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**QUESTION 1**

A nonprofit wants to send an event cancellation notice to 150 Salesforce contacts without a separate email service provider. It wants to manage bounces, resend the notice as needed, and view the send history on the Contact record. Which option should a consultant recommend to meet the requirements?

- A. Journeys
- B. Send List Email
- C. Pardot
- D. Salesforce Engage

Correct Answer: B

<https://powerofus.force.com/s/article/SFDO-BP-Pardot-Basics-for-Nonprofit-and-Education>

QUESTION 2

A nonprofit organization is using Cases in Salesforce for case management with its clients. The nonprofit organization wants to relate Cases for the same client to each other. How should the consultant advise the organization?

- A. Use Case Comments and paste the URL of the first Case opened for the client in each new Case related to them.
- B. Create a custom field for an ID number and assign the same number to all cases that need to be connected
- C. Use Case Hierarchy to connect all Cases for the client to a parent case and click on View Hierarcht to see the connected Cases
- D. Create a custom object that connects Cases to each other with two Case lookup fields and add a check box field to designate the parent Case.

Correct Answer: C

QUESTION 3

A developer wrote a trigger on the Contact object.

What are two benefits of using Table-Driven Trigger Management (TDTM) the consultant should discuss with the developer? Choose 2 answers

- A. Review code coverage.
- B. Control the order in which the code executes.
- C. Identify code that is unused.
- D. Disable specific pieces of code.

Correct Answer: BD



<https://powerofus.force.com/s/article/NPSP-TDTM-Overview>

QUESTION 4

A nonprofit organization is interested in a CRM that manages its constituents and has an integrated email marketing tool with built-in scoring and engagement tracking.

Which solution should the consultant recommend?

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

Correct Answer: C

QUESTION 5

In the NPSP Data Import Template, the Account fields should contain which two types of information? Choose 2 answers

- A. Household-related data
- B. Contact's employer-related data
- C. Business-related data
- D. Contact's address-related data

Correct Answer: BC

QUESTION 6

What are the two key places to locate NPSP release information? Choose 2 answers

- A. Power of Us Hub
- B. trust.salesforce.com
- C. Partner Success Community
- D. GitHub Cumulus Releases

Correct Answer: AD

**QUESTION 7**

A nonprofit wants to send monthly project updates to donors who have given 10 or more times. The nonprofit wants to add new donors who meet this criteria to the newsletter campaign.

How should a consultant ensure the campaign stays current?

- A. 1. Create a list view of Opportunities and filter the list by Total Number of Gifts.
2. Run the list view each month and click the Add to Campaign button.
- B. 1. Add standard roll-up fields to the Contact record to calculate total number of gifts.
2. Run the report each month filtered by this roll-up and click the Add to Campaign button.
- C. 1. Create a Contact report and filter by Total Number of Gifts.
2. Run the report each month and click the Add to Campaign button.
- D. 1. Create a Report of Opportunities, grouped by Primary Contact, and add a filter to exclude donors who fail to meet the criteria.
2. Run the report each month and click the Add to Campaign button.

Correct Answer: D

QUESTION 8

A nonprofit realizes that the target deployment date is concurrent with a Salesforce major seasonal release window. Which two steps should the nonprofit take when finalizing the plan for the new feature in production? Choose 2 answers

- A. Verify the sandbox is on the same release as production.
- B. Log a Salesforce support case to change the version of the sandbox release.
- C. Deploy a Change Set during the upgrade window for the production instance.
- D. Review the sandbox preview instructions for the upcoming release.

Correct Answer: AC

QUESTION 9

The event manager for a nonprofit organization periodically imports a cleaned, structured list of event registrations. Now should the consultant set up the TDTM Trigger Handlers?

- A. Disable Opportunity Contact Role trigger handlers.



- B. Disable TDTM for specific users.
- C. Disable the Trigger Handler using Apex instead of TDTM.
- D. Disable TDTM for all users.

Correct Answer: B

<https://powerofus.force.com/s/article/NPSP-Disable-Trigger-Handlers#ariaid-title3>

QUESTION 10

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/>

QUESTION 11

A case manager wants to assign a group of services to a client.

What should the consultant ensure is configured prior to the case manager using the Case Plan Wizard?

- A. A Program with Goals
- B. A Program with Goals and Action Item Templates
- C. A new Case Plan
- D. A Program with Action Item Templates

Correct Answer: B

QUESTION 12

The executive director at a nonprofit organization wants to have a report to see how much each board member has raised by either direct gifts or gifts they helped to influence for this fiscal year. There is a custom checkbox field on the Contact record to indicate board members.

How should the consultant create this report?



A. Use the Opportunities report type. Add a cross filter for Contacts with Board Member = TRUE. Summarize the Total Gifts this Year and Soft Credits this Year fields.

B. Use the Contacts and Accounts report type. Add a field filter for Board Member = TRUE. Include the Total Gifts this Year and Soft Credits this Year fields.

C. Use the Opportunities report type. Add a field filter for Contacts with Board Member = TRUE. Group results by the Total Gifts this Year and Soft Credits this Year fields.

D. Use the Contacts and Accounts report type. Add a field filter for Board Member = TRUE. Add a cross filter for Opportunities with Soft Credits. Group results by Giving Totals.

Correct Answer: B

QUESTION 13

A nonprofit needs to load approximately 3 million records into Salesforce. Which API will load the data in the most efficient manner?

A. Bulk API

B. SOAP API

C. REST API

D. Streaming API

Correct Answer: A

QUESTION 14

A consultant is installing NPSP in an existing Salesforce org for a nonprofit organization that plans to use the memberships feature in NPSP. Which action should a consultant take?

A. Create a Membership Opportunity record type.

B. Add a value in the Type field on Opportunity for Membership.

C. Create a Membership Affiliation record type.

D. Add a checkbox field on the Opportunity called "Membership".

Correct Answer: A

QUESTION 15

The system admin at a nonprofit has set up automated soft credits to grant to the solicitor of each donation. The development director wants a report to show who the solicitor is for each donor. Which report type does the system admin need to use to create the requested report?



- A. Contacts with Relationships
- B. Opportunities with Contact Roles
- C. Opportunities with Partial Soft Credits and Contacts
- D. Accounts with Contact Roles and Household

Correct Answer: B

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