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Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q167-Q172):

NEW QUESTION # 167

A nonprofit created a custom Opportunity Name for all In-kind gifts.
Which two considerations should the consultant discuss with the nonprofit?
Choose 2 answers

- A. The nonprofit should change existing Opportunities to the new naming convention by running the Refresh All Opportunity Names utility.
- B. The Opportunity Name Format will only be applied to new Opportunities of the matching record type.
- C. The nonprofit should change existing Opportunities to the new naming convention through an upsert.
- D. Click the Refresh Name button on one Opportunity record to update all relevant Opportunities.

Answer: A,B

Explanation:

When a nonprofit creates a custom Opportunity Name for all in-kind gifts, it is important to understand how this change impacts existing and new Opportunity records. The Refresh All Opportunity Names utility can be used to update the names of existing Opportunities to match the new naming convention. Additionally, the custom Opportunity Name Format will only apply to new Opportunities that match the specified record type.

Steps:

Update the Opportunity Name Format settings to reflect the new naming convention for in-kind gifts.

Use the Refresh All Opportunity Names utility to apply the new naming convention to existing Opportunities. This ensures consistency across all records.

Inform users that the new naming convention will only be automatically applied to new Opportunities created with the matching record type going forward.

Monitor the changes and verify that the updated names meet the nonprofit's requirements.

CertGod Nonprofit Cloud Consultant Guide: Provides guidance on updating Opportunity names and using utilities for bulk updates.

Salesforce Documentation on Opportunity Name Formats: Details the steps for configuring and applying custom naming conventions.

NEW QUESTION # 168

A nonprofit organization wants to manage its social media presence by being able to listen to what constituents are saying about the organization on social media, measure its impact, and manage it from a mobile app. What should the consultant recommend?

- A. Live Message
- **B. Social Studio**
- C. Pardot
- D. Google Analytics

Answer: B

Explanation:

For managing social media presence, listening to constituents, measuring impact, and managing activities from a mobile app, Salesforce's Social Studio is the recommended tool.

Social Studio Overview:

Social Studio is a powerful social media management tool within Salesforce.

It provides capabilities for social listening, publishing, engagement, and analytics across multiple social media platforms.

Features and Capabilities:

Social Listening:

Monitor social media channels for mentions, comments, and conversations about the organization.

Identify trends and sentiment to understand constituent engagement and feedback.

Publishing:

Schedule and publish content across multiple social media platforms.

Manage social media campaigns and track their performance.

Engagement:

Interact with constituents directly from the platform.

Manage responses and engage with the audience in real-time.

Analytics:

Measure the impact of social media activities.

Use dashboards and reports to gain insights into engagement, reach, and sentiment.

Mobile App Management:

Social Studio includes a mobile app that allows users to manage social media activities on the go.

This ensures that social media management is not limited to the desktop and can be handled efficiently from anywhere.

Implementation:

Set up Social Studio within the Salesforce environment.

Configure social media accounts and start tracking and managing social media activities.

CertGod Nonprofit Cloud Consultant study guide: "Social Studio".

NEW QUESTION # 169

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. Send List Email**
- B. Salesforce Engage
- C. Journeys
- D. Pardot

Answer: A

Explanation:

<https://powerofus.force.com/s/article/SFDO-BP-Pardot-Basics-for-Nonprofit-and-Education> The "Send List Email" feature in Salesforce is ideal for sending emails to multiple contacts directly from Salesforce without needing a separate email service provider. It also allows managing bounces, resending emails, and tracking email history on Contact records.

Send List Email Overview:

This feature enables users to send emails to a list of contacts, leads, or campaign members directly from Salesforce.

It supports email templates and provides tracking capabilities.

Steps to Use Send List Email:

Step 1: Navigate to the Contacts or Leads tab.

Step 2: Create a list view that includes the contacts you want to email.

Step 3: Select the "Send List Email" button.

Step 4: Choose an email template, compose the email, and send it.

Managing Bounces and Send History:

Bounces: Salesforce tracks email bounces, and you can view bounce details on the individual contact records.

Send History: The history of sent emails, including opens and clicks, is tracked and visible on the Contact records.

Benefits:

Integrated Solution: No need for external email service providers.

Efficiency: Quickly send emails to multiple recipients and manage communications directly within Salesforce.

Tracking: Monitor email performance and follow up as needed.

CertGod Nonprofit Cloud Consultant study guide: "Send List Email".

NEW QUESTION # 170

A nonprofit is getting ready to go live with its Nonprofit Cloud implementation.

Which two sandbox configuration options can the consultant create to ensure effective user acceptance testing and training?

Choose 2 answers

- **A. Full Data Sandbox**
- B. Developer Pro Sandbox
- C. Developer Sandbox
- **D. Partial Data Sandbox**

Answer: A,D

Explanation:

To ensure effective user acceptance testing and training before going live with its Nonprofit Cloud implementation, a nonprofit can use the following sandbox configuration options:

Partial Data Sandbox:

This sandbox type includes a subset of the production data, which is useful for testing with realistic data without the need for a full copy of the production environment. It provides a balance between data availability and cost.

Full Data Sandbox:

This sandbox is a complete copy of the production environment, including all data and metadata. It is ideal for thorough testing and training, as it replicates the production environment exactly. This ensures that users are trained on an environment that mirrors the live system.

NEW QUESTION # 171

How can a gift officer determine if an acknowledgment letter was sent for a donation?

- A. Check the Status picklist value on the Task object.
- B. Check the Acknowledgement Status picklist value on the Contact object.
- **C. Check the Acknowledgement Status picklist value on the Opportunity object.**
- D. Check if the Campaign Member status is set to "Acknowledged".

Answer: C

Explanation:

To determine if an acknowledgment letter was sent for a donation, the best approach is to check the "Acknowledgement Status" picklist value on the Opportunity object. Here's how you can do it:

Navigate to the Opportunity Object:

Go to the App Launcher and find Opportunities.

Add the Acknowledgement Status Field:

Ensure that the "Acknowledgement Status" field is included in the Opportunity page layout.

Navigate to Setup.

In the Object Manager, select Opportunity.

Go to Page Layouts and add the "Acknowledgement Status" field to the relevant layout if it is not already there.

Review the Acknowledgement Status:

Open the Opportunity record for the donation in question.

Look for the "Acknowledgement Status" field to see if it indicates that the acknowledgment letter has been sent.

Automate Tracking (Optional):

Use workflows or Process Builder to update the "Acknowledgement Status" automatically when certain conditions are met, such as when a task related to sending an acknowledgment letter is marked complete.

Salesforce Nonprofit Success Pack (NPSP) Documentation: Managing Acknowledgments Salesforce Trailhead: Opportunities and Donations

NEW QUESTION # 172

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