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Salesforce Certified Nonprofit Cloud Consultant Exam Sample Questions (Q108-Q113):

NEW QUESTION # 108
A nonprofit has engaged a consultant to help export detailed accounting transactions to its existing external financial system using Accounting Subledger Starter Edition. The nonprofit requires export of all pledges when they are booked. Which solution should the consultant recommend?

- A. Upgrade to Accounting Subledger Growth Edition.
- B. Use Flow to create Ledger Entries on Opportunity update.
- C. Set "Pledged" stage to "Finalized" in Stage to State Mapping.
- D. Set "Pledged" stage to "Committed" in Stage to State Mapping.

Answer: D

Explanation:
Accounting Subledger (ASL) is designed to bridge the gap between Fundraising (Salesforce) and Finance (General Ledger). It uses a "Stage to State" mapping to determine when a fundraising record is ready to be processed as an accounting transaction.
In the Starter Edition of ASL, the system looks for specific "States" to trigger record creation:
* Committed: This state indicates that a donor has made a formal promise to give (a Pledge), but the cash has not necessarily been received yet. In accounting terms, this creates an Accounts Receivable entry.
* Finalized: This state usually indicates that the cash has been received and the transaction is closed.
The Solution for Pledges:
To meet the requirement of exporting pledges "when they are booked," the consultant must map the organization's "Pledged" Opportunity stage to the Committed Accounting State.
Step-by-Step Configuration:
* Navigate to Accounting Subledger Settings.
* Go to Stage to State Mapping.
* Locate the Pledged stage (or whatever custom stage the nonprofit uses for booked pledges).
* Map this stage to Committed.
* Save the settings and run the subledger job.
Once this mapping is in place, as soon as an Opportunity is moved to the "Pledged" stage, ASL will generate Ledger Entries that reflect the revenue as "Committed." These entries can then be exported to the external financial system to record the expected income on the organization's books.

NEW QUESTION # 109
A user has reported an error when trying to merge two contacts using NPSP Contact Merge tab.
Which two issues are the likely cause of the problem?
Choose 2 answers

- A. A unique external Id was kept from the non-master contact.
- B. The user needs to have delete access to the contacts being merged.
- C. The NPSP Duplicate Rule was set to Warn instead of auto-merge.
- D. The contacts must be in the same household to merge.

Answer: A,B

Explanation:
(https://trailhead.salesforce.com/en/content/learn/modules/contact-and-account-settings-in-nonprofit-success- pack/merge-duplicate-contacts-and-accounts-npsp) When encountering errors while trying to merge contacts using the NPSP Contact Merge tab, the following issues are likely causes:
* Delete Access to Contacts:
* The user needs to have delete access to the contacts being merged. Without the necessary permissions, the user will not be able to complete the merge operation.
* Ensure that the user's profile or permission set includes delete permissions on the Contact object.
* Unique External ID:
* If a unique external ID is retained from the non-master contact, it can cause conflicts during the merge process. The system expects unique external IDs to remain unique, and retaining an ID from a record that is being merged (and effectively deleted) can create issues.
Salesforce Nonprofit Success Pack Documentation
Salesforce Merge Contact Permissions Guide

NEW QUESTION # 110
A nonprofit is embarking on an organization implementation to replace numerous outdated systems. A consultant recommends establishing a Lean Governance Framework to ensure compliance, assess risk, and roll out a successful implementation for all users.
Which component is a key process of the Lean Governance Framework?

- A. Power user feedback
- B. Software Development Lifecycle
- C. End user management
- D. Executive buy-m

Answer: B

Explanation:
A key process of the Lean Governance Framework recommended for ensuring compliance, assessing risk, and rolling out a successful implementation is the Software Development Lifecycle (SDLC).
* Software Development Lifecycle (SDLC):
* SDLC is a framework that defines the processes and stages involved in software development from initial planning through to deployment and maintenance.
* Implementing SDLC as part of Lean Governance ensures that all software changes are thoroughly planned, tested, and reviewed, reducing the risk of errors and ensuring compliance with organizational standards.
Reference: CertGod-NONPROFIT-CLOUD-CONSULTANT.pdf - Question 21, outlines the importance of governance structures and SDLC in managing implementations.
Components of SDLC in Lean Governance:
Planning: Defining project goals, scope, and requirements.
Design: Creating design specifications and architecture.
Development: Actual coding and development of software.
Testing: Rigorous testing to ensure software meets all requirements and is free of defects.
Deployment: Releasing the software to users.
Maintenance: Ongoing support and updates.

NEW QUESTION # 111
The program manager of an after-school program wants to pull a report that shows all students in the program and their primary parent/guardian with the parent/guardian's cell phone and email. The nonprofit is using NPSP.
Which custom report type should the consultant use to create the report?

- A. Contacts with or without Service Participants
- B. Program Engagements with or without Household Account
- C. Service Participants with or without Program Engagement
- D. Contacts with or without Relationships

Answer: D

Explanation:
To pull a report showing all students in the program and their primary parent/guardian with the parent/guardian's cell phone and email, the consultant should use the "Contacts with or without Relationships" custom report type:
Custom Report Type:
Create a custom report type for "Contacts with or without Relationships." This report type allows you to include related records, such as relationships between students (Contacts) and their primary parent/guardian.
Include Relevant Fields:
In the report, include fields for the student (Contact Name), their primary parent/guardian (related Contact), and the parent/guardian's cell phone and email.
Use the Relationships object to link students to their primary parent/guardian.
Filters and Sorting:
Apply necessary filters to ensure only relevant records are included.
Sort and group the data as needed to provide a clear view of students and their primary parent/guardian information.
Reference:
Salesforce Help: Custom Report Types
Nonprofit Success Pack (NPSP) Documentation: Managing Relationships

NEW QUESTION # 112
A development associate receives a corporate matching gift and failed to indicate the original donation was supposed to be matched.
Which solution should the consultant recommend?

- A. Create a Lightning quick action to find the matching gift.

- B. Create a lookup field on the Opportunity object for matched gift donor.
- C. Select Find Matched Gifts and click on the Find More Gifts button.
- D. Select Manage Soft Credits and change the Contact Role to Matched Donor.

Answer: C

Explanation:
When a corporate matching gift is received and the original donation was not marked to be matched, you should use the "Find Matched Gifts" functionality:
* Navigate to Find Matched Gifts:
* Go to the donation record in Salesforce.
* Select "Find Matched Gifts" from the related options.
* Find More Gifts:
* Click on the "Find More Gifts" button to search for the original donation that matches the corporate gift.
* This tool helps to locate and link the matching gift to the original donation, ensuring both donations are accurately recorded and associated.
References:
Salesforce Nonprofit Success Pack (NPSP) Documentation
Salesforce Help: Managing Matched Gifts

NEW QUESTION # 113
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