

## Nonprofit-Cloud-Consultant Dumps

### Salesforce Certified Nonprofit Cloud Consultant (SP20)

<https://www.certleader.com/Nonprofit-Cloud-Consultant-dumps.html>



**NEW QUESTION 1**

- (Exam Topic 1)

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

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

**Answer: B**

**NEW QUESTION 2**

- (Exam Topic 1)

A nonprofit organization 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 3**

- (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 4**

- (Exam Topic 1)

A development associate using NPSP wants to add the Check/Reference Number on a report but does not see that field in the Report Builder. What should the consultant advise?

- A. Check if the report type includes Opportunities.
- B. Check if the report type includes Payments
- C. Check a custom field, "Check/Reference Number" on Opportunity
- D. Check a custom field, "Check/Reference Number" on Payments

**Answer: B**

**NEW QUESTION 5**

- (Exam Topic 1)

How can a gift officer determine if an acknowledgment letter was sent for a donation?

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

**Answer: C**

**NEW QUESTION 6**

- (Exam Topic 1)

What are the two key places to locate NPSP release information? Choose 2 answers

- A. Power of Us Hub
- B. [trust.salesforce.com](https://trust.salesforce.com)
- C. Partner Success Community
- D. GitHub Cumulus Releases

**Answer: AD**

**NEW QUESTION 7**

- (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 8**

- (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 9**

- (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 10**

- (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 10**

- (Exam Topic 1)

A nonprofit wants to track various funds in Salesforce to report on its restricted donations. Which NPSP feature should the consultant recommend?

- A. Levels
- B. Engagement Plans
- C. General Accounting Units
- D. Customizable Rollups

**Answer: C**

#### **NEW QUESTION 12**

- (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 16**

- (Exam Topic 1)

A user creating Opportunities wants to avoid manually entering information twice in order to have it appear on both the Opportunity record and the Payment record. Which two steps should be taken to set this up?

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

D. Create a workflow that will copy Payment information to the Opportunity record.

**Answer:** AB

**NEW QUESTION 20**

- (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 25**

- (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 29**

- (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 34**

- (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 37**

- (Exam Topic 1)

A family foundation wants to use Salesforce to track its funding of dozens of projects using a Campaign for each project. The foundation has a goal of funds to disperse, and it is important that the foundation can track year over year goals for each project. What should a consultant recommend for the foundation to track progress?

- A. Create a custom object for year and a custom object for project to track.
- B. Create a Campaign hierarchy for project and year.
- C. Create reports with bucketing and filters.
- D. Create a process that populates custom fields for each year and project on Opportunities.

**Answer:** B

**NEW QUESTION 41**

- (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 45**

- (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 48**

- (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 49**

- (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 53**

- (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 54**

- (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 57**

- (Exam Topic 1)

A membership organization needs to send out automated renewal emails on a 30/60/90 period. Each referenced email template needs to differ based on the members' web site visits. Which automation method should a consultant recommend?

- A. Process Builder
- B. Apex Trigger and Scheduler
- C. Time-Based Workflow
- D. Pardot

**Answer:** D

**NEW QUESTION 62**

- (Exam Topic 1)

A consultant is about to begin a data project with a nonprofit to clean up Opportunity data.

Which opportunity data situation requires a consultant to temporarily disable NPSP Triggers for performance reasons?

- A. Uploading 600,000 new Organization Accounts without addresses
- B. Uploading 400,000 new records to a custom object
- C. Uploading 100,000 new Task records
- D. Uploading 1 million new Contact records

**Answer:** D

**NEW QUESTION 63**

- (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 65**

- (Exam Topic 1)

A nonprofit customer is concerned about its users having their Salesforce usernames and passwords compromised. Which Salesforce security feature should the consultant recommend?

- A. Set up two-factor authentication
- B. Add IP ranges on user profiles
- C. Specify a My Domain login policy for its Salesforce instance
- D. Specify a Trusted IP Range for each user

**Answer:** A

**NEW QUESTION 66**

- (Exam Topic 1)

A nonprofit organization has been using Salesforce without NPSP. The organization is now interested in the NPSP functionality and wants the consultant to recommend if NPSP should be used in the same Salesforce environment or if they should start over in a new environment.

Which tool should the consultant use to help evaluate and recommend the best course of action?

- A. Salesforce Optimizer
- B. Lightning Experience Migration Assistant
- C. Setup Audit Trail
- D. NPSP Health Check

**Answer:** A

**Explanation:**

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

**NEW QUESTION 69**

- (Exam Topic 1)

A consultant is assisting a nonprofit organization in its data integration and data mapping between the two systems. The consultant is unsure when a particular field was introduced by NPSP.

