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### QUESTION 1

The executive director at a nonprofit needs to understand the overall summary of individuals engaged with the organization across multiple channels, including donations, volunteer shifts, and event attendance.

What can the consultant deliver to help them achieve this summary by channel?

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

Correct Answer: D

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### QUESTION 2

A nonprofit wants its supporters to send advocacy messages to elected officials and then record which supporters sent the messages. Which two solutions should the consultant recommend to meet the requirement? Choose 2 answers

- A. Organize advocacy messages into Campaigns and add the Contacts who take action as Campaign Members.
- B. Configure Marketing Cloud to send advocacy messages from the supporters.
- C. Use an online advocacy platform from the AppExchange that syncs to Salesforce.
- D. Set a new NPSP Engagement Level on a Contact every time a Contact sends an advocacy message.

Correct Answer: AB

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### QUESTION 3

A nonprofit organization wants to automatically generate an Opportunity whenever a Lead is converted.

What should the consultant do to meet this requirement?

- A. Select the "Create an Opportunity on Lead Convert" checkbox in NPSP Settings.
- B. Write a trigger that automatically generates an Opportunity on Lead conversion.
- C. Install a third-party app from the AppExchange that converts leads to any other object.



D. Create a process using Process Builder that will automatically create an Opportunity on Lead Conversion.

Correct Answer: A

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#### QUESTION 4

A local community center provides health care services to eligible local residents. Staff currently triage patients through a series of qualifying questions that drive additional qualification questions. The center wants to extend triage capabilities to its volunteers to determine whether residents qualify for services. Service decisions need to be made immediately while the patient is interacting with the staff or volunteer.

Which solution should the consultant recommend?

- A. Use Case records, Validation Rules and Process Builder to post case details to the central volunteer Chatter Group so all volunteers can collaborate on eligible services.
- B. Create a Flow to guide volunteers on triage screens, capture accurate data and generate a services decision.
- C. Use a Standard Lightning Component to displaying custom fields from several objects and generate a services decision.
- D. Use a Workflow Rule with Field Updates and Case Assignment Rules to triage and assign the case to the proper services queue.

Correct Answer: B

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#### QUESTION 5

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.

Correct Answer: B

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