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Salesforce NP-Con-101 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Analytics and Reporting	15%	- Custom Report Types - Success Metrics Definition - Rollup Summary Fields - Nonprofit Reporting Templates - Reports and Dashboards for Nonprofits - Payment Methods and Processing - Donation Management
Topic 2: Donations and Fundraising Management	20%	- Opportunity and GAU Configuration - Donations Batch Processing - Recurring Donations (Recurring GAU) - Grant Management - NPSP Best Practices - Data Migration Strategies
Topic 3: Solution Design and Implementation	20%	- Customization vs Configuration Decisions - Requirements Gathering - Integration with External Systems - User Adoption and Training Planning - Segmentations and Campaigns - Relationships and Groupings
Topic 4: Constituent Management	20%	- Household Management - Contact and Organization Records - Affiliations and Memberships - Data Model Design for Nonprofits - Account Model Configuration
Topic 5: NPSP Configuration and Development	25%	- Relationships Management - Contacts and Households - NPSP Settings and Preferences - Affiliations Configuration

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Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q150-Q155):

NEW QUESTION # 150

A data administrator at a small nonprofit has 3 profile that allows them to Read, Create, Edit, and Delete on all objects. The staff member receives an error when attempting to merge three duplicate contacts.

What should the consultant recommend to resolve this issue?

- **A. Create a Permission Set with Modify All on Contacts and Accounts and assign it to the staff member.**
- B. Make the staff member a system admin.
- C. Tell the staff member to merge Contacts from the View Duplicates component.
- D. Tell the staff member to select only two instead of three contacts when using Contact Merge.

Answer: A

Explanation:

<https://powerofus.force.com/s/article/NPSP-Merging-Contacts>

When a staff member receives an error while attempting to merge duplicate contacts, it is often due to insufficient permissions.

Creating a Permission Set with "Modify All" on Contacts and Accounts and assigning it to the staff member will grant the necessary permissions to perform merges. This Permission Set will override the default profile permissions and provide the required access to manage and merge contacts.

Steps:

Go to Setup > Permission Sets.

Click "New" to create a new Permission Set.

Name the Permission Set appropriately (e.g., "Contact Merge Permissions").

In the Permission Set, navigate to Object Settings.

Select Contacts and Accounts.

Check the "Modify All" checkbox for both objects.

Save the Permission Set.

Assign the Permission Set to the staff member by navigating to the user's profile and adding the Permission Set.

CertGod Nonprofit Cloud Consultant Guide: Discusses the importance of appropriate permissions for merging records.

Salesforce Documentation on Permission Sets: Details the steps for creating and assigning Permission Sets.

NEW QUESTION # 151

A nonprofit fundraiser notices that some of the NPSP calculated donation summary fields on the Contact and Account records are displaying incorrect values when compared to the donations recorded for each donor.

What are three items the consultant should review to troubleshoot the issue?

Choose 3 answers

- **A. NPSP Health Check**
- B. Salesforce Optimizer report
- **C. Opportunity Stages**
- **D. Customizable Rollups**
- E. Campaign Hierarchy

Answer: A,C,D

Explanation:

To troubleshoot incorrect values in the NPSP calculated donation summary fields on Contact and Account records, the consultant should review the following:

Customizable Rollups:

Verify the settings and configuration of Customizable Rollups in NPSP. Incorrect configurations or mappings can lead to inaccurate summary values.

Ensure that the rollups are set up correctly to calculate totals based on the desired criteria.

Opportunity Stages:

Check the Opportunity stages to ensure they are correctly defined and assigned. Only certain stages (e.g., "Closed Won") should be included in donation summaries.

Misconfigured or incorrect stages can result in inaccurate summary calculations.

NPSP Health Check:

Run the NPSP Health Check to identify any potential configuration issues or data integrity problems.

The Health Check provides insights and recommendations to address common issues within NPSP.
Salesforce Nonprofit Success Pack Documentation on Customizable Rollups
Salesforce Opportunity Stages Configuration Guide
NPSP Health Check Documentation

NEW QUESTION # 152

A nonprofit is implementing Accounting Subledger and wants to know how the data from Salesforce would be transferred to its accounting system.

