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**QUESTION 1**

A nationally federated nonprofit is implementing a single Salesforce org to provide shared fundraising services to its four regional affiliates. Each affiliate and the national nonprofit must see only its own donor data. Which Salesforce feature would enable this level of record access?

- A. Divisions
- B. Record Types
- C. Role Hierarchy
- D. Criteria-based sharing

Correct Answer: A

(Role hierarchy)

https://trailhead.salesforce.com/en/content/learn/modules/data_security/data_security_records

Role hierarchies ensure managers have access to the same records as their subordinates. Each role in the hierarchy represents a level of data access that a user or group of users needs.

QUESTION 2

A consultant set up and successfully tested an integration between the source system and a sandbox environment of Salesforce. When the integration was switched to the production environment of Salesforce, the consultant encountered API

call limit errors.

What is the likely explanation for this?

- A. Testing of the integration in the sandbox environment was insufficient.
- B. The incorrect sandbox environment was used for testing.
- C. The triggers associated with NPSP were disabled in the sandbox environment.
- D. The API call limits were different for sandbox and production environments.

Correct Answer: C

QUESTION 3

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 4

A nonprofit has been keeping track of donors\' employers in a spreadsheet. The nonprofit has hired a consultant to upload data to the NPSP Affiliations object. What is the correct order for uploading the donors\' employment information?

- A. Upsert Contact records, export Contact ID, upsert Organization Accounts for employer with Organization Account ID in the "Primary Affiliation" field
- B. Insert Organization Accounts for the employer, insert Contact records for the donor, insert Affiliation records for the employment information
- C. Insert Affiliation records, export Contact records, export Account records, upsert Contact records
- D. Upsert Organization Accounts, export Organization Account ID, upsert Contact record with Organization Account ID in the "Primary Affiliation" field

Correct Answer: B

QUESTION 5

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

Correct Answer: B

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