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## Latest NP-Con-101 Exam Notes | Mock NP-Con-101 Exam

The PDF format is designed to use on laptops, tablets, and smartphones. It is an ideal format to prepare for the Salesforce Certified Nonprofit Success Pack Consultant (NP-Con-101) certification exam anywhere anytime. The customers can even store the NP-Con-101 Practice Test material in the form of printed notes because the PDF file is printable.

## Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q201-Q206):

### NEW QUESTION # 201

A nonprofit needs a marketing automation tool. They want to segment and target supporters over time, based on the supporters' engagement and how they interact with the nonprofit's emails. The nonprofit needs to create emails using Lightning Email Templates. Which marketing automation tool should a consultant recommend?

- A. Pardot
- B. Email Studio
- C. Salesforce Flow
- D. List Emails

**Answer: A**

Explanation:

<https://www.salesforce.org/blog/how-nonprofits-can-use-pardot-for-moves-management/> To address the nonprofit's need for a marketing automation tool that allows for segmentation, targeting, and email creation using Lightning Email Templates:

Choose Pardot:

Pardot is Salesforce's marketing automation solution designed to handle sophisticated email marketing, segmentation, and engagement tracking.

Set Up Pardot:

Ensure Pardot is integrated with Salesforce.

Configure user permissions and roles in Pardot.

Connect Pardot to the Salesforce CRM to synchronize data between the two platforms.

Segment and Target Supporters:

Use Pardot's segmentation tools to create lists based on supporter engagement and interactions.

Set up dynamic lists that automatically update based on predefined criteria such as email opens, clicks, and website visits.

Create Emails with Lightning Email Templates:

Utilize Lightning Email Templates in Pardot to design and personalize emails.

Use drag-and-drop features to build responsive email templates without needing HTML knowledge.

Track Engagement:

Implement Pardot's engagement tracking to monitor how supporters interact with emails.

Use Pardot's scoring and grading system to prioritize leads based on their engagement and fit with your nonprofit's goals.

Analyze and Optimize:

Use Pardot's analytics and reporting tools to measure the effectiveness of your campaigns.

Continuously refine your segmentation and targeting strategies based on data insights to improve engagement and conversion rates.

By using Pardot, the nonprofit can effectively segment its audience, target them with personalized email campaigns, and track engagement over time, enhancing their overall marketing efforts.

Salesforce Pardot documentation on segmentation and email marketing

CertGod Nonprofit Cloud Consultant guide

### NEW QUESTION # 202

A case manager wants to assign a group of services to a client.

What should the consultant ensure is configured prior to the case manager using the Case Plan Wizard?

- A. A Program with Goals and Action Item Templates
- B. A Program with Goals
- C. A new Case Plan
- D. A Program with Action Item Templates

**Answer: A**

Explanation:

To ensure a case manager can assign a group of services to a client using the Case Plan Wizard, the following configuration is required:

Program with Goals and Action Item Templates:

A program in Salesforce should be configured with defined goals and action item templates.

Goals represent the objectives for the client, and action item templates provide the specific tasks or services that need to be delivered.

Steps to Configure:

Navigate to the Program Management Module in Salesforce.

Create or update the program to include the relevant goals that outline the objectives for the clients.

Define action item templates that detail the services or tasks that will help achieve these goals.

Using the Case Plan Wizard:

The Case Plan Wizard utilizes these predefined goals and action item templates to create a structured case plan for the client.

The case manager can select the appropriate goals and action items from the templates during the case plan creation process.

By having a program with goals and action item templates configured, the nonprofit ensures that case managers can efficiently assign and manage services for their clients.

Salesforce Help: Program Management Module

Nonprofit Success Pack (NPSP) Documentation: Configuring Goals and Action Items

### NEW QUESTION # 203

A nonprofit using NPSP wants to track fundraising, courses, and training participation in Salesforce.

What should the consultant discuss with the nonprofit?

- A. Add Volunteers for Salesforce to track courses and training participation.
- B. Add Program Management Module to track courses and training participation.
- C. Use Engagement Plans for donor engagement that includes courses and training participation.
- D. Use Education Data Architecture to track fundraising, courses, and training participation.

