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QUESTION 1

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 2

A consultant needs to set up a sandbox strategy for a nonprofit implementation project involving two major development initiatives. For which three purposes should separate sandboxes be used?

- A. Quality Assurance
- B. Analytics
- C. Field Tracking
- D. Staging
- E. Development

Correct Answer: ADE

QUESTION 3

A nonprofit using NPSP receives funding it uses to award grants to national and local arts organizations. The nonprofit wants to track the funds it receives and allocates. What should a consultant recommend to the nonprofit?

- A. Configure NPSP Settings to track inbound and outbound funds.
- B. Configure NPSP Settings grants management functionality.
- C. Install the Program Management Module.
- D. Install the Outbound Funds Module.

Correct Answer: D

**QUESTION 4**

A nonprofit needs to frequently import membership renewal and donation data. Each Import needs a different configuration that will update existing Contacts in addition to creating Opportunities. Which tool should the consultant recommend?

- A. NPSP Batch Data Import
- B. Salesforce Data Loader
- C. NPSP Data Importer
- D. Salesforce Import Wizard

Correct Answer: C

QUESTION 5

An annual fund coordinator wants to create a report that identifies which Individual donors have yet to make a gift toward the Annual Fund Campaign this year. It is important that the annual giving coordinator avoids soliciting any individuals who are attending an upcoming gala. The nonprofit uses Campaigns to track event attendance.

What should a consultant add to the report to exclude gala attendees?

- A. Cross filter
- B. Summary formula
- C. Bucket field
- D. Filter logic

Correct Answer: A

QUESTION 6

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 7

A nonprofit wants to use Salesforce technology to train and test its employees on skills related to brand messaging, creating support cases for IT, and publishing online videos. Which solution should the consultant recommend?

- A. Custom Help pages
- B. Prompts for In-App Guidance
- C. myTrailhead
- D. Knowledge

Correct Answer: D

QUESTION 8

How should a consultant install NPSP in an existing Salesforce organization?

- A. Download each NPSP component from the AppExchange, install in the target organization, and complete the post-install instructions
- B. Visit the NPSP Installer page, install in the target organization, and complete the post- install instructions
- C. Download each NPSP component from The Power of Us Hub, install organization, and complete the post-install instructions
- D. Visit the NPSP Conversion Utility tool, install in the target organization, and complete the post-install instructions

Correct Answer: B

QUESTION 9

A nonprofit has employed a contract developer for work involving objects that contain personal and personally identifiable information. The contractor is working in a full copy sandbox. What should the consultant recommend to ensure the contractor is unable to access this sensitive data?

- A. Encrypt all fields containing sensitive data with Classic Encryption.
- B. Configure the contractor's Profile to prevent access to the sensitive data.
- C. Implement Salesforce Data Mask and mask the sensitive data.
- D. Implement Salesforce Shield and apply it to the sensitive data.

Correct Answer: C

<https://trailhead.salesforce.com/en/content/learn/modules/salesforce-data-mask/understand-the-importance-of-data-privacy>

**QUESTION 10**

A volunteer manager at a nonprofit wants to search for volunteers with landscaping skills who are available at a given time and add them to a shift. The nonprofit is using Volunteers for Salesforce. What should the consultant advise to meet this requirement?

- A. Create a list view on Contacts showing Volunteer Skills and Volunteer Availability. Add a filter for landscaping skills and sort the list to find volunteers who are available at the given time.
- B. Click the the Volunteers Wizard and enter landscaping skills in the search box. Click search and filter the results by entering the desired Volunteer Availability. Select an available volunteer.
- C. Click the Find Volunteers tab and fill in the Volunteer Status, Volunteer Availability, and Volunteer Skills tabs with the desired values. Click search and select an available volunteer.
- D. Create a report with the report type of Contacts with Volunteer Hours and Volunteer Jobs. Filter the Jobs by landscaping and Volunteer Availability for the given time. Select an available volunteer.

Correct Answer: C

QUESTION 11

A nonprofit wants to make a substantial technology shift that will affect multiple teams and departments. Which two initial steps should a consultant discuss with the nonprofit? Choose 2 answers

- A. Form a powerful guiding coalition.
- B. Summarize final technology implementation steps.
- C. Deploy features to meet departmental requirements.
- D. Establish a sense of urgency.

Correct Answer: CD

QUESTION 12

A nonprofit trade association sells research papers, certifications, and other products online to its existing members who are primarily universities and companies. What should a consultant recommend to sell these items?

- A. Salesforce Experience Cloud
- B. Salesforce B2B Commerce
- C. Salesforce B2C Commerce
- D. Salesforce Billing

Correct Answer: C

**QUESTION 13**

A nonprofit wants to run an enrollment report for its education classes. Which Program Management Module object should the consultant use to build the report?

- A. Service Delivery
- B. Program Engagement
- C. Program Cohort
- D. Service

Correct Answer: B

QUESTION 14

A nonprofit organization provides case management to its clients. There is a requirement for a score to be automatically assigned to each client based on several factors such as age, income and number of health conditions. The nonprofit also wants to automate the creation and assignment of follow up tasks related to the client.

Which combination of functions should the consultant recommend?

- A. Activities and Customizable Rollups
- B. Volunteer Recurrence and Customizable Rollups
- C. Engagement Plans and Levels
- D. Volunteer Wizard and Reports

Correct Answer: C

QUESTION 15

A developer needs to create a custom Apex class in the TDTM framework. Which sets of steps should the developer take?

- A. Create the Visualforce page, test class, and a Trigger Handler record
- B. Create the Apex class, test class, and Trigger Handler record
- C. Create the Apex trigger, test class, and Trigger Handler record
- D. Create the Lightning component, test class, and Trigger Handler record

Correct Answer: B

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