How should the consultant find the NPSP version number for the field?

- A. Click on "Setup" and navigate to "Schema Builder".
- B. Install a third-party app from the AppExchange to extract the metadata.
- C. Reference the NPSP Public Data Dictionary.
- D. Click on "Setup" and navigate to "Objects and Fields".

**Answer:** C

**NEW QUESTION 74**

- (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 78**

- (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 81**

- (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 82**

- (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 85**

- (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 86**

- (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 88**

- (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 93**

- (Exam Topic 2)

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

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

**Answer: AB**

**NEW QUESTION 96**

- (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 99**

- (Exam Topic 2)

A nonprofit admin needs to import lists of Contacts into Salesforce Campaigns regularly from CSV files using the NPSP Data Import tool. What should the consultant consider when setting up this process for the nonprofit? Choose 2 answers

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

**Answer: BD**

**NEW QUESTION 101**

- (Exam Topic 2)

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

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

**Answer: D**

**Explanation:**

[https://sfdo-docs.s3-us-west-2.amazonaws.com/npsp\\_reports.pdf](https://sfdo-docs.s3-us-west-2.amazonaws.com/npsp_reports.pdf)

**NEW QUESTION 104**

- (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 105**

- (Exam Topic 2)

A case manager wants to assign a group of services to a client.

What should the consultant ensure is configured prior to the case manager using the Case Plan Wizard?

- A. A Program with Goals
- B. A Program with Goals and Action Item Templates
- C. A new Case Plan
- D. A Program with Action Item Templates

**Answer: B**

**NEW QUESTION 108**

- (Exam Topic 2)

A nonprofit using NPSP receives funding it uses to award grants to national and local arts organizations. The nonprofit wants to track the funds it receives and allocates.

What should a consultant recommend to the nonprofit-?

- A. Configure NPSP Settings to track inbound and outbound funds.
- B. Configure NPSP Settings grants management functionality.
- C. Install the Program Management Module.
- D. Install the Outbound Funds Module.

**Answer: D**

**NEW QUESTION 110**

- (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 113**

- (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 114**

- (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 115**

- (Exam Topic 2)

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

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

**Answer: D**

**NEW QUESTION 116**

- (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 121**

- (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 125**

- (Exam Topic 2)

The development director wants all users to only see Engagement Plans on Opportunity records for donations with an Amount greater than 10,000. How should this be accomplished?

- A. Add the Related List - Single Lightning component to the Opportunity Lightning page
- B. Add a component visibility filter to display the Engagement Plan when the Opportunity Amount field is greater than 10,000.
- C. Create a tab and associate the Engagement Plan object to the tab
- D. Add the Related List - Single Lightning component and set it to Engagement Plan
- E. Give read access for the Engagement Plan object to all profiles.
- F. Create a custom Lightning component that displays all Engagement Plan
- G. Add the component to the Opportunity Lightning Page
- H. Assign the Lightning Page as the Org Default and Activate it.
- I. Add the Related Lists component to the Opportunity Lightning page
- 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 127**

- (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 131**

- (Exam Topic 2)

A consultant is encountering an issue when configuring Nonprofit Cloud Case Management and wants to know if it is a documented issue. Where should the consultant look first to confirm if it is a known product issue?

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

**Answer:** B

**NEW QUESTION 132**

- (Exam Topic 2)

A nonprofit wants a report of all memberships that will expire in exactly 30 days. How should a consultant filter a report on Membership End Date?

- A. Membership End Date is equal to NEXT 30 DAYS.
- B. Membership End Date is equal to or less than NEXT 30 DAYS.
- C. Membership End Date is equal to or greater than NEXT 30 DAYS.
- D. Membership End Date equals NEXT 30 DAYS and does not equal NEXT 29 DAYS.

**Answer:** D

**NEW QUESTION 134**

- (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 138**

- (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 141**

- (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 143**

- (Exam Topic 2)

A nonprofit uses Salesforce for fundraising and now wants to provide support for clients through a real-time chat interface with a staff member.

What should the consultant recommended?

- A. Digital Engagement
- B. Web-to-Case
- C. Experience Cloud
- D. Einstein Bots

**Answer: A**

**NEW QUESTION 146**

- (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 149**

- (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 152**

- (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 157**

- (Exam Topic 2)

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

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

How should the data be entered\*?

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

**Answer: C****NEW QUESTION 162**

- (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 163**

- (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 167**

- (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 172**

- (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 176**

- (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 180**

- (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 183**

- (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 186**

- (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 190**

- (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 195**

- (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 197**

- (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 199**

- (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 203**

- (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 208**

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