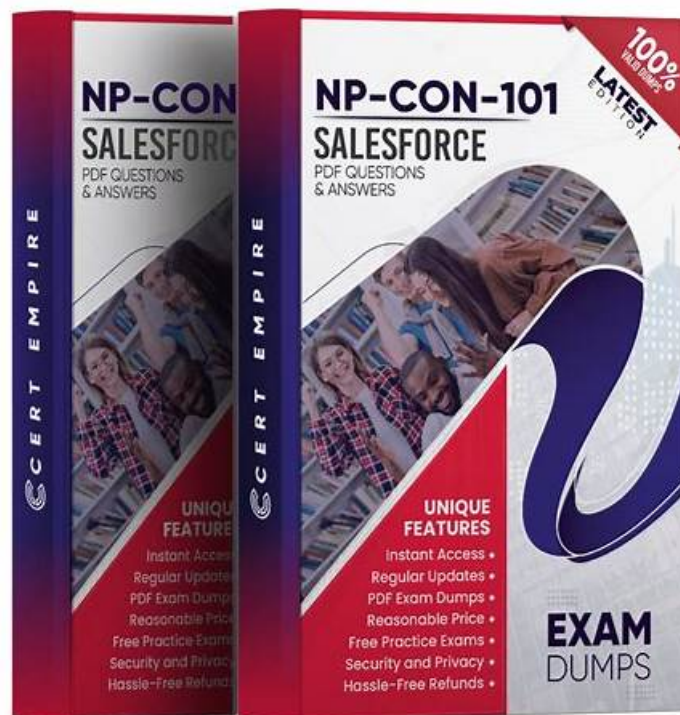


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Salesforce NP-Con-101 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Fundraising and Donation Management	22%	- Gift management and acknowledgement • 1. Receipting and acknowledgement processes • 2. Donation lifecycle tracking - Donation and payment processing • 1. Soft credits and matching gifts • 2. Payment gateway integration • 3. One-time and recurring donations

Topic 2: Nonprofit Success Pack Overview and Architecture	15%	- NPSP settings and configuration framework • 1. Package configuration options • 2. Global settings and customizations - NPSP core components and data model • 1. NPSP object structure and relationships • 2. Contact relationships and affiliations • 3. Household and account models
Topic 3: Reporting and Analytics	5%	- NPSP-specific reports and dashboards • 1. LYBUNT, SYBUNT, and giving reports • 2. Household and donor analytics
Topic 4: Solution Design and Implementation	20%	- Requirements gathering and solution design • 1. Declarative vs custom development • 2. Aligning NPSP features with nonprofit needs - Deployment and change management • 1. Governance and maintenance best practices • 2. Testing and deployment strategies
Topic 5: Program and Service Delivery	18%	- Program Management Module (PMM) • 1. Programs, engagements, and services • 2. Participant tracking and outcomes - Case management and client services • 1. Nonprofit Cloud Case Management integration • 2. Service delivery tracking
Topic 6: Data Management and Quality	15%	- Data import and export • 1. NPSP Data Import Tool vs Data Loader • 2. Bulk data operations - Duplicate management and data cleaning • 1. Matching rules and deduplication • 2. Data validation and governance

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Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q209-Q214):

NEW QUESTION # 209

A nonprofit admin needs to import lists of Contacts into Salesforce Campaigns regularly from CSV files using the NPSP Data Import tool.

What should the consultant consider when setting up this process for the nonprofit?

Choose 2 answers

- A. Existing Campaigns are matched by exact Name.
- B. NPSP Data Import Dry Run will validate Campaign Member Status.
- C. NPSP Data Import will automatically create the Campaign Member with the default Member Status.
- D. Respect Duplicate Matching Rules' should be checked in NPSP Settings.

Answer: A,C

Explanation:

When setting up the process for importing lists of Contacts into Salesforce Campaigns using the NPSP Data Import tool, it is essential to consider how Campaign Members are created and matched.

Key Considerations:

Automatic Campaign Member Creation (A):

The NPSP Data Import tool will automatically create Campaign Member records for the imported Contacts with the default Member Status. This helps streamline the process of adding members to campaigns.

Exact Name Matching (D):

Existing Campaigns in Salesforce are matched by exact Name. This means that the names in the CSV files must match the names of the Campaigns in Salesforce exactly for the import process to associate Contacts with the correct Campaigns.

Steps to Set Up:

Prepare CSV Files:

Ensure that the Campaign names in the CSV files exactly match the names of the Campaigns in Salesforce.

Include all necessary fields to map Contacts to Campaign Members.

Configure NPSP Data Import:

Navigate to NPSP Settings -> Data Import.

Ensure the settings align with the import requirements, including handling duplicates and respecting duplicate matching rules if enabled.

Perform Dry Run:

Use the NPSP Data Import Dry Run feature to validate the import configuration and ensure that the Campaign Member Status and other settings are correctly applied.

Salesforce Nonprofit Success Pack Documentation

Salesforce Trailhead: Import Data for Nonprofits

NEW QUESTION # 210

A nonprofit needs to load approximately 3 million records into Salesforce.

