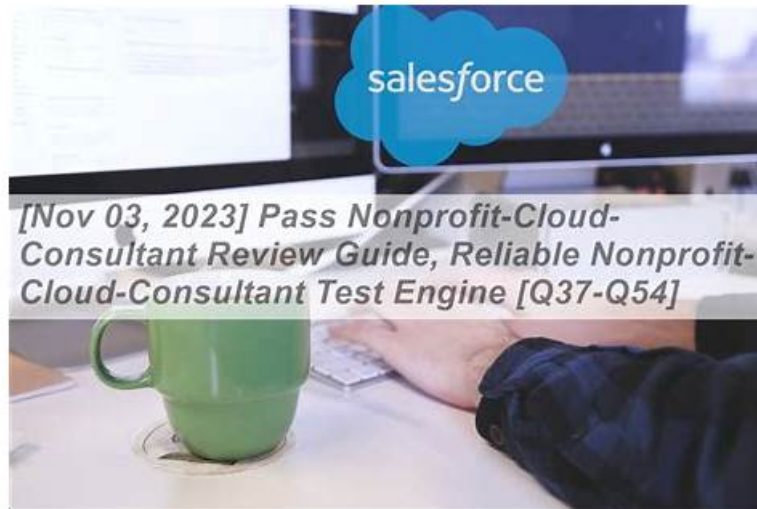


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Salesforce Nonprofit-Cloud-Consultant Exam Overview:

Certification Vendor:	Salesforce
Exam Name:	Salesforce Certified Nonprofit Cloud Consultant Exam
Exam Number:	Nonprofit-Cloud-Consultant (NP-Con-102)
Exam Format:	Multiple-choice, Multiple-select, Scenario-based, May include unscored items
Exam Price:	\$200 USD (plus applicable taxes)
Exam Duration:	105 minutes
Related Certifications:	Salesforce Certified Administrator
Real Exam Qty:	60
Available Languages:	English
Certificate Validity Period:	Valid indefinitely with annual maintenance via Trailhead
Passing Score:	64% - 67%
Recommended Training:	Prepare for Your Salesforce Nonprofit Cloud Consultant Credential
Exam Registration:	Salesforce Certification Portal Pearson VUE Registration
Sample Questions:	Salesforce Nonprofit-Cloud-Consultant Sample Questions
Exam Way:	Online proctored or onsite at authorized testing centers
Pre Condition:	Must hold Salesforce Certified Administrator certification; recommended 1–2 years experience implementing Salesforce for nonprofits
Official Syllabus URL:	https://trailhead.salesforce.com/credentials/nonprofitcloudconsultantnpc

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CERTIFICATION

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Salesforce Nonprofit-Cloud-Consultant Certification can be a valuable asset for professionals working in the nonprofit sector. It demonstrates their expertise in using Salesforce to manage donor relationships, fundraising campaigns, volunteer programs, and other critical functions. Additionally, the certification can help nonprofit organizations identify and hire qualified consultants who can help them implement and optimize their Salesforce Nonprofit Cloud instance.

Salesforce Certified Nonprofit Cloud Consultant Exam Sample Questions (Q140-Q145):

NEW QUESTION # 140

The system admin at a nonprofit has set up automated soft credits to grant to the solicitor of each donation.

The development director wants a report to show who the solicitor is for each donor. Which report type does the system admin need to use to create the requested report?

- A. Accounts with Contact Roles and Household
- B. Opportunities with Partial Soft Credits and Contacts
- C. Contacts with Relationships
- D. Opportunities with Contact Roles

Answer: D

Explanation:

In NPSP, soft credits are fundamentally based on the Opportunity Contact Role (OCR) object. Even if "Partial Soft Credits" are used for splitting a gift, the primary mechanism for attributing a "Solicitor" to a donation is assigning them a specific role on the Opportunity.

Reporting Logic:

* The Junction: The Opportunity Contact Role acts as the bridge between the Opportunity (the donation) and the Contact (the solicitor).

* Standard Report Type: The standard report type Opportunities with Contact Roles allows the user to see the donor (the Account) and all related contacts who have a role on that gift.

* Filtering: The Admin can filter this report by the "Role" field (e.g., Role EQUALS Solicitor). This surfaces exactly who the solicitor was for every donor's transaction.

Why other options are incorrect:

* Option D: Partial Soft Credits is a more complex object used when multiple people get different dollar amounts of credit for a single gift. For a standard report showing "who the solicitor is," the Contact Role is the simpler and more standard starting point.

* Option A: Relationships track person-to-person ties (like "Spouse" or "Coworker"), not who influenced a specific financial transaction.

* Option B: This focuses on the Household structure rather than the individual donation influence history.

NEW QUESTION # 141

A nonprofit organization has white papers, case studies, and impact reports on its website. The organization wants to track website visitors who download those assets. Once tracked, the organization wants to pursue the visitor as a constituent. Which solution should be considered?

- A. Community Cloud
- B. Campaigns
- C. Salesforce DMP
- D. Pardot

Answer: D

Explanation:

To track website visitors who download white papers, case studies, and impact reports, and subsequently pursue them as

constituents, Pardot is the recommended solution. Pardot provides robust marketing automation features that can effectively manage and nurture leads. Here's how to set it up:

Install Pardot:

Purchase Pardot and install it in your Salesforce org.

