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Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q156-Q161):

NEW QUESTION # 156
A nonprofit has significant staff turnover and wants to ensure that the purpose of Salesforce field customization is clearly understood by system admins who are new to the nonprofit.
How should the consultant meet the requirement?

- A. Run and view the Setup Audit Trail.
- B. Create a field history report.
- C. Complete all field descriptions.
- D. Run the Schema Builder.

Answer: C

Explanation:
https://trailhead.salesforce.com/content/learn/modules/data_modeling/schema_builder To ensure that new system admins understand the purpose of Salesforce field customizations, the following steps should be taken:
Complete All Field Descriptions:
For every custom field created in Salesforce, ensure that the "Description" field is filled out comprehensively.

Go to Salesforce Setup.

Navigate to the Object Manager and select the object that has custom fields.

For each custom field, click on "Edit" and provide a detailed description that explains the field's purpose, usage, and any important notes regarding its functionality.

Save the changes.

Document Customizations:

Maintain comprehensive documentation of all custom fields, including their descriptions, data types, and any validation rules associated with them.

Use a shared document or a dedicated Salesforce documentation tool to keep this information accessible and up-to-date.

Training and Onboarding:

Create a training module or onboarding program for new system admins that includes an overview of key customizations.

Use Trailhead modules to supplement learning about field management and customization best practices.

Utilize Salesforce Resources:

Encourage new admins to use Salesforce's Schema Builder to get a visual overview of the data model, which can help them understand how different fields and objects are interconnected.

Leverage the Setup Audit Trail to review any changes made to field customizations and understand their history.

By ensuring that all field descriptions are complete and providing thorough documentation, new system admins will have a clear understanding of the customizations, helping them manage and maintain the Salesforce instance more effectively.

Salesforce documentation on field customization and descriptions

CertGod Nonprofit Cloud Consultant guide

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NEW QUESTION # 157

A nonprofit wants to convert from Legacy Recurring Donations to Enhanced Recurring Donations.

What are two considerations the nonprofit should take into account before making the switch?

Choose 2 answers

- A. Reverting to Legacy Recurring Donations is unsupported.
- B. An ETL tool is required to revert to Legacy Recurring Donations.
- C. Enhanced Recurring Donations introduces a new custom object.
- D. All existing integrations should be reviewed for compatibility.

Answer: A,D

Explanation:

Before converting from Legacy Recurring Donations to Enhanced Recurring Donations, nonprofits should consider several factors to ensure a smooth transition. Enhanced Recurring Donations offer improved functionality but may introduce compatibility issues with existing integrations. Additionally, once the switch is made, reverting to Legacy Recurring Donations is not supported, which means careful planning and testing are essential.

Steps:

Review all existing integrations to ensure compatibility with Enhanced Recurring Donations.

Conduct thorough testing in a sandbox environment to identify any potential issues.

Inform stakeholders that reverting to Legacy Recurring Donations is not supported once the switch is made.

Plan for a phased rollout and provide training to users on the new features and processes.

CertGod Nonprofit Cloud Consultant Guide: Discusses considerations and steps for transitioning to Enhanced Recurring Donations.

Salesforce Nonprofit Success Pack (NPSP) Documentation: Details the features and limitations of Enhanced Recurring Donations.

NEW QUESTION # 158

The requirements for a Salesforce implementation have been gathered, but there are teams with competing priorities and the overall project goals are undefined.

What are two reasons a project team must define goals?

Choose 2 answers

- A. Goals guarantee executive engagement.
- B. Goals provide a way to measure and prove results.
- C. Goals define a clear purpose for the project.
- D. Goals catalog all of the teams' pain points.

Answer: B,C

Explanation:
Defining goals is crucial for any project, including Salesforce implementations. Goals help ensure that the project has a clear direction and measurable outcomes. Here are the reasons:
Measure and Prove Results (B):
Setting clear goals allows the project team to measure progress and success. It provides a benchmark against which results can be compared, helping to demonstrate the project's impact and value.
Define a Clear Purpose (C):
Goals help articulate the purpose of the project, providing clarity and focus. This ensures that all team members understand the objectives and work towards a common aim, reducing confusion and aligning efforts.
Salesforce Project Management Best Practices
Salesforce Trailhead: Define Project Goals and Objectives

NEW QUESTION # 159

A system admin used NPSP Contact Merge and notices the number of household accounts has changed from 12,345 to 12,300 and is concerned that accounts have been lost.
What is the likely cause for the missing accounts?

- A. The merge converts Household Accounts to Household custom object records.
- B. The merge automatically deletes any empty Household Accounts without Contacts or Opportunities.
- C. The merge combines Household Accounts with Contacts.
- D. The merge automatically creates Household Accounts.

Answer: B

Explanation:
https://powerofus.force.com/s/article/NPSP-Merging-Contacts
When using the NPSP Contact Merge functionality, any empty Household Accounts that do not have associated Contacts or Opportunities are automatically deleted. This is likely the cause of the reduction in the number of household accounts noticed by the system administrator.
Steps to Verify:
Check Merge Settings:
Review the settings and configuration of the NPSP Contact Merge process to understand its behavior regarding empty Household Accounts.
Review Audit Logs:
Check the Salesforce audit logs to see the details of the merge operations and confirm that empty Household Accounts were deleted.
Restore if Necessary:
If the deletion of empty Household Accounts was unintended, use data recovery options to restore any necessary records.
Salesforce Nonprofit Success Pack Documentation
Salesforce Trailhead: Merge Duplicate Records in Nonprofit Success Pack

NEW QUESTION # 160

A large nonprofit has chapters in multiple locations that want to operate under one central brand. The nonprofit wants the ability to customize user roles, processes, and messaging unique to each location.
Which two Salesforce tools include the ability to segment data and functionality using business units?
Choose 2 answers

- A. Pardot
- B. Digital Engagement
- C. Datorama
- D. Marketing Cloud

Answer: A,D

Explanation:
Both Marketing Cloud and Pardot offer the capability to segment data and functionality using business units. This is particularly useful for large nonprofits with multiple chapters operating under a single brand but needing customized roles, processes, and messaging.
Marketing Cloud:

Business Units: Allows organizations to separate data, user permissions, and content based on different parts of the organization, such as chapters or departments. Each business unit can have its own data and customizations, enabling localized marketing while maintaining centralized control.
Pardot:
Business Units: Pardot Business Units enable marketing teams to partition data and customize marketing efforts for different segments within the organization. This ensures that each chapter can tailor its marketing automation processes to its specific needs while maintaining brand consistency.
Salesforce Marketing Cloud Documentation
Salesforce Pardot Documentation
Salesforce Trailhead: Get Started with Marketing Cloud Business Units

NEW QUESTION # 161

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