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QUESTION 1

A nonprofit plans to use the Program Management Module (PMM) to manage its service delivery. Case managers must be able to create and edit service delivery records. How can the consultant change the configuration to meet this requirement?

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

Correct Answer: A

https://trailhead.salesforce.com/en/content/learn/modules/program-management-with-nonprofit-cloud/manage-nonprofit-programs-with-salesforce?trail_id=manage-programs-with-nonprofit-cloud

QUESTION 2

Which resource should the consultant recommend to a non-profit organization to suggest new features in NPSP?

- A. Power of Us Hub
- B. Salesforce Help
- C. Salesforce AppExchange
- D. Trailblazer Community

Correct Answer: A

QUESTION 3

A large nonprofit has chapters in multiple locations that want to operate under one central brand. The nonprofit wants the ability to customize user roles, processes, and messaging unique to each location. Which two Salesforce tools include the ability to segment data and functionality using business units? Choose 2 answers

- A. Datorama
- B. Marketing Cloud
- C. Pardot
- D. Digital Engagement

Correct Answer: AB

<https://trailhead.salesforce.com/en/content/learn/modules/audience-segmentation/learn-about-segmentation-tools>



QUESTION 4

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

Correct Answer: C

QUESTION 5

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.

Correct Answer: BC

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