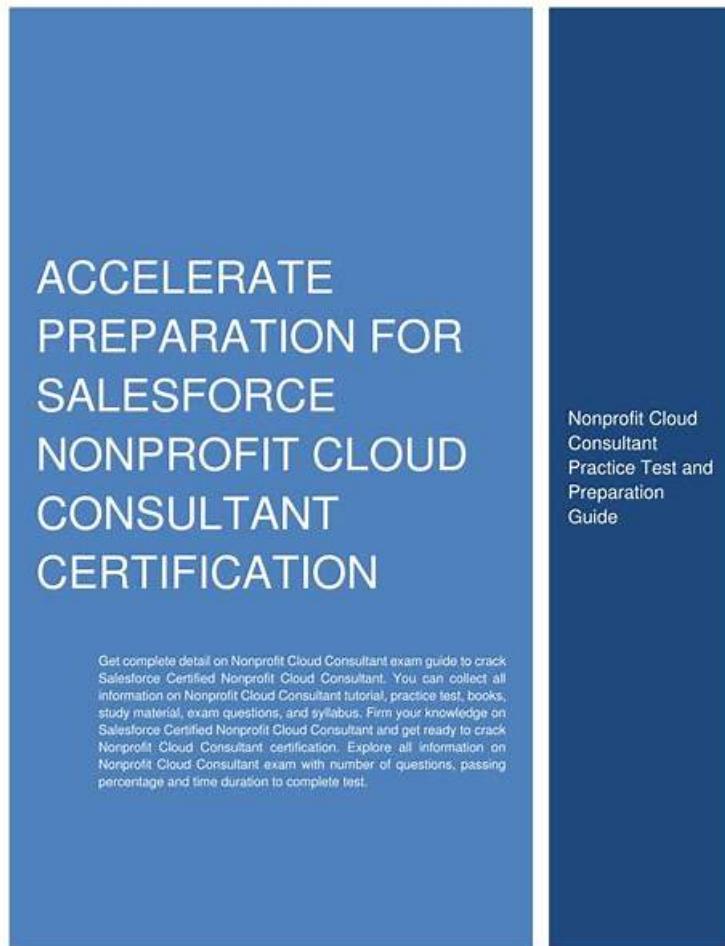


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## **Salesforce Certified Nonprofit Cloud Consultant Exam Sample Questions (Q174-Q179):**

### **NEW QUESTION # 174**

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. Program Cohort
- D. Service

### **Answer: A**

Explanation:

To run an enrollment report for education classes in Salesforce using the Program Management Module (PMM), the "Program Engagement" object is the most appropriate. Here are the steps to create such a report:

\* Understand Program Engagements:

\* Program Engagements track the relationship between a participant (Contact) and the program (Program) they are enrolled in. This object captures key details like enrollment status, start and end dates, and related services.

\* Create a Custom Report Type:

\* Navigate to Setup > Report Types.

\* Click "New Custom Report Type."

\* Select "Program Engagement" as the primary object.

\* Define the relationships with related objects such as Contacts and Programs.

\* Build the Enrollment Report:

\* Go to the Reports tab and click "New Report."

\* Select the custom report type you just created.

\* Add relevant fields such as Participant Name (Contact), Program Name, Enrollment Status, Start Date, and End Date.

\* Apply filters to narrow down the report to specific classes or time periods as needed.

\* Customize and Save the Report:

\* Group the report by Program Name or Participant Name to get a clear view of enrollments.

\* Add summary fields to count enrollments or calculate averages if needed.

\* Save and run the report to view the enrollment data.

Salesforce Program Management Module Documentation: Detailed instructions on setting up and using PMM for managing programs and engagements. Salesforce PMM Documentation.

### **NEW QUESTION # 175**

How does Salesforce support donor cultivation and stewardship strategies for nonprofit organizations?

- A. By automating financial ledger reporting for various revenue streams, including grants and in-kind donations
- B. By centralizing grant application, approval, and reporting processes for outbound grants
- C. By enabling nonprofit organizations to track interactions with donors, create and manage campaigns, and log gifts

### **Answer: C**

Explanation:

Donor cultivation and stewardship are the core pillars of a nonprofit's fundraising strategy. In the modern Nonprofit Cloud (NPC), Salesforce provides a unified platform to manage the entire donor lifecycle—from the initial "prospect" phase to long-term "stewardship." The Stewardship Framework in NPC:

\* Tracking Interactions: Salesforce allows development officers to log every "touchpoint" with a donor.