**Answer: B**

Explanation:

The Program Management Module (PMM) in Salesforce is designed to help nonprofits manage their programs and services, including tracking participation in courses and training. PMM provides the necessary tools and features to capture and report on the various activities and outcomes associated with the programs run by the nonprofit.

#### Key Features:

Service Delivery Tracking: PMM allows for detailed tracking of services provided, including courses and training sessions.

Customizable Program Management: Nonprofits can configure PMM to meet their specific needs for managing programs and tracking participant engagement.

#### Steps to Implement PMM:

##### Install PMM:

Go to the Salesforce AppExchange and install the Program Management Module.

##### Set Up Programs and Services:

Define programs and related services within PMM to reflect the courses and training offerings.

##### Track Participation:

Use the PMM features to log and manage participant data, track attendance, and monitor outcomes.

Salesforce Program Management Module Documentation

Salesforce Trailhead: Program Management for Nonprofits

Note: While the Education Data Architecture (EDA) is tailored for educational institutions and managing student data, it is not specifically designed for nonprofits focusing on fundraising and program management like NPSP and PMM. Therefore, PMM is the more appropriate solution for tracking courses and training participation alongside fundraising activities in a nonprofit context.

### NEW QUESTION # 204

A nonprofit sends direct mail appeals via a third-party mail house. The nonprofit pulls a report from NPSP to send to the mail house with address information for each constituent who should receive an appeal. Some constituents prefer to receive mail at an address other than their primary household address.

How should a consultant access a list of those who do not reside at their household mailing address?

- A. Create a Contacts and Accounts report and add a filter for Address Override = True.
- B. Create a Contacts and Accounts report and add a filter for Primary Address Type - Other.
- C. Create a custom report type for Addresses and a filter for Address Override = True.
- D. Create a Campaign and run the Household Mailing List report.

#### Answer: A

##### Explanation:

<https://powerofus.force.com/s/article/NPSP-Override-the-Default-Address-for-a-Contact> To access a list of constituents who do not reside at their household mailing address, you should create a report with the following steps:

Create a New Report:

Navigate to the Reports tab in Salesforce.

Click on "New Report."

Select Report Type:

Choose "Contacts & Accounts" as the report type.

Add Filters:

Add a filter for "Address Override" and set it to "True."

This filter will include only those constituents whose mailing address is overridden to a different address than their primary household address.

Customize Report Columns:

Include relevant columns such as Contact Name, Household Name, and Address details in your report.

Run and Save the Report:

Run the report to ensure it captures the correct data.

Save the report for future use and sharing with the mail house.

By filtering the Contacts and Accounts report for Address Override = True, you can easily access and export a list of constituents who prefer to receive mail at a different address.

Salesforce documentation on creating and customizing reports.

Nonprofit Success Pack (NPSP) documentation on Address Management and Overrides.

### NEW QUESTION # 205

A consultant is training a system admin to prepare for a new release of a particular open source Nonprofit Cloud product.

Where are two places the system admin should look for release notes on the product?

Choose 2 answers

- A. The Salesforce Trust website.

- B. The Nonprofit Hub group in the Trailblazer Community.
- C. The Nonprofit Cloud release announcement group in the Trailblazer Community.
- D. The product's GitHub repository release page.

**Answer: B,D**

Explanation:

To prepare for a new release of an open-source Nonprofit Cloud product, the system admin should check the following sources for release notes:

Nonprofit Hub Group in the Trailblazer Community:

The Trailblazer Community is a rich resource for Salesforce users, including non-profits. The Nonprofit Hub group frequently posts updates, discussions, and release notes related to Nonprofit Cloud products.

This group can be accessed by logging into the Trailblazer Community and searching for "Nonprofit Hub." GitHub Repository Release Page:

For open-source products, the official GitHub repository is a primary source for release notes. The release page on GitHub will have detailed notes about new features, bug fixes, and enhancements.

To access, navigate to the product's GitHub repository and click on the "Releases" tab.

Trailblazer Community: Nonprofit Hub Group

GitHub: Product's repository release page

## NEW QUESTION # 206

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