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Salesforce Certified Nonprofit Cloud Consultant Exam Sample Questions (Q124-Q129):

NEW QUESTION # 124

Donations made by nonprofit volunteers are captured on a spreadsheet monthly. The nonprofit utilizes NPSP and Volunteers for Salesforce. Which two NPSP Data Import features will streamline the import of these donations? (Choose 2)

- A. Create a Batch and map Opportunity Primary Contact on First and Last Name.
- B. Create a Batch and match Contact on First and Last Name.
- C. Schedule a Batch by checking the Process Using Scheduled Job checkbox.
- D. Schedule a Batch by updating the NPSP Scheduled Batches.

Answer: A,B

Explanation:

The NPSP Data Importer is the most effective tool for handling recurring spreadsheet imports. When dealing with a list of volunteers

(who are already Contacts in the system) and their donations, the consultant must configure the "Batch" settings to ensure the data is linked correctly without manual intervention.

Streamlining via Batch Configuration:

* Contact Matching (D): The first step in any import is identifying who the donor is. By creating an NPSP Data Import Batch and setting the contact matching rule to use First Name and Last Name (or email/phone), the system will automatically look for existing volunteers. This prevents the creation of duplicate contacts.

* Opportunity Primary Contact Mapping (C): In NPSP, every donation (Opportunity) should be linked to a Primary Contact to ensure rollups (like "Total Gifts") work correctly on the person's record.

Within the batch settings, the consultant can specify how to map the contact from the spreadsheet to the Opportunity Primary Contact field on the resulting donation record.

* Process: Once the batch is configured with these rules, the clerk simply uploads the file to the batch.

The system handles the "Lookup" logic automatically.

Why Option A and B are incorrect:

These options refer to scheduling the processing of the batch. While helpful, scheduling doesn't "streamline" the data quality or relationship mapping-the logic of matching and mapping names (Options C and D) is what actually automates the reconciliation of volunteers to their gifts.

NEW QUESTION # 125

A large nonprofit organization is a social enterprise that functions in many ways like a for-profit corporation. The organization does not accept individual donations, but mostly engages with corporations, sponsors, and vendors by selling its own products to further its mission. The organization needs to manage Leads and track its Opportunity pipeline. Which account model should the consultant recommend?

- A. Individual "Bucket" Account Model in NPSP
- B. Household Account Model without NPSP
- C. Administrative Account Model in HEDA
- D. Salesforce Account Model without NPSP
- E. Household Account Model in NPSP

Answer: E

NEW QUESTION # 126

A nonprofit wants to send an event cancellation notice to 150 Salesforce contacts without a separate email service provider. It wants to manage bounces, resend the notice as needed, and view the send history on the Contact record. Which option should a consultant recommend to meet the requirements?

- A. Email-to-Case
- B. Elevate
- C. Account Engagement
- D. Send List Email

Answer: D

Explanation:

For a small volume of contacts (150) and a simple one-off requirement like an event cancellation, standard Salesforce functionality is the most cost-effective and efficient choice. Send List Email is a native Lightning Experience feature that meets all the organization's criteria without the complexity of a third-party marketing tool.

How Send List Email Meets the Requirements:

* Direct Send: Users can select up to 2,000 contacts from a list view or a campaign and click Send List Email. This uses Salesforce's internal mail servers (or the organization's connected Office 365/Gmail account).

* Send History: Every list email sent is automatically recorded in the Activity History (specifically the "HTML Email Status" or "Emails" related list) on the Contact record. This satisfies the requirement to "view the send history."

* Manage Bounces: Salesforce has a native "Email Bounce Management" feature. If an email address is invalid, a warning icon appears next to the email address on the Contact record, and the staff can see the "Bounce Reason."

* Resending: Because the send history is logged as an activity, staff can easily identify who didn't receive the message and trigger a follow-up email manually or by creating a filtered list of "bounced" contacts.

Why other options are incorrect:

- * Elevate (Option A): This is a payment processing platform for fundraising and has no native bulk email capabilities for event management.
- * Email-to-Case (Option B): This is a support tool for receiving incoming emails and turning them into tickets; it is not for proactive event outreach.
- * Account Engagement (Option D): Formerly known as Pardot, this is a robust marketing automation platform. While it could do this, it is considered "overkill" for a one-off 150-person email and requires a separate, significant license and technical setup.

NEW QUESTION # 127

A nonprofit organization provides case management to its clients. There is a requirement for a score to be automatically assigned to each client based on several factors such as age, income and number of health conditions. The nonprofit also wants to automate the creation and assignment of follow up tasks related to the client.

Which combination of functions should the consultant recommend?

- A. Volunteer Recurrence and Customizable Rollups
- B. Volunteer Wizard and Reports
- C. Engagement Plans and Levels
- D. Activities and Customizable Rollups

Answer: C

Explanation:

For a nonprofit organization providing case management and requiring automatic scoring of clients based on various factors like age, income, and health conditions, along with automating the creation and assignment of follow-up tasks, the best combination of functions is Engagement Plans and Levels.

* Engagement Plans: These are used to automate the creation of tasks and follow-up activities based on predefined templates. This feature ensures that specific tasks are generated and assigned to relevant staff members as soon as certain criteria are met.

Steps to Set Up Engagement Plans:

* Navigate to the "Engagement Plans" tab in NPSP.

* Create a new Engagement Plan Template, defining the tasks and follow-ups that should be created.

* Specify the conditions under which this Engagement Plan should be triggered (e.g., a new client intake).

* Assign the Engagement Plan to the appropriate client records.

* Levels: These are used to categorize clients (or any other records) based on numeric values or other criteria. In this case, Levels can be used to automatically assign a score to each client based on their age, income, and health conditions.

Steps to Set Up Levels:

* Navigate to NPSP Settings > Levels.

* Create a new Level, specifying the criteria for each level (e.g., age range, income bracket, number of health conditions).

* Define the actions that should be triggered when a client reaches a specific level.

By using Engagement Plans and Levels, the nonprofit can automate both the scoring of clients and the creation of follow-up tasks, ensuring a streamlined case management process.

References:

CertGod Nonprofit Cloud Consultant Guide:

NEW QUESTION # 128

A nonprofit admin needs to import lists of Contacts into Salesforce Campaigns regularly from CSV files using the NPSP Data Import tool.

What should the consultant consider when setting up this process for the nonprofit?

Choose 2 answers

- A. NPSP Data Import Dry Run will validate Campaign Member Status.
- B. NPSP Data Import will automatically create the Campaign Member with the default Member Status.
- C. Respect Duplicate Matching Rules' should be checked in NPSP Settings.
- D. Existing Campaigns are matched by exact Name.

Answer: C,D

NEW QUESTION # 129

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