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## Salesforce Certified Nonprofit Cloud Consultant Exam Sample Questions (Q50-Q55):

### NEW QUESTION # 50

What is a common cause of the NPSP upgrade failing when run in Production and there were no issues running it in the sandbox?

- A. Not running the NPSP Health Check before trying to upgrade in production
- B. Not having one or more of the packages in NPSP installed
- C. Not changing the account model to the Household Account Model before trying to upgrade
- D. Not having adequate test code coverage

## Answer: D

### Explanation:

A common cause of the NPSP (Nonprofit Success Pack) upgrade failing when run in Production, despite no issues in the sandbox, is not having adequate test code coverage. This is essential for successful deployments in Salesforce environments.

#### \* Test Code Coverage:

\* Salesforce requires a minimum of 75% test code coverage for deploying Apex code to a production environment.

\* This means that automated tests must cover at least 75% of the codebase, ensuring that most functionalities are validated and reducing the risk of errors during deployment.

#### \* Sandbox vs. Production Differences:

\* Sandbox environments often have less data and different configurations compared to production, which might not fully mimic real-world scenarios.

\* In production, there could be additional triggers, validation rules, or workflows that are not present or not active in the sandbox.

#### \* Mitigating Upgrade Failures:

\* Ensure that all custom code, including Apex triggers, classes, and batch processes, has adequate test coverage.

\* Review and test all dependent packages and configurations in a full sandbox environment that closely replicates the production setup.

#### \* Additional Considerations:

\* Conduct a comprehensive review of all customizations and integrations.

\* Run the NPSP Health Check Tool and Salesforce Optimizer in sandbox before the actual upgrade to identify potential issues.

### References:

CertGod Nonprofit Cloud Consultant study guide: "Not having adequate test code coverage".

## NEW QUESTION # 51

A nonprofit organization using NPSP does a lot of mailings and wants to ensure states and countries are entered accurately into Salesforce. The nonprofit has heard about State and Country Picklists and asked its consultant about enabling them. What are two considerations the consultant should raise about enabling State and Country Picklists and asked its consultant about enabling them. What are two considerations the consultant should raise about enabling State and Country Picklists for NPSP?

- A. Predefined State and Country abbreviations on Address records must be used
- B. State and Country Picklist values can only be configured on the Address object
- C. The Individual ("Bucket") account model does not support State and Country Picklists
- D. NPSP Data Import object doesn't support State and Country abbreviations in picklist form

## Answer: A,D

### Explanation:

Enabling State and Country Picklists in Salesforce can improve data consistency and accuracy for address fields. However, there are specific considerations when using them with NPSP:

#### \* NPSP Data Import Object Doesn't Support State and Country Abbreviations in Picklist Form:

\* The NPSP Data Import object does not natively support state and country abbreviations in picklist form. This means that data imports using this object will require additional handling to map state and country values correctly.

#### \* Predefined State and Country Abbreviations on Address Records Must Be Used:

\* When using State and Country Picklists, predefined state and country abbreviations must be used.

This ensures consistency and compatibility with Salesforce's standard address fields.

\* If your current data uses different formats (e.g., full names or alternative abbreviations), you will need to standardize these before importing or entering data.

#### \* Consideration for Existing Data:

\* If enabling State and Country Picklists for the first time, review and clean existing data to match the picklist values.

\* Use data tools to update existing records with the correct state and country abbreviations to ensure smooth transition and consistency.

By understanding these considerations and preparing your data accordingly, you can successfully implement State and Country Picklists in NPSP.

"State and Country/Territory Picklists Overview" from Salesforce Help: State and Country Picklists

"Managing Addresses in NPSP" from Salesforce Help: NPSP Address Management

## NEW QUESTION # 52

A nonprofit organization provides case management to its clients. There is a requirement for a score to be automatically assigned to

each client based on several factors such as age, income and number of health conditions. The nonprofit also wants to automate the creation and assignment of follow up tasks related to the client.

Which combination of functions should the consultant recommend?

- A. Volunteer Wizard and Reports
- **B. Engagement Plans and Levels**
- C. Activities and Customizable Rollups
- D. Volunteer Recurrence and Customizable Rollups

**Answer: B**

### NEW QUESTION # 53

A nonprofit wants to run an enrollment report for its education classes. Which Program Management Module object should the consultant use to build the report?

- **A. Program Engagement**
- B. Service Delivery
- C. Service
- D. Program Cohort

**Answer: A**

Explanation:

In the Salesforce Program Management Module (PMM), tracking the relationship between a person and a specific program is handled by the Program Engagement object. This object is the "enrollment" record that bridges the gap between a Contact (or Person Account) and a Program.

\* Architecture of Enrollment: When a student signs up for an education class, they aren't just a name in a database; they are an "engaged" participant in a specific initiative. The Program Engagement record stores critical enrollment data, such as the Stage (Applied, Enrolled, Completed, Withdrawn), the Start Date, and the Role of the participant.

\* Reporting Strategy: To build an enrollment report, the consultant uses the "Program Engagements with Contacts" or "Programs with Program Engagements" report types. This allows the organization to see exactly how many people are currently active in their classes.

\* Contextual Objects: \* Service (Option B): This represents the specific activity (e.g., "Math Tutoring") rather than the overall enrollment.

\* Program Cohort (Option C): This is used to group engagements into segments (e.g., "Spring 2025 Class"), but it doesn't represent the individual's enrollment status itself.

\* Service Delivery (Option D): This tracks the attendance or the actual provision of the service (e.g., "John attended the class on Tuesday").

By centering the report on Program Engagements, the consultant ensures the nonprofit can track their "Enrollment Pipeline" - identifying how many people move from application to successful completion of their education classes.

### NEW QUESTION # 54

An international nonprofit organization added a translated relationship picklist value, however the reciprocal relationship record is not displaying correctly.

What is the cause of this error?

- A. The current user does not have the correct locale.
- **B. The system administrator did not add the reciprocal relationship value in the NPSP Settings tab.**
- C. The system administrator did not enable the Translation Workbench.
- D. The language is not supported in NPSP.

**Answer: B**

Explanation:

When an international nonprofit organization adds a translated relationship picklist value, and the reciprocal relationship record is not displaying correctly, it is typically due to the system administrator not adding the reciprocal relationship value in the NPSP Settings tab.

Steps:

\* Log in to Salesforce: Access the Salesforce org with NPSP installed.

- \* Navigate to NPSP Settings: Go to the App Launcher, search for "NPSP Settings", and select it.
- \* Find Relationship Settings: In the NPSP Settings, expand "People" and then "Relationships".
- \* Add Reciprocal Relationship:
- \* Click "Reciprocal Method Settings".
- \* Ensure that the new reciprocal relationship values are added and correctly configured.
- \* Check both the primary and reciprocal relationship values to ensure they are set correctly.
- \* Save and Test: Save the settings and test to confirm that the reciprocal relationships display correctly.

References:

CertGod Nonprofit Cloud Consultant Guide

## NEW QUESTION # 55

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