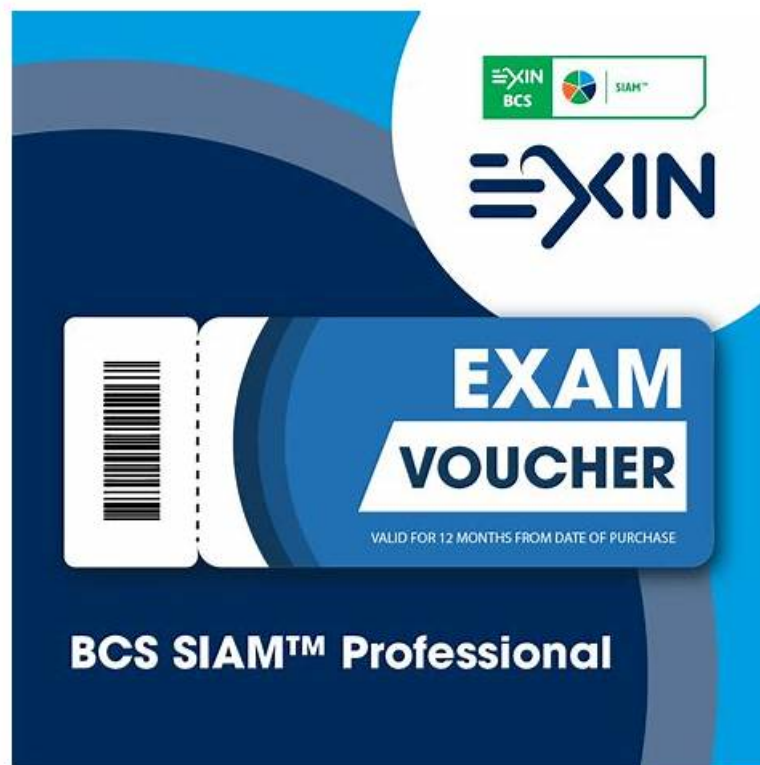


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Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q152-Q157):

NEW QUESTION # 152

A nonprofit hired a consultant to restart a stalled implementation. The nonprofit identified needs by documenting its Salesforce vision and pain points, and by defining specific goals with user stories.

What are two components of a user story the nonprofit should consider?

Choose 2 answers

- A. Associate an epic to each story.
- **B. Assign a priority to each story.**
- **C. Align each story to the implementation vision.**
- D. Include configuration instructions on each story.

Answer: B,C

Explanation:

When defining user stories for a Salesforce implementation, it is essential to ensure that each story is aligned with the overall vision of the project and that they are prioritized based on business needs. This approach helps in delivering value incrementally and keeps the project focused on the key objectives.

Key Components of a User Story:

Alignment with Vision (A):

Ensure that each user story aligns with the nonprofit's overall implementation vision. This alignment helps in maintaining consistency and achieving the strategic goals of the organization.

Assign Priority (C):

Assign a priority to each user story to manage the implementation effectively. Prioritizing user stories ensures that the most critical functionalities are developed and delivered first.

Salesforce Agile Development Practices

Salesforce Trailhead: User Stories for Agile Development

NEW QUESTION # 153

The system admin for a nonprofit is receiving a System.DmlException notification.

Where should the consultant view detailed information about the notification?

- **A. Error Log**
- B. System Overview Page
- C. Event Monitoring
- D. Trigger Configuration

Answer: A

Explanation:

When receiving a System.DmlException notification, the detailed information about the error can be found in the Error Log.

Error Log Overview:

The Error Log captures detailed information about system errors, including DML exceptions.

It provides insights into what caused the error and helps in troubleshooting.

Accessing the Error Log:

Navigate to Setup in Salesforce.

Search for "Apex Jobs" or "Apex Exceptions" in the Quick Find box.

Review the entries to find the relevant System.DmlException details.

Using the Error Log for Troubleshooting:

Identify the Cause: The log provides specific error messages and stack traces that help identify the root cause of the issue.

Corrective Actions: Based on the error details, take corrective actions such as fixing data issues, adjusting code, or updating configurations.

Benefits of Using the Error Log:

Detailed Information: Offers comprehensive details about the error, making it easier to diagnose and resolve.

Efficiency: Reduces time spent on identifying and fixing issues by providing precise error information.

CertGod Nonprofit Cloud Consultant study guide: "Error Log".

NEW QUESTION # 154

A nonprofit organization has a large number of duplicate contacts the consultant needs to clean up. What should the consultant recommend to handle duplicate clean up in bulk?

- A. Salesforce Duplicate Management
- B. Salesforce Data Loader
- C. NPSP Contact Merge
- **D. Third party app from the AppExchange**

Answer: D

Explanation:

To handle duplicate cleanup in bulk for a nonprofit organization:

Third Party App from the AppExchange: There are several apps available on the Salesforce AppExchange specifically designed for bulk duplicate management and cleanup. These apps offer advanced features for identifying and merging duplicate contacts efficiently.

Ease of Use: These third-party apps provide user-friendly interfaces and automated processes to manage duplicates, making the cleanup process more efficient and less error-prone compared to manual methods.

Using a third-party app ensures a thorough and systematic approach to duplicate management.

Salesforce AppExchange: Duplicate Management Apps

Salesforce Trailhead: Managing Duplicate Records in NPSP

NEW QUESTION # 155

A donor has committed to give a consistent amount every month. The nonprofit wants to update the schedule to reflect one-time adjustments to this amount.

What should the consultant recommend to record the regular donations correctly?

- A. Create a process using Process Builder.
- B. Create scheduled Payments.
- C. Clone Opportunities with Payments.
- **D. Implement Enhanced Recurring Donations.**

Answer: D

Explanation:

Enhanced Recurring Donations in NPSP allows nonprofits to manage recurring donations more flexibly, including making one-time adjustments to the donation amounts. This feature provides a robust way to handle scenarios where donors want to change their regular giving amounts temporarily.

Steps to Implement:

Enable Enhanced Recurring Donations:

Navigate to NPSP Settings -> Donations -> Recurring Donations.

Enable Enhanced Recurring Donations.

Set Up Recurring Donations:

Create a Recurring Donation record for the donor, specifying the regular donation amount and schedule.

Use the Enhanced Recurring Donations feature to adjust the schedule and amounts as needed.

Salesforce Nonprofit Success Pack Documentation

Salesforce Trailhead: Manage Recurring Donations in NPSP

NEW QUESTION # 156

A consultant is setting up a governance framework as part of a nonprofit organization implementation.

Which three elements should be included in a Salesforce-recommended governance structure? Choose 3 answers

- A. Design Standards
- B. Agile Methodology
- **C. Release Management**
- **D. Center of Excellence**
- **E. Rules of Engagement**

Answer: C,D,E

Explanation:

A Salesforce-recommended governance structure for nonprofit organizations ensures the implementation runs smoothly and effectively. It typically includes the following elements:

Release Management: This ensures that changes are systematically planned, tested, and deployed. It involves managing how new features and updates are rolled out to avoid disruption and ensure smooth transitions.

Rules of Engagement: These define how different stakeholders will interact with the system and with each other. It includes protocols and guidelines for communication, decision-making, and responsibilities.

Center of Excellence (CoE): This is a dedicated team or a hub of experts that provides leadership, best practices, research, support,

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