they are booked.

Which solution should the consultant recommend?

- A. Upgrade Accounting Subledger from Starter Edition to Growth Edition.
- B. Set "Pledged" stage to "Committed" in Stage to State Mapping.
- C. Set "Pledged" stage to "Finalized" in Stage to State Mapping.
- D. Use Process Builder to create Ledger Entries on Opportunity update.

**Answer:** B

#### Explanation:

<https://powerofus.force.com/s/article/ASL-Automate-Stage-to-State-Mappings>

#### NEW QUESTION 140

- (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 145**

- (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 150**

- (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 152**

- (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 155**

- (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 160**

- (Exam Topic 2)

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

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

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

**Answer:** B

**Explanation:**

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

#### NEW QUESTION 165

- (Exam Topic 2)

A development officer wants to integrate wealth scoring information into Salesforce. Which solution should the consultant recommend?

- A. Pardot
- B. Philanthropy Cloud
- C. Salesforce Optimizer
- D. A third-party app on the AppExchange

**Answer: D**

#### NEW QUESTION 168

- (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 172

- (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 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 176

- (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 177

- (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 182

- (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 187**

- (Exam Topic 2)

A user creating Opportunities Wants information to appear on both the Opportunity record and the Payment record without having to enter it twice. Which two steps should the consultant take to meet this requirement? Choose 2 answers

- A. Create custom fields on the Payment object.
- B. Create lookup fields on the Payment object.
- C. Create Payment Mappings in NPSP Settings.
- D. Create custom automation on the Payment object.

**Answer:** AC

**NEW QUESTION 189**

- (Exam Topic 2)

A nonprofit wants to be in full compliance with Salesforce best practices for data security and has asked its consultant an evaluation. Which tool should the consultant use to provide this assessment?

- A. NPSP Health Check
- B. Salesforce Health Check
- C. Salesforce Optimizer
- D. Shield Platform Encryption

**Answer:** A

**NEW QUESTION 193**

- (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 197**

- (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 200**

- (Exam Topic 2)

A nonprofit has a membership program it wants to manage in Salesforce. What are two items the consultant needs to configure so the membership rollups in NPSP work properly?

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

**Answer:** BC

**NEW QUESTION 202**

- (Exam Topic 2)

A nonprofit receives a check that includes donations from several donors for a specific program the nonprofit runs. Which two features should a consultant configure to track this gift? Choose 2 answers



- A. GAU Allocations
- B. Recurring Donations
- C. Partial Soft Credits
- D. Multiple Payments

**Answer:** AD

#### NEW QUESTION 203

- (Exam Topic 2)

A consultant is implementing Salesforce for a nonprofit client who is inexperienced with Salesforce. The staff wants to assign an NPSP fundraising training module. Which training resource should the consultant recommend?

- A. Trailblazer Community Dashboard
- B. Salesforce Help and Training
- C. Trail Tracker by Trailhead
- D. AppExchange Report

**Answer:** C

#### NEW QUESTION 206

- (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 210

- (Exam Topic 2)

A donor has committed to give a consistent amount every month. The nonprofit wants to update the schedule to reflect one-time adjustments to this amount.

What should the consultant recommend to record the regular donations correctly?

- A. Implement Enhanced Recurring Donations.
- B. Create scheduled Payments.
- C. Create a process using Process Builder.
- D. Clone Opportunities with Payments.

**Answer:** A

#### NEW QUESTION 213

- (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 217

- (Exam Topic 2)

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

- A. Install from the NPSP Installer page.
- B. Install using the NPSP Conversion Utility tool.
- C. Install each NPSP component from the AppExchange.
- D. Install each NPSP component from the Trailblazer Community.

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 222

- (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 226

- (Exam Topic 2)

Which two scenarios should be included in a Salesforce-recommended V2MOM?

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

**Answer: DE**

#### NEW QUESTION 230

- (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 231

- (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 233

- (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 237

- (Exam Topic 2)

A nonprofit wants to manage incoming donations, and provide a portal for its constituents and staff members. The nonprofit also wants to create a new web experience for constituents.

Which solution should a consultant recommend?

- A. NPSP with Accounting Subledger
- B. NPSP with Experience Cloud
- C. NPSP with Account Engagement
- D. NPSP with Program Management Module

**Answer: B**

#### NEW QUESTION 242

- (Exam Topic 2)

A consultant is migrating historic donation records into a nonprofit's Salesforce org. Many of these donations were paid in multiple installments. What should the consultant do to correctly match the Payments to the Opportunities?

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

**Answer:** C

#### NEW QUESTION 244

- (Exam Topic 2)

A nonprofit has high staff turnover in several key roles that use Salesforce. The nonprofit needs to improve training and adoption of Salesforce to maximize the value of its investment.

Which two standard Salesforce tools can quickly help new staff use Salesforce with only a Sales or Service Cloud license?

Choose 2 answers

- A. Einstein Bots
- B. In-App Guidance
- C. Path
- D. myTrailhead

**Answer:** BD

#### NEW QUESTION 246

- (Exam Topic 2)

A nonprofit organization wants to integrate its event management system and Salesforce. The organization wants to automatically send event and event attendee data from its event management system and create Campaigns and Campaign Members in Salesforce on a daily basis. What should the consultant recommend?

