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To become a Salesforce Certified Nonprofit Cloud Consultant, one must have knowledge of various Salesforce products such as Sales Cloud, Service Cloud, Marketing Cloud, and Nonprofit Cloud. They should also have an understanding of nonprofit industry-specific requirements, fundraising strategies, and donor management. The Nonprofit-Cloud-Consultant Certification Exam consists of 60 multiple-choice questions that must be completed within 105 minutes. To pass the exam, candidates must answer 65% of the questions correctly. Salesforce Nonprofit Cloud Consultant certification is a valuable credential for nonprofit professionals who want to boost their career prospects and demonstrate their expertise in the Salesforce ecosystem.

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Salesforce Certified Nonprofit Cloud Consultant Exam Sample Questions (Q172-Q177):

NEW QUESTION # 172

The program team at a nonprofit organization has identified a best practice for a set of activities and tasks that help participants achieve their intermediary and top milestones and goals.

Program Managers must be able to assign these standardized processes to the participant but must have the flexibility to edit the processes for each individual case.

What should be used?

- **A. Care Plan Templates**
- B. Milestones and Life Events
- C. Record-Triggered Flows

Answer: A

NEW QUESTION # 173

A nonprofit wants to manage incoming donations, and provide a portal for its constituents and staff members.

The nonprofit also wants to create a new web experience for constituents.

Which solution should a consultant recommend?

- **A. NPSP with Experience Cloud**
- B. NPSP with Program Management Module
- C. NPSP with Accounting Subledger
- D. NPSP with Account Engagement

Answer: A

Explanation:

To manage incoming donations, provide a portal for constituents and staff members, and create a new web experience for constituents, a consultant should recommend:

* NPSP with Experience Cloud:

* Experience Cloud (formerly known as Community Cloud) enables nonprofits to build branded portals for their constituents and staff. It facilitates creating a self-service portal, donation management, and community engagement all in one platform.

Reference: NGO_Ebook_CRMForGood_APAC_R3_jc.pdf, pages 7-8, details the use of Experience Cloud for enhanced engagement and service delivery, indicating it as a suitable solution for creating new web experiences for constituents.

NEW QUESTION # 174

A system admin is trying to figure whether the nonprofit's internal release schedule conflicts with either Salesforce.com or Salesforce.org major releases.

What are two facts about Salesforce.org major releases the consultant could share with the admin?

Choose 2 answers

- **A. The Salesforce.org release schedule can be found on the SFDO Major Release Announcements group.**

- B. Salesforce.org major releases follow the same schedule as Salesforce.com releases.
- C. The Salesforce.org release schedule can be found on the Salesforce Trust website.
- D. Salesforce.org major releases arrive approximately one month after Salesforce.com releases.

Answer: C

NEW QUESTION # 175

A nationally federated nonprofit is implementing a single Salesforce org to provide shared fundraising services to its four regional affiliates. Each affiliate and the national nonprofit must see only its own donor data.

Which Salesforce feature would enable this level of record access?

- A. Record Types
- B. Divisions
- C. Role Hierarchy
- D. Criteria-based sharing

Answer: D

Explanation:

To provide each affiliate and the national nonprofit the ability to see only its own donor data in a single Salesforce org, the consultant should use Criteria-based Sharing. Here's why:

Criteria-based Sharing:

This feature allows for defining sharing rules based on specific criteria, such as record ownership or certain field values.

By setting up criteria-based sharing rules, each affiliate and the national nonprofit can be restricted to viewing only the records that meet the specified criteria, such as records tagged with their specific region or affiliate identifier.

Reference:

Salesforce Sharing and Visibility Guide

Salesforce Criteria-based Sharing Rules Documentation

NEW QUESTION # 176

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

Answer: A

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.

References:

Salesforce Nonprofit Success Pack Documentation

Salesforce Trailhead: Merge Duplicate Records in Nonprofit Success Pack

