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## Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q243-Q248):

### NEW QUESTION # 243

A nonprofit receives a check that includes donations from several donors for a specific program the nonprofit runs.

Which two features should a consultant configure to track this gift?

Choose 2 answers

- **A. GAU Allocations**
- **B. Partial Soft Credits**
- C. Multiple Payments
- D. Recurring Donations

**Answer: A,B**

Explanation:

To track a check that includes donations from several donors for a specific program, the consultant should configure GAU Allocations and Partial Soft Credits in NPSP. Here's why:

GAU Allocations:

General Accounting Unit (GAU) Allocations are used to track how donations are allocated across different programs or funds.

This feature allows the nonprofit to specify which portion of the check is designated for the specific program, providing clear tracking and reporting.

Partial Soft Credits:

Partial Soft Credits can be used to attribute portions of a single donation to multiple donors.

This feature allows the nonprofit to recognize each donor for their contribution while keeping the accounting of the total donation intact.

Salesforce NPSP Documentation on GAU Allocations

Salesforce NPSP Documentation on Soft Credits

#### NEW QUESTION # 244

A nonprofit has asked a consultant to configure Lightning Record Pages to optimize the user interface.

Which two resources should the consultant use to ensure the nonprofit staff are up to date on the latest Salesforce platform features and best practices?

Choose 2 answers

- **A. Power of Us Hub**
- B. Salesforce Known Issues
- C. Salesforce Help
- **D. Trailhead**

**Answer: A,D**

Explanation:

To keep nonprofit staff up to date on the latest Salesforce platform features and best practices, the following resources are recommended:

Trailhead:

Trailhead is Salesforce's free, interactive learning platform. It offers modules, projects, and trails that cover new features, best practices, and hands-on activities to help users learn and apply Salesforce skills.

Regularly check Trailhead for new content related to Salesforce updates and best practices.

Power of Us Hub:

The Power of Us Hub is an online community specifically for Salesforce.org users, including nonprofits. It provides a wealth of resources, discussions, and updates about Nonprofit Cloud and related Salesforce features.

Join the Power of Us Hub to stay informed about new features, best practices, and upcoming releases.

Trailhead: [trailhead.salesforce.com](https://trailhead.salesforce.com)

Power of Us Hub: [powerofus.force.com](https://powerofus.force.com)

#### NEW QUESTION # 245

A fundraising associate needs to print mailing labels for the latest direct mail campaign to families who give to the nonprofit organization. The organization uses the Household Account model with Address Management.

Which object and address field should the associate use when building the report?

- **A. Contact; Mailing Address**
- B. Contact; Other Address
- C. Account; Billing Address

- D. Account; Shipping Address

**Answer: A**

Explanation:

For generating mailing labels for a direct mail campaign in Salesforce Nonprofit Cloud, it's essential to use the correct object and address field, especially when the organization employs the Household Account model with Address Management. Here's a detailed explanation:

Understanding Household Account Model:

The Household Account model in Salesforce Nonprofit Cloud groups related contacts under a single account, representing a household. This model helps nonprofits manage donor relationships effectively.

Scenario Explanation:

The fundraising associate needs to print mailing labels for families who give to the organization. The key is to pull the correct address for each family.

Steps to Build the Report:

Choose the Contact Object: In Salesforce, the Contact object holds individual donor details, including their addresses. When using the Household Account model, the address information is managed at the contact level.

Select the Mailing Address Field:

Navigate to Reports in Salesforce and create a new report based on the Contacts & Accounts report type.

Include the necessary fields such as Contact Name and Mailing Address.

Filter for Donors: Apply filters to ensure you are only including contacts who are donors. This can be based on donation history or related opportunities.

Format for Mailing Labels: Adjust the report format to ensure it can be used for mailing labels. This might involve creating a custom report format or exporting the data for use in an external mailing label tool.

Why Not Other Options:

Option A: Using the Account object and Billing Address is inappropriate because the Billing Address often pertains to the primary address for account records, which might not accurately reflect the household mailing address.

Option B: Contact's Other Address field is typically used for secondary addresses and not the primary mailing address.

Option C: Account's Shipping Address is also less relevant for mailing labels within the context of Household Account models where individual contact addresses are used.

By using the Contact object and the Mailing Address field, the fundraising associate can ensure that the mailing labels are accurate and reflect the correct addresses for each donor family.

Salesforce Nonprofit Cloud Documentation on Household Account Model

Salesforce Reports and Dashboards Guide

## NEW QUESTION # 246

A case manager wants to assign a group of services to a client.

What should the consultant ensure is configured prior to the case manager using the Case Plan Wizard?

- **A. A Program with Goals and Action Item Templates**
- B. A Program with Goals
- C. A Program with Action Item Templates
- D. A new Case Plan

**Answer: A**

Explanation:

To ensure a case manager can assign a group of services to a client using the Case Plan Wizard, the following configuration is required:

Program with Goals and Action Item Templates:

A program in Salesforce should be configured with defined goals and action item templates.

Goals represent the objectives for the client, and action item templates provide the specific tasks or services that need to be delivered.

Steps to Configure:

Navigate to the Program Management Module in Salesforce.

Create or update the program to include the relevant goals that outline the objectives for the clients.

Define action item templates that detail the services or tasks that will help achieve these goals.

Using the Case Plan Wizard:

The Case Plan Wizard utilizes these predefined goals and action item templates to create a structured case plan for the client.

The case manager can select the appropriate goals and action items from the templates during the case plan creation process.

By having a program with goals and action item templates configured, the nonprofit ensures that case managers can efficiently assign and manage services for their clients.

Salesforce Help: Program Management Module

Nonprofit Success Pack (NPSP) Documentation: Configuring Goals and Action Items

### NEW QUESTION # 247

A nonprofit wants to present active volunteer sites on a map which should be visible without logging in.

Which tool would support this requirement?

- A. Tableau CRM
- B. Custom Dashboard
- C. Custom Report
- **D. Tableau Public**

**Answer: D**

Explanation:

To present active volunteer sites on a map that should be visible without logging in, the nonprofit can use Tableau Public. Here's why: Tableau Public:

Tableau Public is a free platform that allows users to create and share interactive data visualizations online.

It supports publishing maps and other visualizations that can be accessed publicly without requiring login credentials.

This tool is ideal for sharing information like volunteer site locations with a broad audience.

Tableau Public Documentation

Salesforce and Tableau Integration Guide

### NEW QUESTION # 248

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