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Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q52-Q57):

NEW QUESTION # 52

A nonprofit wants its staff to spend most of their time in Salesforce. but the staff needs access to several other applications as well. The nonprofit wants a solution that allows staff to use other applications without leaving Salesforce. How should the consultant integrate these applications?

- A. Implement Distributed Marketing
- B. Configure External Objects
- C. Configure External Data Sources
- D. Implement Salesforce Canvas

Answer: D

Explanation:

To allow staff to use other applications without leaving Salesforce, implementing Salesforce Canvas is the recommended solution: Salesforce Canvas:

Salesforce Canvas allows you to embed external applications directly within Salesforce

NEW QUESTION # 53

A nonprofit organization is using Volunteers for Salesforce and wants its volunteers to be able to log their own volunteer hours. Which two solutions should a consultant propose to meet this need? Choose 2 answers

- A. Set up a workflow rule with a weekly email alert sent to all volunteers asking them to reply back and report their hours for the week and then a user will manually enter the hours in Salesforce.
- B. Set up a Chatter Group for each volunteer job, add volunteers who are assigned to that job, and have the volunteers log their hours in the Chatter Group.
- C. Set up a Log Volunteer Hours section on a page on your website and direct volunteers there to log their hours to the volunteer job or shift they worked on.
- D. Set up the Volunteers Personal Site and direct the volunteer to record hours on the tab there.

Answer: C,D

Explanation:

To allow volunteers to log their own hours in Volunteers for Salesforce, the consultant should propose setting up the Volunteers Personal Site or adding a Log Volunteer Hours section on the nonprofit's website.

Volunteers Personal Site:

This site allows volunteers to log in and manage their hours directly within Salesforce.

Steps to Set Up:

Navigate to Setup > Sites.

Create a new site and configure it to use the Volunteers for Salesforce functionality.

Add the Volunteers Personal Site tab and configure the permissions.

Direct volunteers to use this site to log their hours.

Log Volunteer Hours Section on Website:

Create a section on the nonprofit's website where volunteers can log their hours.

Steps to Set Up:

Design a web form that captures the volunteer's job or shift and the hours worked.

Use Salesforce Web-to-Case or Web-to-Lead to capture this data and create records in Salesforce.

Direct volunteers to this section to submit their hours.

Both solutions provide a user-friendly way for volunteers to log their hours without requiring manual entry by staff.

NEW QUESTION # 54

A nonprofit organization needs to import a list of donations made at a recent gala. Several of the donors have more than one mailing address. What is the correct order of objects to import data in Salesforce?

- A. Opportunity, Campaign, Contact, Address, Account
- B. Contact, Opportunity, Account, Address, Campaign
- C. Lead, Account, Address, Campaign, Opportunity
- D. Account, Address, Contact, Campaign, Opportunity

Answer: D

Explanation:

The correct order for importing data into Salesforce, considering multiple mailing addresses for donors, is:

Account: Import accounts first to establish the primary records.

Address: Import address records to link them to the appropriate accounts.

Contact: Import contacts next to associate them with the correct accounts and addresses.

Campaign: Import campaign records to track the event (gala) details.

Opportunity: Finally, import opportunities to record the donations linked to the appropriate contacts and campaigns.

This order ensures data integrity and correct relationships between the imported objects.

Salesforce Data Import Best Practices

Salesforce Trailhead: Data Import Wizard and Data Loader

NEW QUESTION # 55

A nonprofit organization receives a lot of grants, many of which are renewals of previous grants from the same funder. The organization wants to be able to easily access the previous grant information.

What should the consultant advise to capture this in Salesforce?

- A. Create a Campaign for the funder and add all Opportunities including the original grant and any renewal grants to the Campaign.
- B. Ensure that when naming the Opportunity for the renewal grant, "Renewal" is included in the name as well as the name of the funder.
- C. Fill in the "Previous Grant/Gift Opportunity" lookup field on the Opportunity for the new grant and check the "Is Grant Renewal" field.
- D. Create a child Opportunity for the renewal grant from the original grant using the Renewal Grant Opportunity record type.

Answer: C

Explanation:

To capture information for grants and easily access previous grant details, the following setup can be used in Salesforce:

Previous Grant/Gift Opportunity Lookup Field:

Add a lookup field on the Opportunity object called "Previous Grant/Gift Opportunity".

When creating a new grant Opportunity, fill in this field with the previous grant's Opportunity record.

Is Grant Renewal Checkbox:

Add a checkbox field on the Opportunity object called "Is Grant Renewal".

Check this box for Opportunities that are renewals of previous grants.

Grant Tracking and Reporting:

This setup allows easy tracking of grant renewals and provides a straightforward way to report on grants and their renewals.

Use reports and dashboards to summarize and analyze grant data, including renewals.

By linking each renewal grant to the original grant Opportunity, you maintain a clear record of the grant history, making it easy to access previous grant information and analyze grant renewals.

"Grant Management Best Practices" from Salesforce Help: Grant Management

"Nonprofit Success Pack Grant Management" from Salesforce.org: NPSP Grant Management

NEW QUESTION # 56

A nonprofit wants to make a substantial technology shift that will affect multiple teams and departments.

Which two initial steps should a consultant discuss with the nonprofit?

Choose 2 answers

- A. Summarize final technology implementation steps.
- B. Deploy features to meet departmental requirements.
- C. Establish a sense of urgency.
- D. Form a powerful guiding coalition.

Answer: C,D

Explanation:

When a nonprofit is making a substantial technology shift that will affect multiple teams and departments, the initial steps should include forming a powerful guiding coalition and establishing a sense of urgency. These steps are critical for successful change management.

Form a powerful guiding coalition:

This involves assembling a group with enough power and influence to lead the change effort and encourage collaboration across departments.

Establish a sense of urgency:

Creating a sense of urgency helps build the momentum needed for change by highlighting the importance and benefits of the technology shift to the entire organization.

Kotter's 8-Step Change Model

Salesforce Nonprofit Cloud Consultant Study Guide

NEW QUESTION # 57

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