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Salesforce Nonprofit-Cloud-Consultant Certification is an excellent way for professionals to showcase their skills and knowledge in using Salesforce to support nonprofit organizations. Whether you are a nonprofit professional seeking to advance your career or a consultant looking to expand your portfolio, this certification can be a valuable asset in achieving your goals.

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## How can you start preparation for Nonprofit Cloud Consultant Certification Exam

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The Salesforce Nonprofit Cloud Consultant program is intended for consultants who have experience in implementing Salesforce Nonprofit Cloud solutions in a customer-oriented role. The target audience has a proven track record in installing and configuring the Salesforce nonprofit cloud. The Salesforce nonprofit cloud consultant must have the ability to design and implement nonprofit cloud solutions that meet customers' business requirements, are manageable and scalable, and contribute to customers' long-term success.

Salesforce Nonprofit-Cloud-Consultant Certification Exam is a valuable credential for professionals in the nonprofit industry who

want to demonstrate their expertise in working with Salesforce's Nonprofit Cloud solution. It can help you advance your career, expand your professional network, and enhance your skills and knowledge in nonprofit operations and technology.

## Salesforce Certified Nonprofit Cloud Consultant Exam Sample Questions (Q82-Q87):

### NEW QUESTION # 82

The program manager of an after-school program wants to pull a report that shows all students in the program and their primary parent/guardian with the parent/guardian's cell phone and email. The nonprofit is using NPSP.

Which custom report type should the consultant use to create the report?

- A. Contacts with or without Service Participants
- B. Program Engagements with or without Household Account
- C. Contacts with or without Relationships
- D. Service Participants with or without Program Engagement

**Answer: C**

Explanation:

To pull a report showing all students in the program and their primary parent/guardian with the parent/guardian's cell phone and email, the consultant should use the "Contacts with or without Relationships" custom report type:

Custom Report Type:

Create a custom report type for "Contacts with or without Relationships." This report type allows you to include related records, such as relationships between students (Contacts) and their primary parent/guardian.

Include Relevant Fields:

In the report, include fields for the student (Contact Name), their primary parent/guardian (related Contact), and the parent/guardian's cell phone and email.

Use the Relationships object to link students to their primary parent/guardian.

Filters and Sorting:

Apply necessary filters to ensure only relevant records are included.

Sort and group the data as needed to provide a clear view of students and their primary parent/guardian information.

Reference:

Salesforce Help: Custom Report Types

Nonprofit Success Pack (NPSP) Documentation: Managing Relationships

### NEW QUESTION # 83

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 Data Sources
- C. Configure External Objects
- D. Implement Salesforce Canvas

**Answer: D**

Explanation:

When a nonprofit organization needs to integrate external third-party applications into the Salesforce user interface while maintaining a seamless "single pane of glass" experience, Salesforce Canvas is the specialized tool designed for this purpose.

How Salesforce Canvas Works:

\* Application Encapsulation: Canvas allows a consultant to take an existing external web application (such as a legacy accounting tool, a specialized document management system, or a custom program tracking app) and "embed" it directly within Salesforce.

\* Authentication and Identity: Unlike a simple <iframe>, Canvas provides a secure way to handle authentication. It can pass the current Salesforce user's identity and session information to the external app, enabling Single Sign-On (SSO). This means staff don't have to log in a second time.

\* Bi-directional Communication: Canvas provides a JavaScript API that allows the external application to communicate with the Salesforce record it is sitting on. For example, an external billing app embedded on a Person Account page can "read" the Account ID and "write" a status update back to Salesforce.

\* Placement: The consultant can place the Canvas app in the Utility Bar, as a tab on a record page, or even within a Chatter feed.

Why other options are incorrect:

\* External Objects/Data Sources (Option A & B): These are part of Salesforce Connect. They are used to view and query external data as if it were stored in Salesforce tables, but they do not provide a way to "use" the full interface and logic of the external application itself.

\* Distributed Marketing (Option D): This is a specific tool for Marketing Cloud integration and has no relation to general application embedding.

By implementing Salesforce Canvas, the consultant ensures that staff remain productive within the Salesforce ecosystem while still having full access to the external tools necessary for their daily mission-driven work.

#### NEW QUESTION # 84

A finance associate needs to track specific funds associated with gifts from individuals and organizations. Gifts may be received as either single amounts associated with one or more funds, and totals by fund will need to be reported on for reconciliation with a finance system.