Which API will load the data in the most efficient manner?

- A. Streaming API
- B. Bulk API
- C. REST API
- D. SOAP API

Answer: B

Explanation:

For loading a large volume of records, such as approximately 3 million records, into Salesforce, the Bulk API is the most efficient method. The Bulk API is designed to handle large data sets by processing records asynchronously in batches, which reduces the load on Salesforce servers and ensures efficient data transfer. This API is optimized for data loading and extraction, making it ideal for high-volume data operations.

Salesforce Bulk API Developer Guide

Salesforce Nonprofit Cloud Data Import Best Practices

NEW QUESTION # 211

A system admin uploaded a .CSV file using the Data Import Wizard with the NPSP Data Importer. The Mailing Street address field was mapped, but the admin noticed the field was Wizard on all of the records after the import completed.

What is a likely cause?

- A. There were more than 65 columns in the CSV file.
- B. There were validation rules for the missing field.
- **C. The column contained incomplete data.**
- D. The mapped Salesforce ID was inappropriate for the record type.

Answer: C

Explanation:

When using the Data Import Wizard with the NPSP Data Importer and noticing that the Mailing Street address field was missing on all records after import, one likely cause is incomplete data in the CSV file. Here's a detailed explanation:

Check the CSV File:

Open the CSV file that was uploaded.

Verify if the Mailing Street address column contains complete and properly formatted data for all rows.

Ensure Completeness:

Ensure that there are no missing values or improperly formatted addresses in the Mailing Street column.

Even a single missing value can cause the entire column to be skipped during import.

Re-import Data:

Correct any incomplete or missing data in the CSV file.

Use the Data Import Wizard again to re-import the corrected file.

Verify Field Mappings:

During the import process, ensure that the Mailing Street field is correctly mapped to the appropriate Salesforce field.

By ensuring the completeness and correctness of the data in the CSV file, you can avoid issues where fields are missing after import.

Salesforce Data Import Wizard Guide: Data Import Wizard.

NEW QUESTION # 212

A member of the donation processing team wants to set up different batch data input configurations for different donation types.

Which feature should the consultant recommend to make processing different donation batches consistent?

- A. Engagement Plan Templates
- **B. Gift Entry Templates**
- C. Data Import Wizard
- D. Advanced Mapping

Answer: B

Explanation:

<https://powerofus.force.com/s/article/NPSP-Configure-Gift-Entry>

Gift Entry Templates in NPSP allow for the configuration of different batch data input settings for various types of donations. This feature ensures consistency and efficiency in processing different donation batches.

Steps:

Access the Gift Entry Templates in NPSP.

Create a new template for each type of donation batch that needs to be processed.

Configure the fields and layout for each template to match the specific data requirements of each donation type.

Save and publish the templates.

Use the templates when processing donation batches to ensure consistent data entry and processing.

CertGod Nonprofit Cloud Consultant Guide: Recommends using Gift Entry Templates for managing different donation types and ensuring consistent data processing.

Salesforce Documentation on Gift Entry Templates: Provides detailed instructions on creating and using Gift Entry Templates in NPSP.

NEW QUESTION # 213

A local community center provides health care services to eligible local residents. Staff currently triage patients through a series of qualifying questions that drive additional qualification questions. The center wants to extend triage capabilities to its volunteers to determine whether residents qualify for services. Service decisions need to be made immediately while the patient is interacting with the staff or volunteer.

Which solution should the consultant recommend?

- A. Use a Workflow Rule with Field Updates and Case Assignment Rules to triage and assign the case to the proper services queue.
- **B. Create a Flow to guide volunteers on triage screens, capture accurate data and generate a services decision.**
- C. Use Case records, Validation Rules and Process Builder to post case details to the central volunteer Chatter Group so all volunteers can collaborate on eligible services.
- D. Use a Standard Lightning Component to displaying custom fields from several objects and generate a services decision.

Answer: B

Explanation:

Salesforce Flows are ideal for guiding users through step-by-step processes, making them a perfect solution for triaging patients. By creating a flow, the nonprofit can ensure volunteers follow a consistent process, capture accurate data, and make immediate service decisions. Here's how to set this up:

Design the Flow:

Open Flow Builder from Setup.

Create a new Screen Flow.

Add Screens and Inputs:

Add screens with input fields for the qualifying questions.

Use Decision elements to branch the flow based on the answers provided.

Capture Data:

Use Assignment elements to store input data in variables.

Save data to Salesforce records as needed (e.g., Case or Custom Object records).

Generate Decision Outcomes:

Based on the data captured, use Decision elements to determine eligibility.

Display the outcome on a final screen or update a record with the decision.

Test and Deploy:

Test the flow thoroughly in Sandbox.

Deploy the flow to production and embed it in the relevant Lightning pages.

"Create a Simple Flow" from Salesforce Help: Create a Flow

"Guided Processes for Nonprofits" from Salesforce.org: Salesforce Flow for Nonprofits

NEW QUESTION # 214

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