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## Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q20-Q25):

### NEW QUESTION # 20

An international nonprofit added a translated Relationship picklist value, but both Relationship records are displaying incorrectly. What is the cause of this issue?

- A. The current user has an incorrect locale.
- B. The language is unsupported in NPSP.
- C. The Translation Workbench is disabled.
- **D. The reciprocal relationship value is missing in the NPSP Settings tab.**

**Answer: D**

Explanation:

When an international nonprofit adds a translated Relationship picklist value but both Relationship records are displaying incorrectly, the likely cause is that the reciprocal relationship value is missing in the NPSP Settings tab.

Reciprocal Relationship Setup:

In NPSP (Nonprofit Success Pack), relationships between contacts often need to be reciprocal. For example, if Contact A is listed as "Parent" of Contact B, then Contact B should be automatically listed as "Child" of Contact A.

Configuration in NPSP Settings:

The NPSP Settings tab allows administrators to define reciprocal relationship mappings. If these mappings are not correctly defined, relationships may not display as expected.

Ensure the reciprocal relationship is added and mapped correctly in the NPSP Settings under the Relationships section.

### NEW QUESTION # 21

A nonprofit, who does a lot of mail appeals to donors, asks their consultant for the best solution to keep their constituents' addresses formatted properly to ensure the mail reaches them.

What should the consultant recommend?

- A. Customer Data Platform
- **B. NPSP Address Management**
- C. Insights Platform Data Integrity
- D. Sender Authentication Package

**Answer: B**

Explanation:

For a nonprofit that does a lot of mail appeals to donors and wants to ensure addresses are formatted correctly, the consultant should recommend:

NPSP Address Management:

NPSP Address Management helps ensure that addresses are standardized and formatted correctly. It includes tools and processes to manage and validate addresses, thus reducing errors in mailings and improving delivery rates.

### NEW QUESTION # 22

A nonprofit organization recently completed a migration to a NPSP Salesforce org. The consultant wants to ensure that all the migrated Accounts use the same account model. What action should the consultant take?

- A. Run the Salesforce Optimizer
- B. Run the Lightning Readiness Assessment
- **C. Run the Data Quality Analysis Dashboard**
- D. Run the NPSP Health Check Tool

**Answer: C**

Explanation:

After migrating to a Nonprofit Success Pack (NPSP) Salesforce org, it's essential to ensure that all migrated Accounts are consistent with the chosen account model. The Data Quality Analysis Dashboard is a vital tool for this purpose.

Data Quality Analysis Dashboard:

This dashboard provides comprehensive insights into data quality across the org.

It helps identify inconsistencies, missing data, and discrepancies in Account records.

Steps to Ensure Consistency:

Run the Data Quality Analysis Dashboard:

Navigate to NPSP Settings and select the Data Quality Analysis Dashboard.

Review the results to identify any Accounts that do not conform to the expected account model.

Address Identified Issues:

Correct any identified discrepancies by updating the Account records to align with the chosen model (e.g., Household Account Model).

Regular Monitoring:

Schedule regular runs of the Data Quality Analysis Dashboard to maintain data integrity over time.

Benefits of Consistency:

Ensures accurate reporting and analytics.

Improves data integrity and usability across the organization.

Facilitates better donor and constituent management.

Complementary Tools:

While the Data Quality Analysis Dashboard is primary, tools like the NPSP Health Check Tool and Salesforce Optimizer can provide additional insights into overall org health and performance.

CertGod Nonprofit Cloud Consultant study guide: "Run the Data Quality Analysis Dashboard".

### NEW QUESTION # 23

A nonprofit organization wants to automatically generate an Opportunity whenever a Lead is converted.

What should the consultant do to meet this requirement?

- A. Write a trigger that automatically generates an Opportunity on Lead conversion.
- B. Install a third-party app from the AppExchange that converts leads to any other object.
- C. Select the "Create an Opportunity on Lead Convert" checkbox in NPSP Settings.
- D. Create a process using Process Builder that will automatically create an Opportunity on Lead Conversion.

**Answer: C**

Explanation:

To automatically generate an Opportunity whenever a Lead is converted in NPSP, the consultant should enable the "Create an Opportunity on Lead Convert" option in the NPSP Settings. This option ensures that an Opportunity is automatically created as part of the lead conversion process.

Navigate to NPSP Settings:

Go to the App Launcher, search for "NPSP Settings", and select it.

Enable Lead Conversion Setting:

In NPSP Settings, expand the "Leads" section.

Find the "Lead Conversion" settings.

Check the box for "Create an Opportunity on Lead Convert".

Save the settings.

This configuration streamlines the process, ensuring that Opportunities are consistently created during lead conversion, without requiring additional custom code or third-party applications.

CertGod Nonprofit Cloud Consultant Guide:

### NEW QUESTION # 24

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

**Answer: B**

Explanation:

For a nonprofit organization providing case management and requiring automatic scoring of clients based on various factors like age, income, and health conditions, along with automating the creation and assignment of follow-up tasks, the best combination of

functions is Engagement Plans and Levels.

**Engagement Plans:** These are used to automate the creation of tasks and follow-up activities based on predefined templates. This feature ensures that specific tasks are generated and assigned to relevant staff members as soon as certain criteria are met.

**Steps to Set Up Engagement Plans:**

Navigate to the "Engagement Plans" tab in NPSP.

Create a new Engagement Plan Template, defining the tasks and follow-ups that should be created.

Specify the conditions under which this Engagement Plan should be triggered (e.g., a new client intake).

Assign the Engagement Plan to the appropriate client records.

**Levels:** These are used to categorize clients (or any other records) based on numeric values or other criteria. In this case, Levels can be used to automatically assign a score to each client based on their age, income, and health conditions.

**Steps to Set Up Levels:**

Navigate to NPSP Settings > Levels.

Create a new Level, specifying the criteria for each level (e.g., age range, income bracket, number of health conditions).

Define the actions that should be triggered when a client reaches a specific level.

By using Engagement Plans and Levels, the nonprofit can automate both the scoring of clients and the creation of follow-up tasks, ensuring a streamlined case management process.

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## NEW QUESTION # 25

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