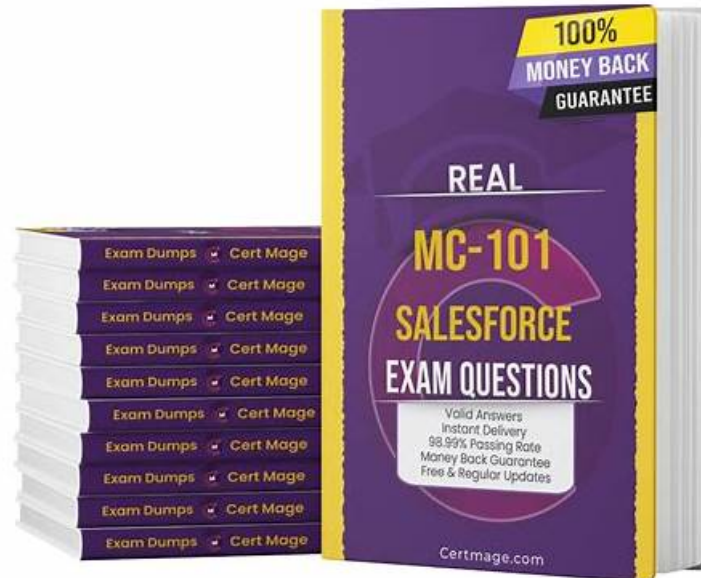


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Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q85-Q90):

NEW QUESTION # 85

A nonprofit needs to frequently import membership renewal and donation data. Each import needs a different configuration that will update existing Contacts in addition to creating Opportunities.

Which tool should the consultant recommend?

- A. NPSP Data Importer
- B. NPSP Batch Data Import
- C. Salesforce Data Loader
- D. Salesforce Import Wizard

Answer: A

Explanation:

To handle frequent imports of membership renewal and donation data, where each import needs a different configuration to update existing Contacts and create Opportunities, the NPSP Data Importer should be recommended:

NPSP Data Importer:

The NPSP Data Importer is specifically designed for nonprofits and supports complex data import needs, including updating existing records and creating new ones.

It allows you to map fields from your import file to Salesforce fields, ensuring data is correctly placed.

Set Up the Import:

Prepare your data in a CSV format.

Go to the NPSP Data Importer app in Salesforce.

Create separate templates for membership renewals and donations to handle different configurations.

Map Fields:

Use the mapping feature to map fields from your import file to the corresponding Salesforce fields.

Ensure that you map fields for Contacts, Opportunities, and any custom fields needed for memberships and donations.

Run the Import:

Upload your data file and run the import process.

Monitor the import progress and check for any errors or discrepancies.

Verify Data:

After the import is complete, verify that the data has been correctly updated and new records have been created as expected.

Check the updated Contacts and newly created Opportunities to ensure data integrity.

Salesforce Nonprofit Success Pack (NPSP) documentation on the Data Importer CertGod Nonprofit Cloud Consultant guide

NEW QUESTION # 86

A volunteer manager at a nonprofit organization needs to be able to search for volunteers with landscaping skills who are available at a given time. The organization is using Volunteers for Salesforce. What should the consultant advise?

- A. Click on the Find Volunteers tab and fill in the Volunteer Status, Volunteer Availability, and Volunteer Skills tabs with the values you're looking for and hit search
- B. Use the Volunteers Wizard to look for volunteers with landscaping skills and Volunteer Availability and choose those available at the given time
- C. Create a report with the report type Contacts with Volunteer Hours and Volunteer Jobs. Filter the report by the Volunteer Job for landscaping and Volunteer Availability at the time the Volunteer Manager needs them
- D. Create a list view on Contacts using a filter for those who have skills that include landscaping. Add the field for Volunteer Availability on the list view and sort by it to find those with landscaping skills who are available at the given time

Answer: A

Explanation:

For a volunteer manager to search for volunteers with specific skills and availability using Volunteers for Salesforce, the following steps can be advised:

Use the Find Volunteers Tab:

Click on the "Find Volunteers" tab in Salesforce.

Filter Criteria:

Fill in the Volunteer Status, Volunteer Availability, and Volunteer Skills tabs with the required values:

Volunteer Status: Select the appropriate status (e.g., Active, Available).

