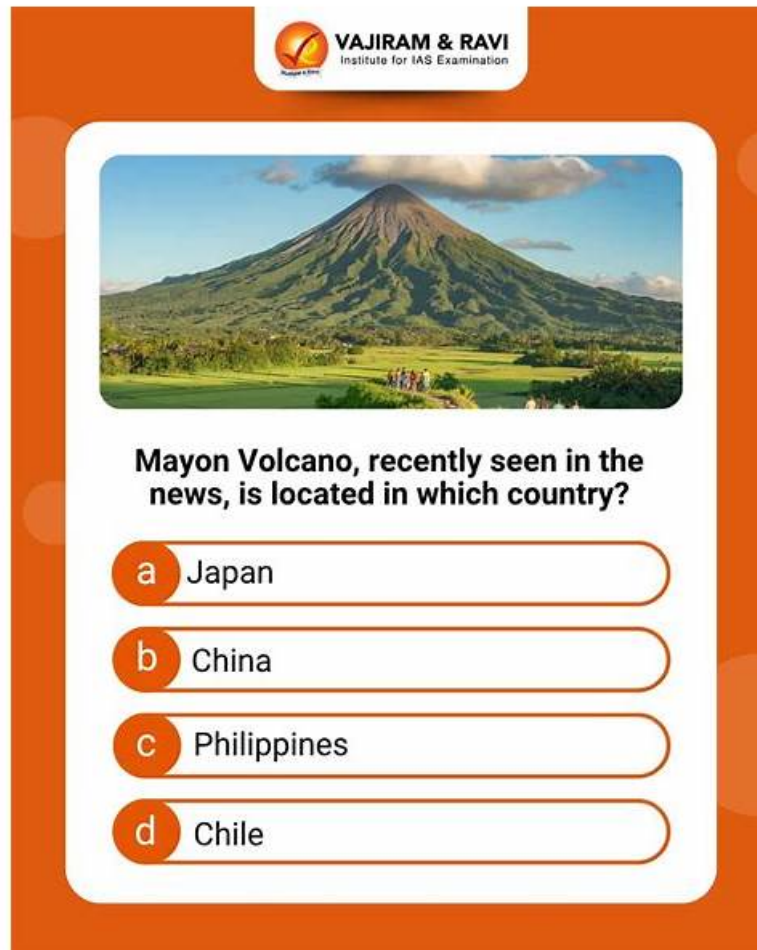



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- a Japan
- b China
- c Philippines
- d Chile

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## Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q170-Q175):

### NEW QUESTION # 170

A nonprofit organization wants a cost-effective solution to generate and send donation acknowledgements automatically to donors via email. Which Salesforce solution should the consultant recommend?

- A. Marketing Cloud
- **B. Nonprofit Success Pack**
- C. Commerce Cloud
- D. Pardot

**Answer: B**

Explanation:

Install NPSP:

Ensure that NPSP is installed in your Salesforce instance. You can download it from the AppExchange or install it directly from the NPSP Installer page.

Configure Acknowledgement Settings:

Navigate to NPSP Settings.

Under "Donations," find the "Acknowledgements" settings.

Configure the settings to define when and how acknowledgements should be sent.

Set Up Email Templates:

Go to Setup > Classic Email Templates.

Create a new email template or modify an existing one to suit your acknowledgment needs.

Ensure the template includes merge fields to personalize the emails with donor information.

Create Automation with Process Builder:

Use Process Builder to automate the sending of acknowledgment emails.

Create a new process on the Opportunity object.

Set criteria to trigger the process when a new donation is recorded.

Add an action to send an email using the previously created template.

Testing:

Test the process by creating a test donation record and verifying that the acknowledgment email is sent automatically.

Monitoring and Refinement:

Monitor the process to ensure it is working correctly.

Refine the email templates and automation rules based on feedback and evolving needs.

By utilizing the NPSP, nonprofits can streamline their donation acknowledgment process, ensuring timely and personalized communications with donors, ultimately enhancing donor satisfaction and retention.

### NEW QUESTION # 171

A consultant wants to test out new Nonprofit Cloud features coming out in the upcoming Salesforce release in their customs.. Which action must the consultant take to do this?