- A. Export event and event attendee information to the NPSP Import Template and import into Salesforce
- B. Consider using a middleware tool to integrate the event management system with Salesforce
- C. Export Campaign and Campaign Member information and import into the event management system
- D. Consider using Salesforce Connect

**Answer:** D

#### NEW QUESTION 249

- (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 250

- (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 254

- (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 255

- (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 260

- (Exam Topic 2)

A nonprofit has a large volume of contacts, accounts, and address records and wants to migrate all of its data into NPSP.

What are two considerations? Choose 2 answers

- A. Managing multiple addresses introduces more complexity.
- B. Three addresses per contact or organization can be migrated into NPSP.
- C. The default address is updated on a nightly basis.
- D. Address records consume additional data storage.

**Answer:** AD

#### NEW QUESTION 261

- (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 265

- (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 270

- (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 272

- (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](https://trailhead.salesforce.com/en/content/learn/modules/search_solution_basics/search_solution_basics_optimi)

#### NEW QUESTION 274

- (Exam Topic 2)

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

How should the consultant model payments, applications, reporting deadlines, and actions in NPSP for the grant seeking institution?

A)

Payments = Opportunities with Deliverables  
Applications = Activities  
Reporting deadlines = Opportunities with Deliverables  
Actions = Activities

B)

Payments = Opportunities with Payments  
Applications = Deliverables  
Reporting deadlines = Deliverables  
Actions = Activities

C)

Payments = Opportunities with Payments  
Applications = Activities  
Reporting deadlines = Activities  
Actions = Activities

D)

Payments = Recurring Donations with Opportunities  
Applications = Deliverables  
Reporting deadlines = Deliverables  
Actions = Activities

- A. Option A
- B. Option B
- C. Option C
- D. Option D

**Answer:** B

**Explanation:**

<https://www.freecram.com/question/Salesforce.Nonprofit-Cloud-Consultant.v2020-09-19.q37/the-development>

#### NEW QUESTION 278

- (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 280



- (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 282

- (Exam Topic 2)

A nonprofit has its organization-wide sharing settings for all objects set to Private and is using Program Management Module to track Service Deliveries. A subset of Service Delivery records should be visible to selected staff.

How should a consultant meet this requirement?

- A. Create and assign a new profile.
- B. Update default sharing to Public Read/Write.
- C. Create a criteria-based sharing rule.
- D. Update the assigned Permission Set.

**Answer:** C

#### NEW QUESTION 287

- (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 289

- (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 293

- (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 295

- (Exam Topic 2)

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

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

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

**Answer:** B

#### NEW QUESTION 297



- (Exam Topic 2)

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

What should the consultant do to meet the requirement?

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

**Answer: B**

#### NEW QUESTION 301

- (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 305

- (Exam Topic 2)

A nonprofit admin notices that case managers are failing to gather required information when qualifying new beneficiaries for its programs. Which Salesforce automation tool should the nonprofit use to collect the correct data?

- A. Workflow
- B. Approval Process
- C. Process Builder
- D. Salesforce Flow

**Answer: D**

#### NEW QUESTION 308

- (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 310

- (Exam Topic 2)

A nonprofit wants to segment its constituents based on their donations from the prior fiscal year. The nonprofit wants to include only onetime gifts it received. Which NPSP feature should the consultant use to meet this requirement?

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

**Answer: B**

#### NEW QUESTION 312

- (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 313

- (Exam Topic 2)

A nonprofit needs to frequently import membership renewal and donation data. Each Import needs a different configuration that will update existing Contacts in addition to creating Opportunities.

Which tool should the consultant recommend?

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

**Answer:** C

#### NEW QUESTION 318

- (Exam Topic 2)

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

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

Choose 3 answers

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

**Answer:** BDE

#### NEW QUESTION 321

- (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 326

- (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-m
- B. Software Development Lifecycle
- C. End user management
- D. Power user feedback

**Answer:** B

#### NEW QUESTION 330

- (Exam Topic 2)

What does a consultant need to enable and deploy before using Advanced Mapping in NPSP?

- A. Delegated Administration
- B. My Domain
- C. Custom triggers
- D. Customizable Rollups

**Answer:** B

#### Explanation:

<https://www.craftsmantech.com/2019/11/14/np-sp-data-import-advanced-mapping/>

#### NEW QUESTION 332

- (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 333

- (Exam Topic 2)

A nonprofit conducts background checks on all prospective volunteers. Only the volunteer manager and executive director should be able to access the fields related to background checks on the Contact object.

How should the consultant configure the security settings?

- A. Create a Role for the volunteer manager under the executive director's Role and grant read, write access to those fields in the volunteer manager's role.
- B. Assign the volunteer manager and executive director to a Public Group and grant the Public Group access to those fields.
- C. Create a Sharing Rule that grants the volunteer manager and executive director access to the background check fields.
- D. Create a Permission Set that grants access to those fields and assign it to the volunteer manager and executive director.

**Answer:** A

#### NEW QUESTION 338

- (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 340

- (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 343

- (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 348

- (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 350

- (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 355**

- (Exam Topic 2)

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

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

**Answer:** A

**NEW QUESTION 360**

- (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 361**

- (Exam Topic 2)

A nonprofit is using NPSP with the default account model and settings. A user creates and saves a new Contact leaving the Account Name blank. How does NPSP handle the Account?

- A. The Contact is added to an existing Account.
- B. An Account is created with a household name.
- C. An Account is created with the same name as the Contact.
- D. The Account Name remains blank.

**Answer:** B

**NEW QUESTION 363**

- (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 364**

- (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 369**

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