Using the Interaction and Interaction Summary objects, staff can record detailed notes from discovery calls, coffee meetings, or site visits. This historical record ensures that as staff change, the relationship with the donor remains consistent and informed.

\* Campaign Management: Cultivation often begins with targeted outreach. NPC uses the Campaign object and Outreach Source Codes to segment donors based on their interests (tracked via Interest Tags) and engage them with specific appeals. By tracking

which campaigns a donor responds to, the organization can tailor future communications to the donor's proven interests.

\* Gift Logging and Recognition: Stewardship relies on timely and accurate acknowledgment. When a gift is logged via Gift Entry, the system immediately updates the Donor Gift Summary. This allows staff to see the donor's impact at a glance. Features like OmniStudio Document Generation then automate the creation of personalized thank-you letters, which are a vital part of stewardship.

\* Moves Management: Using Action Plans, a consultant can build standardized "stewardship tracks." For example, after a major gift is received, the system can automatically assign tasks for the Executive Director to make a thank-you call and for the Program Director to send a 6-month impact report.

While Grantmaking (Option B) and Accounting Subledger (Option C) are important operational features, they do not define the relational strategy of "cultivation and stewardship." Option A correctly identifies the tools used by fundraisers to build and maintain the emotional and financial connection between the donor and the mission.

### NEW QUESTION # 176

An international nonprofit organization works across six different countries in Europe and Africa

a. The organization relies heavily on volunteers in each country to support its work and wants volunteers to be able to sign up for volunteer jobs on its website.

What is a consideration when setting up Volunteers for Salesforce given this context?

- A. Add text to the Volunteers for Salesforce website informing all volunteers that all time for volunteer jobs and shifts is shown in the time zone of the headquarters and they need to convert the time to their local time zone.
- B. Remove the Start Time and End Time fields from the website template and put the times in the description in the local time zone.
- C. Set the Volunteer Job's Website Time Zone field value to the time zone in which the job will take place when creating Volunteer Jobs.
- D. Set up a different Site in Volunteers for Salesforce for each country and set the time zone for the Site to the local time zone so all events will appear as the correct time for the time zone.

**Answer: C**

### NEW QUESTION # 177

A nonprofit receives many tribute gifts and wants to ensure that the person being honored by the gift consistently receives the proper soft credit.

How should the consultant advise them to configure this in NPSP?

- A. Set up Automatic Opportunity Contact Roles and enter Honoree for Honoree Opportunity Contact Role.
- B. Set the Contact Role for individual Opportunities to Honoree.
- C. In the New Donation entry screen populate the Honoree lookup field.
- D. Enable Advanced Mapping and map the Honoree to Honoree Opportunity Contact Role.

**Answer: A**

Explanation:

<https://trailhead.salesforce.com/en/content/learn/modules/opportunity-settings-in-nonprofit-success-pack/set-up-soft-credits-npsp>  
<https://trailhead.salesforce.com/en/content/learn/modules/donation-soft-credit-management-with-nonprofit-success-pack/create-and-manage-soft-credits> To ensure that the person being honored by a tribute gift consistently receives the proper soft credit, the nonprofit should set up Automatic Opportunity Contact Roles in NPSP and configure the Honoree role. This automation ensures that the honoree is always credited appropriately without manual intervention.

Steps:

Navigate to NPSP Settings > Donations > Automatic Opportunity Contact Roles.

Add a new Contact Role with the role type "Honoree."

Set the role to be automatically assigned to Opportunities that meet the criteria for tribute gifts.

Test the configuration by creating a new tribute gift and verifying that the Honoree Contact Role is correctly assigned.

Train staff on how to use the new setup to ensure consistency in data entry.

Reference:

CertGod Nonprofit Cloud Consultant Guide: Advises on configuring Automatic Opportunity Contact Roles for managing soft credits in tribute gifts.

Salesforce Documentation on NPSP Automatic Opportunity Contact Roles: Provides instructions on setting up and managing contact roles for Opportunities.

## NEW QUESTION # 178

A nonprofit's system admin has seen this error message multiple times:

Npsp,TDTMCCContact:execution of AfterUpdate caused by : System,SObjectException:Invalid field gender\_c Contect (npsp)  
How should the admin troubleshoot this?

- A. Check to make sure there are no invalid values in the gender field on Contact records.
- B. Verify that all Reciprocal Relationships are mapped to gender field values.
- C. Verify the correct field for gender is specified in Relationship settings.
- D. Check that Salutations have been mapped to gender field values.

**Answer: A**

## NEW QUESTION # 179

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