Volunteer Availability: Specify the dates and times the volunteer is available.

Volunteer Skills: Include landscaping or other required skills.

Hit Search:

Click on the "Search" button to retrieve the list of volunteers matching the criteria.

Review and Contact Volunteers:

Review the list of volunteers who meet the criteria.

Use the contact information provided to reach out to the suitable volunteers for the specific task.

This method leverages the built-in search functionalities in Volunteers for Salesforce, providing an efficient way to find and manage volunteers based on specific needs.

Volunteers for Salesforce Documentation: Finding and Managing Volunteers Salesforce Trailhead: Volunteers for Salesforce

NEW QUESTION # 87

A nonprofit organization needs an audit trail of metadata changes over time and the ability to develop, test, and a release project independent of other projects in development. Which development model should be chosen?

- A. Org development
- **B. Package development**
- C. Change Set development
- D. Application development

Answer: B

Explanation:

For maintaining an audit trail of metadata changes over time and developing, testing, and releasing projects independently, the recommended development model is:

Package Development: This model supports modular development, allowing developers to create, test, and deploy packages independently. It provides version control and a clear audit trail of changes, ensuring that metadata changes are tracked and managed efficiently.

Independent Projects: Package development allows multiple projects to be developed in parallel without interference, making it ideal for complex environments with multiple ongoing initiatives.

Package development provides the structure and control needed for managing metadata and development processes effectively.

Salesforce DX and Package Development Documentation

Salesforce Trailhead: Package Development

NEW QUESTION # 88

A nonprofit offers courses that grant teachers credit toward maintaining their teaching certification. Teachers can enroll in an annual cohort to complete the course modules together. The nonprofit needs to track the courses each teacher completes and the credits awarded to them.

Which solution should a consultant recommend?

- A. Self-Service Portal
- **B. Program Management Module**
- C. Service Cloud
- D. Engagement Plans

Answer: B

Explanation:

For a nonprofit offering courses that grant teachers credit toward maintaining their teaching certification, the Program Management Module (PMM) is the best solution to track course completions and credits awarded. PMM allows the nonprofit to manage program enrollments, track progress, and report on outcomes effectively.

Steps:

Set up the Program Management Module to include the specific courses offered and the credits awarded for each course.

Create Program Engagement records for each teacher enrolling in the annual cohort, linking them to the relevant course modules.

Track the completion of course modules and update the credits awarded to each teacher within their Program Engagement records.

Use custom reports and dashboards to monitor progress, track completions, and generate reports on credits awarded to teachers.

CertGod Nonprofit Cloud Consultant Guide: Recommends using PMM for tracking program enrollments, progress, and outcomes.

Salesforce Documentation on Program Management Module: Provides detailed instructions on setting up and using PMM for managing educational programs.

NEW QUESTION # 89

A system admin uploaded a .CSV file using the Data Import Wizard with the NPSP Data Importer. The Mailing Street address field was mapped, but the admin noticed the field was Wizard on all of the records after the import completed. What is a likely cause?

- A. The column contained incomplete data.
- B. The mapped Salesforce ID was inappropriate for the record type.
- C. There were more than 65 columns in the CSV file.
- D. There were validation rules for the missing field.

Answer: A

Explanation:

When using the Data Import Wizard with the NPSP Data Importer and noticing that the Mailing Street address field was missing on all records after import, one likely cause is incomplete data in the CSV file. Here's a detailed explanation:

Check the CSV File:

Open the CSV file that was uploaded.

Verify if the Mailing Street address column contains complete and properly formatted data for all rows.

Ensure Completeness:

Ensure that there are no missing values or improperly formatted addresses in the Mailing Street column.

Even a single missing value can cause the entire column to be skipped during import.

Re-import Data:

Correct any incomplete or missing data in the CSV file.

Use the Data Import Wizard again to re-import the corrected file.

Verify Field Mappings:

During the import process, ensure that the Mailing Street field is correctly mapped to the appropriate Salesforce field.

By ensuring the completeness and correctness of the data in the CSV file, you can avoid issues where fields are missing after import.

Salesforce Data Import Wizard Guide: Data Import Wizard.

NEW QUESTION # 90

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