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**QUESTION 1**

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 2**

A human services nonprofit needs to track client goals and action items related to those goals. The nonprofit is unsure whether Program Management Module alone will meet its requirements. The nonprofit is considering whether to implement Nonprofit Cloud Case Management.

What should the consultant discuss with the nonprofit?

- A. Program Management Module has custom objects for calendars and activities.
- B. Program Management Module can track Case Plans and Action Items.
- C. Case Management has a custom object for tracking goals.
- D. Case Management requires Experience Cloud licenses.

Correct Answer: C

check the entity relationship diagram

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**QUESTION 3**

A nonprofit is using Nonprofit Cloud Case Management. Case managers need to share the initial, midterm, and final client assessments; updates or notes on the client; and pertinent alerts about the client with other staff within the nonprofit who also provide services to the client.

Which two approaches should a consultant recommend to meet the requirement? Choose 2 answers

- A. Create Sharing Rules for Assessments, Client Notes, and Client Alerts that share these with the public group.



- B. Create a Public Group of staff that need access to this information.
- C. Create a permission set that grants Read/Write access to Assessments, Client Notes, and Client Alerts objects.
- D. Create a Private Group of staff that need access to this information.

Correct Answer: AC

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#### QUESTION 4

A nonprofit is looking for an integrated tool that manages more than one channel for personalized journeys, triggers messages automatically to create stronger relationships, and links communications to donations it has received. Which solution should the consultant recommend?

- A. PSP and Experience Cloud
- B. NPSP and Pardot
- C. NPSP and Marketing Cloud
- D. NPSP and Social Studio

Correct Answer: C

<https://www.salesforce.com/products/marketing-cloud/faq/>

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#### QUESTION 5

A system admin is trying to figure whether the nonprofit's internal release schedule conflicts with either Salesforce.com or Salesforce.org major releases. What are two facts about Salesforce.org major releases the consultant could share with the admin? Choose 2 answers

- A. The Salesforce.org release schedule can be found on the SFDO Major Release Announcements group.
- B. Salesforce.org major releases follow the same schedule as Salesforce.com releases.
- C. The Salesforce.org release schedule can be found on the Salesforce Trust website.
- D. Salesforce.org major releases arrive approximately one month after Salesforce.com releases.

Correct Answer: C

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