- A. Refresh a preview Instance sandbox just prior to sandbox preview period.
- B. Create a preview instance sandbox during the sandbox preview period.
- C. Create a new sandbox during the sandbox preview period.
- **D. Refresh a preview instance sandbox during the sandbox preview period.**

**Answer: D**

Explanation:

To test new Nonprofit Cloud features coming out in the upcoming Salesforce release, follow these steps:

Identify the Sandbox Preview Period:

Salesforce announces preview periods before major releases. Check the Salesforce release calendar for the dates.

Refresh a Preview Instance Sandbox:

During the sandbox preview period, refresh one of your sandboxes. Ensure that you refresh an existing sandbox that is on a preview instance, or create a new sandbox if needed.

Verify the Sandbox Instance:

Make sure your sandbox is on a preview instance. Salesforce typically migrates sandboxes to preview instances for testing new features.

Test New Features:

Once the sandbox is refreshed, you can start testing the new Nonprofit Cloud features that will be included in the upcoming release. Use the Release Notes and documentation provided by Salesforce to guide your testing.

This process allows you to evaluate new features before they are available in your production environment, ensuring a smooth transition and allowing time to address any potential issues.

Salesforce Sandbox Preview Guide: Sandbox Preview Instructions.

### NEW QUESTION # 172

A consultant is upgrading a non-profit client from version 2 of NPSP to version 3. Which action should the consultant take before running the NPSP Installer?

- A. Delete the custom Households object.
- B. Delete all fields labelled Deprecated.
- C. Upgrade the Recurring Donations package by itself.
- **D. Run NPSP Health Check.**

**Answer: D**

Explanation:

Before upgrading from version 2 to version 3 of NPSP, the consultant should:

Run NPSP Health Check: This tool identifies potential issues in the current NPSP configuration, including deprecated fields, custom objects, and other configurations that might cause problems during the upgrade.

Running NPSP Health Check ensures that the upgrade process goes smoothly by addressing any issues beforehand.

Salesforce Nonprofit Success Pack Documentation

Salesforce Trailhead: Upgrading NPSP

### NEW QUESTION # 173

The requirements for a Salesforce implementation have been gathered, but there are teams with competing priorities and the overall project goals are undefined.

What are two reasons a project team must define goals?

Choose 2 answers

- A. Goals guarantee executive engagement.
- **B. Goals provide a way to measure and prove results.**
- C. Goals catalog all of the teams' pain points.
- **D. Goals define a clear purpose for the project.**

**Answer: B,D**

Explanation:

Defining goals is crucial for any project, including Salesforce implementations. Goals help ensure that the project has a clear direction and measurable outcomes. Here are the reasons:

Measure and Prove Results (B):

Setting clear goals allows the project team to measure progress and success. It provides a benchmark against which results can be compared, helping to demonstrate the project's impact and value.

Define a Clear Purpose (C):

Goals help articulate the purpose of the project, providing clarity and focus. This ensures that all team members understand the objectives and work towards a common aim, reducing confusion and aligning efforts.

Salesforce Project Management Best Practices

Salesforce Trailhead: Define Project Goals and Objectives

### NEW QUESTION # 174

A nonprofit is embarking on an organization implementation to replace numerous outdated systems. A consultant recommends establishing a Lean Governance Framework to ensure compliance, assess risk, and roll out a successful implementation for all users. Which component is a key process of the Lean Governance Framework?

- A. Executive buy-in
- B. Power user feedback
- C. End user management
- **D. Software Development Lifecycle**

**Answer: D**

Explanation:

A key process of the Lean Governance Framework recommended for ensuring compliance, assessing risk, and rolling out a successful implementation is the Software Development Lifecycle (SDLC).

Software Development Lifecycle (SDLC):

SDLC is a framework that defines the processes and stages involved in software development from initial planning through to deployment and maintenance.

Implementing SDLC as part of Lean Governance ensures that all software changes are thoroughly planned, tested, and reviewed, reducing the risk of errors and ensuring compliance with organizational standards.

Components of SDLC in Lean Governance:

Planning: Defining project goals, scope, and requirements.

Design: Creating design specifications and architecture.

Development: Actual coding and development of software.

Testing: Rigorous testing to ensure software meets all requirements and is free of defects.

Deployment: Releasing the software to users.

Maintenance: Ongoing support and updates.

## NEW QUESTION # 175

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