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# ONPROFIT-CLOUD-CONSULTANT<sup>Q&As</sup>

Salesforce Certified Nonprofit Cloud Consultant

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**QUESTION 1**

A nonprofit using NPSP performs m-person case management for new and existing clients in the field. When case managers return to the office, they need to enter over 100 contacts from a spreadsheet, and then create a Case for each. What should the consultant recommend to meet the requirement?

A. Use Data Import Wizard to insert Contacts and related Cases.

B. Configure NPSP Data Importer to upsert Contacts with related Cases.

C. Install Case Management to upsert Contacts and relate them to Cases.

D. Create a web-to-case form that case managers will use to record the contact details.

Correct Answer: A

**QUESTION 2**

A nonprofit wants to manage a new program In Salesforce.

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.

Correct Answer: B

**QUESTION 3**

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.

Correct Answer: AB

**QUESTION 4**

A nonprofit wants its staff to spend most of their time in Salesforce. but the staff needs access to several other applications as well. The nonprofit wants a solution that allows staff to use other applications without leaving Salesforce. How should the consultant integrate these applications?

A. Implement Salesforce Canvas

B. Configure External Data Sources

C. Configure External Objects

D. Implement Distributed Marketing

Correct Answer: A

## QUESTION 5

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.

Correct Answer: A

## QUESTION 6

Donations made by nonprofit volunteers are captured on a spreadsheet monthly. The nonprofit utilizes NPSP and Volunteers for Salesforce. Which two NPSP Data Import features will streamline the import of these donations? Choose 2 answers

A. Create a Batch and map Opportunity Primary Contact on First and Last Name.

B. Schedule a Batch by updating the NPSP Scheduled Batches.

C. Create a Batch and match Contact on First and Last Name.

D. Schedule a Batch by checking the Process Using Scheduled Job checkbox.

Correct Answer: CD

## QUESTION 7

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

QUESTION 8

A nonprofit needs a marketing automation tool. They want to segment and target supporters over time, based on the supporters\' engagement and how they interact with the nonprofit\'s emails. The nonprofit needs to create emails using Lightning Email Templates.

Which marketing automation tool should a consultant recommend?

A. List Emails

B. Salesforce Flow

C. Email Studio

D. Pardot

Correct Answer: D

https://www.salesforce.org/blog/how-nonprofits-can-use-pardot-for-moves-management/

QUESTION 9

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

A. Accounting Subledger

B. NPSP Data Importer Templates

C. Data Import Wizard

D. Advanced Mapping

Correct Answer: B

**QUESTION 10**

A nonprofit organization is using NPSP to manage its contacts and their families. What should the consultant recommend about adding other common connections such as siblings and deceased and divorced spouses?

A. Add them as Relationship entries manually

B. Add them as Relationship record types

C. Add them as Affiliation entries manually

D. Add them as Affiliation record types

Correct Answer: A

**QUESTION 11**

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

Correct Answer: CD

**QUESTION 12**

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

Correct Answer: A

**QUESTION 13**

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 Saleforce.org recommend using to address this complexity?

A. Relationships

B. Contact (associated to Multiple Accounts)

C. Connections

D. Organization Accounts

E. Affiliations

Correct Answer: E

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**QUESTION 14**

The program manager of an after-school program wants to pull a report that shows all students in the program and their primary parent/guardian with the parent/guardian\\'s cell phone and email. The nonprofit is using NPSP. Which custom report type should the consultant use to create the report?

A. Program Engagements with or without Household Account

B. Service Participants with or without Program Engagement

C. Contacts with or without Relationships

D. Contacts with or without Service Participants

Correct Answer: A

https://trailhead.salesforce.com/trailblazer-community/feed/0D54S00000A7atiSAB

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**QUESTION 15**

A nonprofit organization uses a vendor for direct mail, and receives a monthly spreadsheet from it with donor information, donation amounts, and the solicitation campaign that the donation was in response to.

How can this information can be entered and de-duplicated against existing individuals in the Nonprofit Success Pack (NPSP)?

A. Use the Salesforce Data Loader to upload the spreadsheet and then manually check for duplicates and use the NPSP Contact Merge tool to de-duplicate records.

B. Upload the spreadsheet using the NPSP Data Importer and associate the individuals with Opportunities and Recurring Donations.

C. Use the Salesforce Import Wizard to upload the spreadsheet and then de-duplicate records using the NPSP Contact Merge tool.

D. Upload the spreadsheet using the NPSP Data Importer and associate the individuals with Opportunities and Campaigns.

Correct Answer: D

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