Which three methods are possible?

Choose 3 answers

- A. Integrate Salesforce with the accounting system using middleware.
- B. Export data via Salesforce reports to upload to the accounting system.
- C. Develop a custom integration solution.
- D. Schedule a Data Export from Salesforce.
- E. Configure Salesforce Connect to integrate with the accounting system.

Answer: A,B,C

Explanation:

To transfer data from Salesforce to an accounting system using Accounting Subledger, nonprofits can use several methods. Here are three possible methods:

Integrate Salesforce with the Accounting System Using Middleware:

Middleware can act as a bridge between Salesforce and the accounting system, facilitating data transfer.

Tools like MuleSoft, Jitterbit, or Dell Boomi can be used to create integrations that sync data between Salesforce and the accounting system.

This method ensures real-time or near-real-time data synchronization, reducing manual data handling.

Export Data via Salesforce Reports to Upload to the Accounting System:

Salesforce allows the creation of detailed reports which can be exported in various formats (e.g., CSV, Excel).

These reports can be manually uploaded to the accounting system.

This method is suitable for organizations with fewer transactions or where real-time integration is not critical.

Develop a Custom Integration Solution:

For organizations with specific needs that are not met by standard middleware solutions, a custom integration can be developed.

This involves using Salesforce APIs (REST or SOAP) to programmatically extract data from Salesforce and load it into the accounting system.

Custom integrations provide flexibility but require more technical expertise and maintenance.

Salesforce Integration Patterns and Best Practices: Salesforce Integration Guide.

Salesforce Reporting and Exporting: Salesforce Reporting.

NEW QUESTION # 153

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

Explanation:

Updates to the Nonprofit Success Pack (NPSP) are pushed to production organizations once every two weeks. These frequent updates ensure that organizations using NPSP have access to the latest features, bug fixes, and improvements. Here's what you need to know:

Regular Updates:

NPSP follows a bi-weekly release schedule, meaning updates are deployed approximately every two weeks.

Automatic Updates:

These updates are automatically pushed to production environments, requiring no manual intervention from administrators.

Release Notes:

Release notes for each update are published and can be accessed to understand the changes and new features included in each release.

Testing and Sandbox Environments:

It's recommended to test updates in a sandbox environment before they are deployed to production, especially if customizations are in place.

"NPSP Release Schedule" from Salesforce.org: NPSP Release Schedule

"Release Notes and Announcements" from Salesforce.org: NPSP Release Notes

NEW QUESTION # 154

A nonprofit organization wants the 15th of the month listed as the Close Date for all recurring donations and has selected the 15th in the Day of the Month picklist. In reviewing Recurring Donation Opportunities it is found that some of the Opportunities have close dates at the end of the month.

Which action should the consultant take to troubleshoot this issue?

- A. Check the Error Log
- **B. Check if the "Always use last day of the month" field is selected.**
- C. Check the Recurring Donation batch size.
- D. Check if the Custom Installment record was modified

Answer: B

Explanation:

When troubleshooting the issue of Recurring Donation Opportunities having close dates at the end of the month instead of the 15th, the consultant should check if the "Always use last day of the month" field is selected. This field setting overrides other close date settings and defaults the close date to the last day of the month.

Log in to Salesforce: Access the Salesforce org where NPSP is installed.

Navigate to NPSP Settings: Go to the App Launcher, search for "NPSP Settings", and select it.

Find Recurring Donations Settings:

In NPSP Settings, expand the "Donations" section.

Click on "Recurring Donations".

Check the "Always use last day of the month" Field:

Locate the "Always use last day of the month" setting.

Verify whether this checkbox is selected.

If selected, uncheck this option if you want the close date to follow the Day of the Month picklist value.

Save the Settings: Save any changes made and verify that new Recurring Donations reflect the correct close date.

By ensuring this field is not selected, the system will correctly use the 15th of the month as specified in the Day of the Month picklist.

NEW QUESTION # 155

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