

2026 Salesforce NP-Con-101–The Best Test Book



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Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q200-Q205):

NEW QUESTION # 200

A consultant wants to test out new Nonprofit Cloud features coming out in the upcoming Salesforce release in their customs.. Which action must the consultant take to do this?

- A. Refresh a preview instance sandbox during the sandbox preview period.

- B. Create a new sandbox during the sandbox preview period.
- C. Create a preview instance sandbox during the sandbox preview period.
- D. Refresh a preview Instance sandbox just prior to sandbox preview period.

Answer: A

Explanation:

To test new Nonprofit Cloud features coming out in the upcoming Salesforce release, follow these steps:

Identify the Sandbox Preview Period:

Salesforce announces preview periods before major releases. Check the Salesforce release calendar for the dates.

Refresh a Preview Instance Sandbox:

During the sandbox preview period, refresh one of your sandboxes. Ensure that you refresh an existing sandbox that is on a preview instance, or create a new sandbox if needed.

Verify the Sandbox Instance:

Make sure your sandbox is on a preview instance. Salesforce typically migrates sandboxes to preview instances for testing new features.

Test New Features:

Once the sandbox is refreshed, you can start testing the new Nonprofit Cloud features that will be included in the upcoming release.

Use the Release Notes and documentation provided by Salesforce to guide your testing.

This process allows you to evaluate new features before they are available in your production environment, ensuring a smooth transition and allowing time to address any potential issues.

Salesforce Sandbox Preview Guide: [Sandbox Preview Instructions](#).

NEW QUESTION # 201

A local community center provides health care services to eligible local residents. Staff currently triage patients through of a series of qualifying questions that drive additional qualification questions. The center wants to extend triage capabilities to its volunteers to determine whether residents qualify for services. Service decisions need to be made immediately while the patient is interacting with the staff or volunteer.

Which solution should the consultant recommend?

- **A. Create a Flow to guide volunteers on triage screens, capture accurate data and generate a services decision.**
- B. Use Case records, Validation Rules and Process Builder to post case details to the central volunteer Chatter Group so all volunteers can collaborate on eligible services.
- C. Use a Workflow Rule with Field Updates and Case Assignment Rules to triage and assign the case to the proper services queue.
- D. Use a Standard Lightning Component to displaying custom fields from several objects and generate a services decision.

Answer: A

Explanation:

Salesforce Flows are ideal for guiding users through step-by-step processes, making them a perfect solution for triaging patients. By creating a flow, the nonprofit can ensure volunteers follow a consistent process, capture accurate data, and make immediate service decisions. Here's how to set this up:

Design the Flow:

Open Flow Builder from Setup.

Create a new Screen Flow.

Add Screens and Inputs:

Add screens with input fields for the qualifying questions.

Use Decision elements to branch the flow based on the answers provided.

Capture Data:

Use Assignment elements to store input data in variables.

Save data to Salesforce records as needed (e.g., Case or Custom Object records).

Generate Decision Outcomes:

Based on the data captured, use Decision elements to determine eligibility.

Display the outcome on a final screen or update a record with the decision.

Test and Deploy:

Test the flow thoroughly in Sandbox.

Deploy the flow to production and embed it in the relevant Lightning pages.

"Create a Simple Flow" from [Salesforce Help: Create a Flow](#)

"Guided Processes for Nonprofits" from [Salesforce.org: Salesforce Flow for Nonprofits](#)

NEW QUESTION # 202

How can a gift officer determine if an acknowledgment letter was sent for a donation?

- A. Check the Acknowledgement Status picklist value on the Opportunity object.
- B. Check the Status picklist value on the Task object.
- C. Check the Acknowledgement Status picklist value on the Contact object.
- D. Check if the Campaign Member status is set to "Acknowledged".

Answer: A

Explanation:

To determine if an acknowledgment letter was sent for a donation, the best approach is to check the "Acknowledgement Status" picklist value on the Opportunity object. Here's how you can do it:

Navigate to the Opportunity Object:

Go to the App Launcher and find Opportunities.

Add the Acknowledgement Status Field:

Ensure that the "Acknowledgement Status" field is included in the Opportunity page layout.

Navigate to Setup.

In the Object Manager, select Opportunity.

Go to Page Layouts and add the "Acknowledgement Status" field to the relevant layout if it is not already there.

Review the Acknowledgement Status:

Open the Opportunity record for the donation in question.

Look for the "Acknowledgement Status" field to see if it indicates that the acknowledgment letter has been sent.

Automate Tracking (Optional):

Use workflows or Process Builder to update the "Acknowledgement Status" automatically when certain conditions are met, such as when a task related to sending an acknowledgment letter is marked complete.

Salesforce Nonprofit Success Pack (NPSP) Documentation: Managing Acknowledgments Salesforce Trailhead: Opportunities and Donations

NEW QUESTION # 203

A nonprofit organization has been informed of a deceased donor and wants to ensure that the donor no longer appears on any mailing lists. Which action should the nonprofit organization take on the donor's contact record?

- A. Delete the values in the phone and email fields
- B. Select the Do Not Email, Do Not Contact, and Email Opt Out fields
- C. Delete the Contact record
- D. Select the Deceased field

Answer: D

Explanation:

To ensure that a deceased donor no longer appears on any mailing lists, the appropriate action is to select the Deceased field on the donor's Contact record.

Deceased Field:

Salesforce provides a specific field to mark a Contact as deceased.

This field is designed to handle the scenario of deceased Contacts appropriately within the system.

Steps to Mark Contact as Deceased:

Navigate to the Contact record of the deceased donor.

Find the Deceased checkbox field and select it.

Save the record.

Impact of Selecting the Deceased Field:

Once marked as deceased, the Contact will automatically be excluded from future mailing lists and communications.

This helps maintain respectful and accurate communication practices.

Other Considerations:

Do Not Email, Do Not Contact, and Email Opt Out Fields: While these fields prevent specific types of communications, they do not address the status of the Contact as being deceased, which is important for accurate records and reporting.

Deleting Contact Record: Deleting the Contact record is not recommended as it removes historical donation data and other important information that may be needed for reporting and compliance purposes.

CertGod Nonprofit Cloud Consultant study guide: "Select the Deceased field" 【22:2†source】 .

NEW QUESTION # 204

A nonprofit using NPSP wants to track all donations that go to a designated fund. How should a consultant meet this requirement?

- A. Create an Opportunity record type called "Funds".
- **B. Create a GAU Allocation record for the designated fund.**
- C. Create a General Accounting Unit record for the designated fund.
- D. Create a custom object to track fund accounts.

Answer: B

Explanation:

To track all donations that go to a designated fund, the consultant should create a GAU Allocation record for the designated fund. Here's why:

GAU Allocation Record:

General Accounting Units (GAUs) are used in NPSP to allocate portions of donations to specific funds or purposes.

Creating a GAU Allocation record allows the nonprofit to specify the amount of each donation that should be allocated to the designated fund, ensuring accurate tracking and reporting.

Salesforce NPSP Documentation on General Accounting Units (GAUs)

Salesforce Nonprofit Success Pack GAU Allocation Guide

NEW QUESTION # 205

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