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Salesforce Nonprofit-Cloud-Consultant (Salesforce Certified Nonprofit Cloud Consultant (SP20)) is an exam designed for individuals who want to demonstrate their expertise in Salesforce Nonprofit Cloud. Nonprofit-Cloud-Consultant exam is intended for those who have a deep understanding of the nonprofit sector and are familiar with Salesforce Nonprofit Cloud's various features and functionalities. The Nonprofit-Cloud-Consultant certification is a great way to demonstrate your knowledge and commitment to the nonprofit sector.

Salesforce Nonprofit Cloud Consultant certification is a sought-after credential for nonprofit professionals who want to enhance their knowledge and skills in using Salesforce. It is specifically designed for individuals who work in the nonprofit sector and want to leverage the power of Salesforce to improve their operations and achieve their goals. Salesforce Certified Nonprofit Cloud Consultant Exam certification is designed to test the candidate's knowledge in areas such as nonprofit management, fundraising, volunteer management, program management, and data management.

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Salesforce Nonprofit-Cloud-Consultant (Salesforce Certified Nonprofit Cloud Consultant (SP20)) Exam is a certification program that is designed specifically for professionals who are interested in working with nonprofit organizations. Salesforce Certified Nonprofit Cloud Consultant Exam certification program is offered by Salesforce, which is a renowned software company that provides customer relationship management (CRM) solutions to businesses and organizations. Salesforce Nonprofit Cloud is a CRM platform that is specifically designed for nonprofits. The platform provides a set of tools and features that are tailored to meet the needs of nonprofit organizations.

Salesforce Certified Nonprofit Cloud Consultant Exam Sample Questions (Q116-Q121):

NEW QUESTION # 116
A nonprofit organization has been informed of a deceased donor and wants to ensure that the donor no longer appears on any mailing lists. Which action should the nonprofit organization take on the donor's contact record?

- A. Select the Deceased field
- B. Delete the values in the phone and email fields
- C. Delete the Contact record
- D. Select the Do Not Email, Do Not Contact, and Email Opt Out fields

Answer: A

Explanation:
To ensure that a deceased donor no longer appears on any mailing lists, the nonprofit organization should select the "Deceased" field on the donor's contact record. Here's how to do it:
Navigate to the Contact Record:
Go to the Contacts tab in Salesforce.
Search for and open the donor's contact record.
Select the Deceased Field:
Locate the "Deceased" checkbox on the contact record.
Check the box to mark the contact as deceased.
Verify Exclusion from Mailing Lists:
Ensure that automated workflows and processes exclude contacts marked as deceased from email and mailing lists.
Review and update any relevant segments or mailing lists to remove the deceased donor.
This action preserves the donor's history in Salesforce while ensuring they are no longer included in future communications.
Reference:
Salesforce NPSP Documentation: Managing Contact Records
Salesforce Trailhead: Nonprofit Success Pack (NPSP) Basics

NEW QUESTION # 117
A user has reported an error when trying to merge two contacts using NPSP Contact Merge tab.
Which two issues are the likely cause of the problem?
Choose 2 answers

- A. The NPSP Duplicate Rule was set to Warn instead of auto-merge.
- B. A unique external Id was kept from the non-master contact.
- C. The user needs to have delete access to the contacts being merged.
- D. The contacts must be in the same household to merge.

Answer: C,D

Explanation:
(https://trailhead.salesforce.com/en/content/learn/modules/contact-and-account-settings-in-nonprofit-success-pack/merge-duplicate-contacts-and-accounts-npsp)

NEW QUESTION # 118
A consultant is setting up several integrations for a nonprofit.
What strategy could the consultant implement to help prevent interruptions between the integration and Salesforce?

- A. Use the System Admin's user account for integrations.
- B. Create the integration using the SOAP API with My Domain enabled.
- C. Create a user account solely for integrations.
- D. Use the REST API with the REST Explorer to set up the integration.

