

[UPDATED Feb-2024 Best Value Available Preparation Guide for Nonprofit-Cloud-Consultant Exam [Q36-Q51]



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Salesforce Nonprofit-Cloud-Consultant certification exam is a valuable credential for professionals in the nonprofit industry who want to demonstrate their expertise in working with Salesforce's Nonprofit Cloud solution. It can help you advance your career, expand your professional network, and enhance your skills and knowledge in nonprofit operations and technology.

Salesforce Nonprofit-Cloud-Consultant exam is designed for professionals who specialize in providing Salesforce solutions to nonprofit organizations. Nonprofit-Cloud-Consultant exam is designed to test a candidate's knowledge of the Salesforce Nonprofit Cloud platform, including its features, capabilities, and best practices. Those who pass the exam earn the Salesforce Certified Nonprofit Cloud Consultant (SP20) credential, which is recognized and valued by nonprofit organizations worldwide.

NO.36 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?

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

NO.37 A development officer wants to integrate wealth scoring information into Salesforce.

Which solution should the consultant recommend?

- * Pardot
- * Philanthropy Cloud
- * Salesforce Optimizer
- * A third-party app on the AppExchange

NO.38 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?

- * Account; Billing Address
- * Contact; Other Address
- * Account; Shipping Address
- * Contact; Mailing Address

NO.39 A nonprofit receives grants so it can offer scholarships to students who attend the nonprofit's community training programs.

- * NPSP to track the grants the nonprofit receives; Gift Entry to track the scholarships the nonprofit offers; Education Data Architecture to track the training programs.
- * Program Management Module to track the grants the nonprofit receives; Outbound Funds Module to track the scholarships the nonprofit offers; Education Data Architecture to track the training programs.
- * Outbound Funds to track the grants the nonprofit receives; NPSP to track the scholarships the nonprofit offers; Education Data Architecture to track the training programs
- * NPSP to track the grants the nonprofit receives; Outbound Funds Module to track scholarships the nonprofit offers; Program Management Module to track the training programs

NO.40 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?

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

NO.41 Which function of the application development lifecycle does establishing a Center of Excellence address?

- * Documentation
- * Data management
- * Deployment
- * Testing
- * Governance

NO.42 A nonprofit created a custom Opportunity Name for all In-kind gifts.

Which two considerations should the consultant discuss with the nonprofit?

Choose 2 answers

- * The nonprofit should change existing Opportunities to the new naming convention by running the Refresh All Opportunity Names utility.
- * The Opportunity Name Format will only be applied to new Opportunities of the matching record type,
- * The nonprofit should change existing Opportunities to the new naming convention through an upsert.
- * Click the Refresh Name button on one Opportunity record to update all relevant Opportunities.

<https://powerofus.force.com/s/article/NPSP-Customize-Opportunity-Names#refreshsingle>

NO.43 Which two objects in the Program Management Module are directly connected to objects in Nonprofit Cloud Case Management?

Choose 2 answers

- * Client Alert
- * Case
- * Service Delivery
- * Program

The PMM has two main objects – Programs and Services – and several objects that connect those objects together with contacts and household accounts

NO.44 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 unique external Id was kept from the non-master contact.
- * The contacts must be in the same household to merge.
- * The user needs to have delete access to the contacts being merged.
- * The NPSP Duplicate Rule was set to Warn instead of auto-merge.

(<https://trailhead.salesforce.com/en/content/learn/modules/contact-and-account-settings-in-nonprofit-success-pack/merge-duplicate-contacts-and-accounts-npsp>)

NO.45 A consultant for a nonprofit needs to upload data that contains payments on existing opportunities in Salesforce using donation matching in the NPSP Data Importer.

After a gift is successfully matched to an existing record, which two updates may occur?

Choose 2 answers

- * The Stage of the Opportunity will change to Closed/Won.
- * The open Payment will be marked as Paid.
- * A Payment will be added to the Opportunity.
- * The Opportunity amount will include the new payment amount.

Explanation

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

NO.46 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?

- * Person Accounts should be tested in NPSP, and can be turned off if it does not work as intended

- * Ensure the Person Account record type is selected as the Household record type in NPSP Settings
- * 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
- * Person Accounts were not designed to work with NPSP, and is not supported for use with NPSP

NO.47 A nonprofit customer is concerned about its users having their Salesforce usernames and passwords compromised. Which Salesforce security feature should the consultant recommend?

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

NO.48 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?

- * Affiliation
- * Relationship
- * Contact
- * Account

Explanation

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

NO.49 A nonprofit uses Volunteers for Salesforce. The nonprofit has volunteers who work the same schedule every week. The volunteer manager wants to avoid asking these ongoing volunteers to sign up for the same shift every time.

How should the consultant configure Salesforce to meet the requirement?

- * Use the Volunteer Recurrence Schedules in Volunteers for Salesforce to create the volunteers' schedules.
- * Enter all volunteer IDs and schedules on a spreadsheet and use an ETL tool to create volunteer hours records In Volunteers for Salesforce.
- * Install a grid app from the AppExchange to mass enter volunteer hours based on each volunteer's schedule.
- * Use the Job Recurrence Schedule functionality In Volunteers for Salesforce to create the volunteers' schedules.

NO.50 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.

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

NO.51 What is a common cause of the NPSP upgrade failing when run in Production and there were no issues running it in the sandbox?

- * Not having adequate test code coverage
- * Not having one or more of the packages in NPSP installed
- * Not running the NPSP Health Check before trying to upgrade in production
- * Not changing the account model to the Household Account Model before trying to upgrade

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