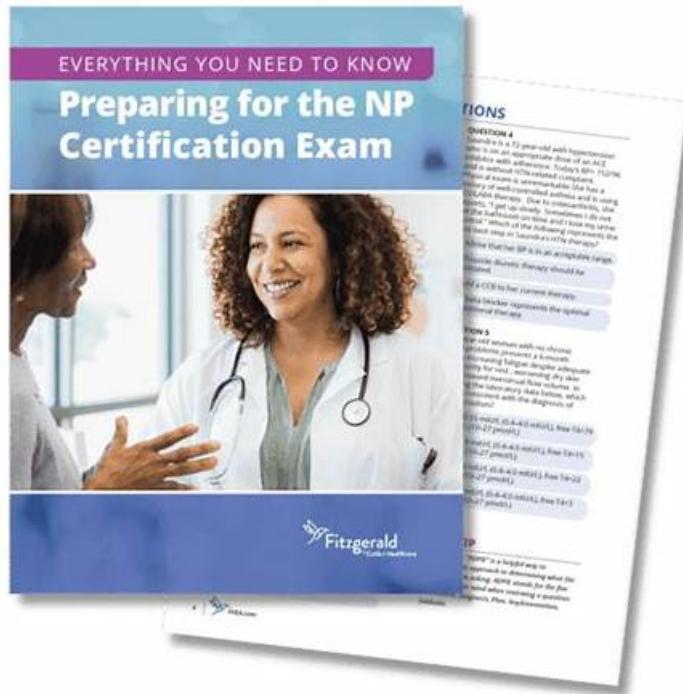


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Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q237-Q242):

NEW QUESTION # 237

A nonprofit organization has a large number of duplicate contacts the consultant needs to clean up. What should the consultant

recommend to handle duplicate clean up in bulk?

- A. Salesforce Duplicate Management
- **B. Third party app from the AppExchange**
- C. Salesforce Data Loader
- D. NPSP Contact Merge

Answer: B

Explanation:

To handle duplicate cleanup in bulk for a nonprofit organization:

Third Party App from the AppExchange: There are several apps available on the Salesforce AppExchange specifically designed for bulk duplicate management and cleanup. These apps offer advanced features for identifying and merging duplicate contacts efficiently.

Ease of Use: These third-party apps provide user-friendly interfaces and automated processes to manage duplicates, making the cleanup process more efficient and less error-prone compared to manual methods.

Using a third-party app ensures a thorough and systematic approach to duplicate management.

Salesforce AppExchange: Duplicate Management Apps

Salesforce Trailhead: Managing Duplicate Records in NPSP

NEW QUESTION # 238

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

Answer: C

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 # 239

A nonprofit organization has a large volume of donation and payment data that it wants to migrate to its NPSP org. Which two large volume data considerations should the consultant discuss with the nonprofit organization? Choose 2 answers

- **A. Data skew**
- B. Code coverage
- **C. Data storage limits**
- D. API call limits

Answer: A,C

Explanation:

When migrating a large volume of donation and payment data into an NPSP org, the consultant should discuss the following

considerations with the nonprofit organization:

Data Storage Limits:

Salesforce has data storage limits based on the type and edition of the Salesforce instance.

It is important to calculate the volume of data being imported and ensure it does not exceed the available storage.

If necessary, consider purchasing additional data storage or archiving old records to free up space.

Data Skew:

Data skew occurs when a large number of child records are associated with a single parent record.

This can impact performance and cause issues with sharing rules and data visibility.

Plan the data import to distribute records evenly and avoid creating data skew, particularly with high-volume objects like Contacts and Accounts.

By addressing these considerations, the nonprofit can ensure a smooth and efficient data migration process while maintaining optimal system performance and compliance with Salesforce limits.

Salesforce Documentation: Data Storage Allocations

Salesforce NPSP Documentation: Data Import Best Practices

NEW QUESTION # 240

When a system admin for a nonprofit tries to import data into the NPSP Data Import Object, the error message: "The matching field you chose (Record ID) is not mapped and is required for an Update and Insert operation" appears.

What are two actions the system admin can take to resolve the error?

Choose 2 answers

- A. Select the appropriate Record ID in the Salesforce Data Import Wizard.
- B. Select --None-- for all matching fields if the admin is using the Salesforce Data Import Wizard.
- C. Select "Upsert" if the admin is using the Salesforce Data Loader.
- D. Select "Insert" if the admin is using the Salesforce Data Loader.

Answer: A,C

Explanation:

<https://developer.salesforce.com/forums/?id=9060G00000017sYQAS> , and "D". (When importing data into the NPSP Data Import Object, if the error message indicates that the Record ID field is not mapped, the system admin should ensure that the appropriate mapping is set up and use the correct operation for the data loader.

Select the Appropriate Record ID (A):

In the Salesforce Data Import Wizard, ensure that the Record ID field is correctly mapped. This field is required for updating existing records or ensuring data integrity.

Select "Upsert" Operation (C):

When using the Salesforce Data Loader, choose the "Upsert" operation. This allows the system to insert new records or update existing ones based on the Record ID or an external ID, ensuring that duplicates are avoided and data is accurately imported.

Steps to Resolve:

Check Field Mapping:

Verify that the Record ID field is mapped correctly in the import wizard or data loader.

Choose Upsert Operation:

If using the Data Loader, select the "Upsert" option to handle both insertions and updates.

Salesforce Nonprofit Success Pack Documentation

Salesforce Trailhead: Import Data for Nonprofits

NEW QUESTION # 241

A nonprofit is moving from a legacy donor management system to NPSP. The nonprofit wants to retain the legacy system's 150 donation appeal source codes as historical data.

What should the consultant recommend?

- A. Create a custom object "Legacy Source Code" and map a lookup field on Contacts and Opportunities when importing donations.
- B. Create a custom text field "Legacy Source Code" on Contact and Opportunity to store the legacy system's source codes.
- C. Add each legacy source code to the Lead Source picklist and set the code when inserting Contacts and Opportunities.
- D. Insert a Campaign for each Legacy Source code and, when importing Contacts and Opportunities, relate them to the Campaign.

Answer: D

Explanation:

To retain the legacy system's 150 donation appeal source codes as historical data in NPSP, you should follow these steps:

Create Campaigns for Each Legacy Source Code:

Navigate to the Campaigns tab in Salesforce.

Create a new Campaign for each of the 150 legacy source codes.

Name the Campaigns according to the source codes for easy identification.

Prepare Your Import Data:

Ensure that your import data includes a column for Campaigns, where you can map each donation to the corresponding legacy source code Campaign.

Import Contacts and Opportunities:

Use the Data Import Wizard or Data Loader to import your Contacts and Opportunities.

During the import process, map the source code field in your data to the appropriate Campaign in Salesforce.

Relate Contacts and Opportunities to Campaigns:

Ensure that each Contact and Opportunity record is related to the correct Campaign representing the legacy source code.

By organizing your legacy source codes into Campaigns and mapping your import data accordingly, you can effectively retain and manage historical donation appeal source codes in NPSP.

Nonprofit Success Pack (NPSP) Data Import documentation.

Salesforce documentation on Campaigns and data import processes.

NEW QUESTION # 242

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