Answer: C

Explanation:
To help prevent interruptions between integrations and Salesforce, creating a user account solely for integrations is a recommended strategy. Here's why and how to set it up:
Create a Dedicated Integration User:
Navigate to Setup > Users > Users.
Create a new user specifically for integration purposes.
Assign an appropriate profile with the necessary permissions for the integrations.
Benefits of a Dedicated Integration User:
Isolation of Permissions: The integration user can be given only the permissions required for the integrations, enhancing security.
Minimized Risk of Interruption: If individual user credentials are changed or users leave the organization, the integrations remain unaffected.
Audit and Monitoring: It is easier to monitor and audit integration activities when they are tied to a dedicated user account.
Set API Access for the Integration User:
Ensure that the profile assigned to the integration user has API access enabled.
Configure any necessary OAuth settings if using OAuth for authentication.
Test the Integration:
Use the integration user credentials to set up and test the integrations.
Ensure that the integrations are functioning correctly and that data is being transferred as expected.
By creating a dedicated integration user, you can ensure more stable and secure integration processes between Salesforce and other systems.
Reference:
Salesforce Integration Best Practices: Integration Best Practices.
Salesforce User Management Guide: User Management.
Top of Form
Bottom of Form

NEW QUESTION # 119
A consultant for a nonprofit needs to upload data that contains payments on existing opportunities in Salesforce using donation matching in the NPSP Data Importer.
After a gift is successfully matched to an existing record, which two updates may occur?
Choose 2 answers

- A. A Payment will be added to the Opportunity.
- B. The Opportunity amount will include the new payment amount.
- C. The open Payment will be marked as Paid.
- D. The Stage of the Opportunity will change to Closed/Won.

Answer: B,C

Explanation:
https://powerofus.force.com/s/article/NPSP-Configure-Data-Importer-Options

NEW QUESTION # 120

The development director at a nonprofit needs to track grant lifecycles using NPSP, including assigning actions to staff members, tracking applications, reporting deadlines, and summarizing the total amount awarded with payments. How should the consultant model payments, applications, reporting deadlines, and actions in NPSP for the grant seeking institution?

- A. Payments = Recurring Donations with Opportunities; Applications = Deliverables; Reporting deadlines = Deliverables; Actions = Activities
- B. Payments = Opportunities with Payments; Applications = Activities; Reporting deadlines = Activities
- C. Payments = Opportunities with Payments; Applications = Deliverables; Reporting deadlines = Deliverables; Actions = Activities

Answer: C

Explanation:
Tracking the "Grant Seeking" process in NPSP requires a specific mapping of business requirements to the NPSP data model. Unlike "outbound" grantmaking, "inbound" grant seeking uses the Opportunity object as the primary record for each grant proposal.
Mapping the Lifecycle:
* Applications & Reporting Deadlines (Deliverables): In NPSP, the Deliverable object is specifically designed to track milestones associated with a grant Opportunity. An "Application Submission" is a deliverable (the first milestone), and "Mid-Year Report" or "Final Report" are subsequent deliverables with specific due dates. This allows the development director to see a calendar of all upcoming grant requirements.
* Payments (Opportunities with Payments): While the Opportunity tracks the total amount awarded, the Payment object in NPSP tracks the actual cash coming in. Since grants are often paid in multiple installments (multi-year grants), using the related Payments list is the standard way to reconcile the total award against what has actually been deposited in the bank.
* Actions (Activities): Standard Salesforce Activities (Tasks and Events) are used to track the day-to- day engagement steps, such as "Draft Narrative," "Call Program Officer," or "Review Budget." These are the "internal" actions assigned to staff members.
Why other options are incorrect:
* Option A: Recurring Donations are for open-ended, sustaining gifts (like monthly donors), not for specific fixed-amount grant awards with a set payment schedule.
* Option C: Using Activities for reporting deadlines is a poor practice because activities are easily deleted or closed without the formal tracking and field-level detail (like "Grantee Requirements") that the Deliverable object provides.

NEW QUESTION # 121

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