

# Nonprofit-Cloud-Consultant questions and answers



## Nonprofit Cloud Consultant Questions and Answers Set

**01. The event manager for a nonprofit organization periodically imports a cleaned, structured list of event registrations. Now should the consultant set up the TDTM Trigger Handlers?**

- a) Disable Opportunity Contact Role trigger handlers.
- b) Disable TDTM for specific users.
- c) Disable the Trigger Handler using Apex instead of TDTM.
- d) Disable TDTM for all users.

**Answer: b**

**02. Why is the development manager unable to see the Template changes?**

- a) The development manager requires additional permissions for the new Engagement Plan Template changes.
- b) Changes to Engagement Plan Templates only affect new Engagement Plans.
- c) Engagement Plan Template changes need to propagate through the platform.
- d) Engagement Plan Template changes must be accepted by the user on the Template detail record first.

**Answer: b**

**03. How often are updates to the NPSP pushed to production orgs?**

- a) Three times per year
- b) Four times per year
- c) Once every two weeks
- d) Once every month

**Answer: c**

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## **Salesforce Certified Nonprofit Cloud Consultant Exam Sample Questions (Q20-Q25):**

### **NEW QUESTION # 20**

In the NPSP Data Import Template, the Account fields should contain which two types of information?  
Choose 2 answers

- A. Contact's address-related data
- B. **Business-related data**
- C. **Household-related data**
- D. Contact's employer-related data

**Answer: B,C**

Explanation:

The NPSP Data Import Template is a "flat file" structure designed to populate multiple objects in the NPSP data model simultaneously. Because NPSP uses a "Household-centric" model but also supports corporate and foundation giving, the Account fields in the template serve a dual purpose depending on the record being imported.

\* Business-related data (A): If the nonprofit is importing donations from a corporation, foundation, or local business, the "Account" fields in the template (such as Account Name, Account Phone, etc.) are used to create or match an Organization Account. This allows the consultant to track the entity's history and give them "Hard Credit" for their donations.

\* Household-related data (B): If the nonprofit is importing individual donors, the Account fields are used to define the Household Account. For example, if the template specifies "The Smith Household" in an Account field, NPSP logic will use that data to name the household record it creates for the associated contacts.

\* Address Logic (C): While addresses are part of an account, in the NPSP Data Importer, address data is typically handled by specific Address fields that NPSP then intelligently routes to the Household or the Contact record.

\* Employer Logic (D): Tracking an employer is usually handled via Affiliations. While the employer is an Account, the template has specific "Home" vs. "Work" logic to handle these relationships separately from the primary account being created.

In summary, the Account columns in the CSV template are the landing spot for any data related to the "Institutional" or "Household" entity that owns the donation or contains the contact.

### **NEW QUESTION # 21**

The System Administrator at a nonprofit organization is assigning permission sets to users for the organization's new Nonprofit Cloud implementation. The organization needs some of its staff to have read- only access to the Fundraising and Grantmaking objects. What should the Administrator use to limit the access?

- A. Muting permission sets
- B. Sharing Rules
- C. **Restriction Rules**

**Answer: C**

### **NEW QUESTION # 22**

A social services nonprofit organization wants to track the conversations and collaborations that occur during meetings related to cases they are managing. The organization wants to use Compliant Data Sharing to maintain the confidentiality of the data tracked in the notes. Which Nonprofit Cloud object should the organization use for tracking?

- A. Activities
- B. **Interaction Summaries**
- C. Standard Notes

**Answer: B**

Explanation:

In sensitive social service contexts-such as counseling sessions or legal aid consultations-the notes taken during a meeting often

contain highly confidential information that should not be visible to every user in the Salesforce org. The Interaction Summary object (and its parent, the Interaction object) is specifically designed to meet this requirement in the modern Nonprofit Cloud.

Key Benefits of Interaction Summaries:

- \* Structured Note Taking: Unlike standard Notes, which are essentially free-form text blobs, Interaction Summaries provide a structured container for documenting the "Who, When, Where, and What" of a meeting.
- \* Confidentiality via CDS: The most critical feature for this organization is that Interaction Summaries natively support Compliant Data Sharing (CDS). A consultant can configure the system so that the meeting notes are restricted by default. Access can then be granted only to specific "Participants" (e.g., the Lead Caseworker and the Supervisor) based on their roles.
- \* Holistic View: Interaction Summaries can be linked to multiple objects simultaneously, such as the Person Account and the Case Proceeding, ensuring the note appears in all relevant contexts without duplicating data.
- \* Searchability: Because they are structured records, they are easier to filter and report on than standard Activity records or Notes.

Why other options are incorrect:

- \* Standard Notes (Option B): These lack the role-based compliance framework provided by CDS and are harder to manage for professional casework auditing.
- \* Activities (Option C): Standard Tasks and Events are better suited for "reminders" and "calendar entries." They do not offer the granular data sharing controls required for the sensitive documentation of case conversations.

### NEW QUESTION # 23

The admin at a nonprofit wants to delegate authority to two specific users to process gift entries.

Which three permissions should the consultant add to a permission set so the users can perform this work with only the necessary level of access?

Choose 3 answers

- A. Grant create, edit and delete access to all required objects and fields.
- B. **Grant create and edit access to all required objects and fields.**
- C. Grant the View All Data permission.
- D. **Grant visibility to the Gift Entry tab.**
- E. **Grant access to BDI\_BatchOverende and BDI\_DataImport Visualforce pages.**

**Answer: B,D,E**

### NEW QUESTION # 24

During the Build phase of a project, one line of business requests the addition of a new field that is essential for its business process. A different line of business objects to the request and says that this field is unnecessary and will result in duplicate data. How should the consultant handle this?

- A. Work quickly to negotiate between the two groups and resolve the issue before it escalates to the executive sponsors.
- B. **Use the established governance committee for discussion and resolution.**
- C. Add the field into a sandbox to test and validate expected outcomes.
- D. Remove themselves from the discussion and suggest that the two business line leaders meet to make a decision.
- E. Fulfill the request and add the field, but create a separate page layout so the field is only visible to the line of business that made the request.

**Answer: B**

Explanation:

When there is a conflict between business lines regarding the addition of a new field that one line of business deems essential and another objects to, the best approach is to use the established governance committee for discussion and resolution. This ensures a structured and balanced decision-making process.

\* Governance Committee:

- \* The governance committee typically includes representatives from various departments and stakeholders.
- \* They oversee and manage changes, ensuring alignment with organizational goals and policies.

\* Discussion and Resolution:

- \* Present the conflicting requirements to the governance committee.
- \* Facilitate a discussion to understand the needs and concerns of both business lines.
- \* Evaluate the impact of adding the field versus the potential for duplicate data and other issues.

\* Decision Making:

\* The committee will make an informed decision based on the overall benefit to the organization.

\* This decision will be documented and communicated to all relevant parties.

By leveraging the governance committee, the consultant ensures that the decision is made transparently, with input from all stakeholders, and in alignment with organizational policies.

References:

CertGod Nonprofit Cloud Consultant Guide

## NEW QUESTION # 25

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