How should the consultant accomplish this with NPSP?

- A. Create Campaign records for each of the funds, create a custom Lookup to Campaigns on the Payment Object, and associate them with Payment records representing the amounts towards each fund.
- B. Create Campaign records for each of the funds, and associate them with the Opportunity Primary Campaign field on the Opportunity records representing the amounts towards each fund.
- C. Create a custom multi-select picklist on the Opportunity record to allow for choosing each of the funds towards which the gift is designated.
- **D. Create General Accounting Unit records for each of the funds, and associate them with the Opportunity by GAU Allocation record amounts representing the amounts towards each fund.**

**Answer: D**

Explanation:

To track specific funds associated with gifts from individuals and organizations in NPSP, the consultant should create General Accounting Unit (GAU) records for each of the funds and associate them with the Opportunity by GAU Allocation record amounts.

Steps:

Log in to Salesforce: Access the Salesforce org with NPSP installed.

Create GAU Records:

Navigate to the App Launcher and search for "General Accounting Units".

Click "New" to create a new GAU record for each fund.

Fill in the necessary details such as GAU Name, Description, and any other relevant information.

Save the GAU records.

Associate GAUs with Opportunities:

Navigate to the Opportunity related to the donation.

In the Opportunity record, find the "GAU Allocations" related list.

Click "New" to create a new GAU Allocation.

Select the appropriate GAU record from the lookup field.

Enter the allocation amount and any other necessary details.

Save the GAU Allocation record.

Reporting: Use standard or custom reports to track and report on GAU Allocations for reconciliation with the finance system.

Reference:

CertGod Nonprofit Cloud Consultant Guide

#### NEW QUESTION # 85

A user at a nonprofit is trying to run a mailing list report on a campaign using the NPSP Household Mailing List button. They receive an error saying, "the data you are trying to access is unavailable." The button works as expected for the system administrator.

What should the consultant advise to troubleshoot the issue?

- A. Check if the Campaign ID filter in the Campaign Household Mailing List report is unlocked.
- **B. Check if the user has access to the Apex Class for Manage Households.**
- C. Check if the user has access to Households via Role hierarchy.
- D. Check if the user has the View Reports in Public Folders system permission.

**Answer: B**

Explanation:

The error message "the data you are trying to access is unavailable" when running a mailing list report on a campaign using the NPSP Household Mailing List button likely indicates a permissions issue. Since the button works as expected for the system administrator, the issue is probably related to user permissions.

Apex Class Access (A): The most likely cause is that the user does not have access to the necessary Apex Class for Manage Households. Ensure that the user has the required permissions to access and execute this Apex Class.

Reference:

Salesforce Nonprofit Success Pack Documentation

Salesforce Help: Manage Apex Classes and Permissions

### NEW QUESTION # 86

A nonprofit wants to send monthly project updates to donors who have given 10 or more times. The nonprofit wants to add new donors who meet this criteria to the newsletter campaign.

How should a consultant ensure the campaign stays current?

- A. 1. Create a Report of Opportunities, grouped by Primary Contact, and add a filter to exclude donors who fail to meet the criteria. 2. Run the report each month and click the Add to Campaign button.
- B. 1. Create a list view of Opportunities and filter the list by Total Number of Gifts. 2. Run the list view each month and click the Add to Campaign button.
- **C. 1. Create a Contact report and filter by Total Number of Gifts. 2. Run the report each month and click the Add to Campaign button.**
- D. 1. Add standard roll-up fields to the Contact record to calculate total number of gifts. 2. Run the report each month filtered by this roll-up and click the Add to Campaign button.

**Answer: C**

Explanation:

To ensure the campaign for monthly project updates to donors who have given 10 or more times stays current, the consultant should:

\* Create a Contact Report:

\* Create a report on the Contact object and include a filter to display only those contacts whose total number of gifts meets the criteria (10 or more).

\* This filter ensures that only the relevant donors are included in the report.

\* Run the Report Monthly:

\* Schedule or manually run the report each month to get the updated list of donors.

\* Use the "Add to Campaign" button to add the contacts from the report to the newsletter campaign, ensuring the campaign list stays current with donors who meet the criteria.

Salesforce Reporting Guide

Salesforce Campaign Management Guide

### NEW QUESTION # 87

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