Configure Pardot Tracking:

Add Pardot tracking code to your website.

This code will track visitor behavior, including downloads of white papers, case studies, and impact reports.

Create Pardot Forms and Landing Pages:

Use Pardot to create forms and landing pages for visitors to fill out before they can download the assets.

These forms will capture visitor information and automatically create a prospect in Pardot.

Set Up Automation Rules:

Create automation rules in Pardot to add prospects to specific lists based on their behavior.

For example, create a rule to add a prospect to a "White Paper Download" list if they download a white paper.

Sync Pardot with Salesforce:

Ensure that Pardot is integrated with Salesforce to sync prospects as leads or contacts.

Use Salesforce campaigns to track these leads and monitor their progress.

Nurture Leads:

Use Pardot's email marketing and nurturing capabilities to engage with these leads.

Track their interactions and score them based on their engagement to prioritize follow-ups.

By using Pardot, the nonprofit can efficiently track and engage website visitors, converting them into valuable constituents.

Reference:

Salesforce Pardot Documentation: Pardot Tracking Code

Salesforce Trailhead: Marketing Automation with Pardot

NEW QUESTION # 142

A nonprofit organization receives a number of donations from Donor Advised Funds where the check is written by the financial institution that houses the Donor Advised Fund. What should the consultant recommend to ensure that the Donor Advised Fund receives credit for the donation?

- **A. Use Account Soft Credits to credit the Donor Advised Fund**
- B. Use a GAU allocation to credit the donation to the Donor Advised Fund
- C. Add an Account lookup field on the Payment for the Opportunity for the Donor Advised Fund
- D. Add an additional Account lookup field on the Opportunity for the Donor Advised Fund

Answer: A

Explanation:

To ensure that the Donor Advised Fund (DAF) receives credit for donations, using Account Soft Credits is the best approach.

Here's how to set this up:

Navigate to NPSP Settings:

Go to Setup.

In the Quick Find box, type "NPSP Settings" and select it.

Configure Soft Credits:

In NPSP Settings, navigate to "Donations" -> "Soft Credits".

Ensure that soft credits are enabled for Accounts and Contacts.

Add Soft Credits on Opportunities:

When entering a donation, go to the Opportunity record.

Add a new soft credit for the DAF by selecting the appropriate Account (the financial institution housing the DAF).

Specify the role as "Donor Advised Fund" or similar.

Track and Report:

Use Opportunity reports to track soft credits and generate reports showing the contributions attributed to the DAF.

Using soft credits allows the organization to properly credit the DAF for donations without altering the primary donor records.

Reference:

"Managing Soft Credits in NPSP" from Salesforce Help: Soft Credits

"Tracking Donor-Advised Funds" from Salesforce.org: Donor-Advised Funds

NEW QUESTION # 143

A finance associate needs to track specific funds associated with gifts from individuals and organizations.

Gifts may be received as either single amounts associated with one or more funds, and totals by fund will need to be reported on for reconciliation with a finance system.

How should the consultant accomplish this with NPSP?

- A. Create Campaign records for each of the funds, create a custom Lookup to Campaigns on the Payment Object, and associate them with Payment records representing the amounts towards each fund.
- B. Create Campaign records for each of the funds, and associate them with the Opportunity Primary Campaign field on the Opportunity records representing the amounts towards each fund.
- C. Create a custom multi-select picklist on the Opportunity record to allow for choosing each of the funds towards which the gift is designated.
- **D. Create General Accounting Unit records for each of the funds, and associate them with the Opportunity by GAU Allocation record amounts representing the amounts towards each fund.**

Answer: D

Explanation:

To track specific funds associated with gifts from individuals and organizations in NPSP, the consultant should create General Accounting Unit (GAU) records for each of the funds and associate them with the Opportunity by GAU Allocation record amounts.

Steps:

- * Log in to Salesforce: Access the Salesforce org with NPSP installed.
- * Create GAU Records:
- * Navigate to the App Launcher and search for "General Accounting Units".
- * Click "New" to create a new GAU record for each fund.
- * Fill in the necessary details such as GAU Name, Description, and any other relevant information.
- * Save the GAU records.
- * Associate GAUs with Opportunities:
- * Navigate to the Opportunity related to the donation.
- * In the Opportunity record, find the "GAU Allocations" related list.
- * Click "New" to create a new GAU Allocation.
- * Select the appropriate GAU record from the lookup field.
- * Enter the allocation amount and any other necessary details.
- * Save the GAU Allocation record.
- * Reporting: Use standard or custom reports to track and report on GAU Allocations for reconciliation with the finance system.

References:

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NEW QUESTION # 144

A nonprofit organization wants to track concerns and issues automatically by using Nonprofit Cloud. Both internal and external users must be able to submit concerns.

Which Nonprofit Cloud object should the organization use to store information received?

- A. Dispute Item
- **B. Intake**
- C. Public Complaint

Answer: B

NEW QUESTION # 145

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