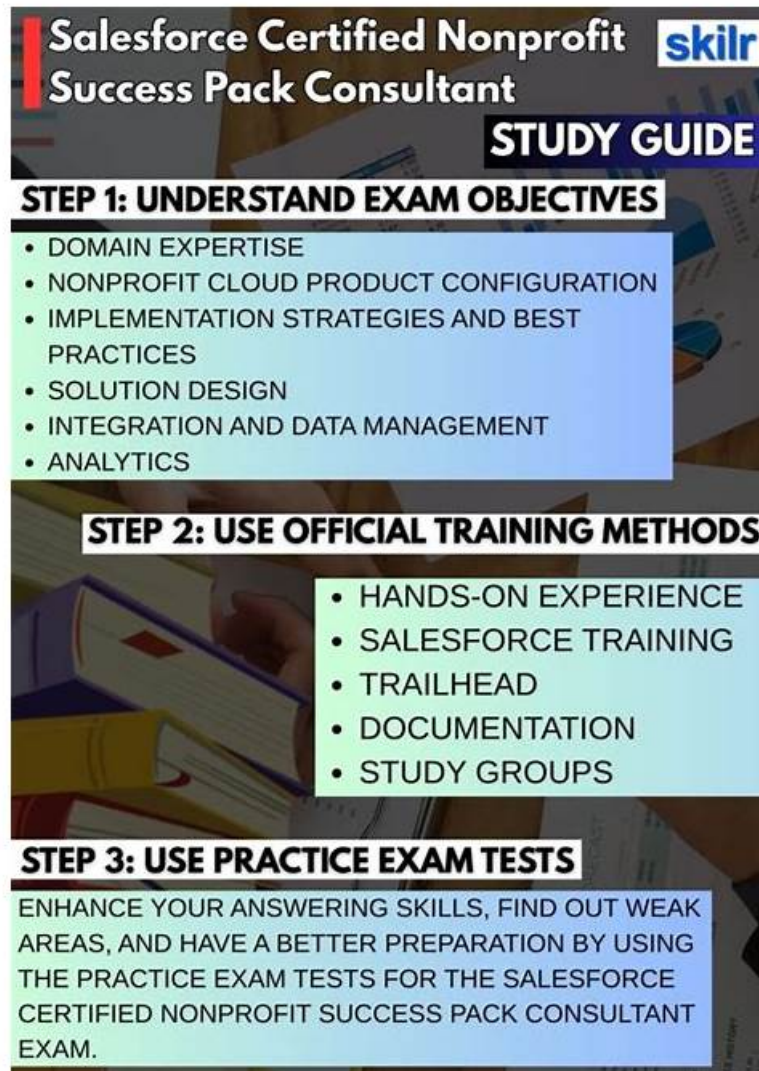


NP-Con-101 Exam Preparation: Salesforce Certified Nonprofit Success Pack Consultant & NP-Con-101 Practice Labs



Salesforce Certified Nonprofit Success Pack Consultant **skillr**

STUDY GUIDE

STEP 1: UNDERSTAND EXAM OBJECTIVES

- DOMAIN EXPERTISE
- NONPROFIT CLOUD PRODUCT CONFIGURATION
- IMPLEMENTATION STRATEGIES AND BEST PRACTICES
- SOLUTION DESIGN
- INTEGRATION AND DATA MANAGEMENT
- ANALYTICS

STEP 2: USE OFFICIAL TRAINING METHODS

- HANDS-ON EXPERIENCE
- SALESFORCE TRAINING
- TRAILHEAD
- DOCUMENTATION
- STUDY GROUPS

STEP 3: USE PRACTICE EXAM TESTS

ENHANCE YOUR ANSWERING SKILLS, FIND OUT WEAK AREAS, AND HAVE A BETTER PREPARATION BY USING THE PRACTICE EXAM TESTS FOR THE SALESFORCE CERTIFIED NONPROFIT SUCCESS PACK CONSULTANT EXAM.

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Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q172-Q177):

NEW QUESTION # 172

A Household Account has Contacts with Affiliations, Relationships, and Closed/Won donations associated with it. What is the outcome when a system admin attempts to delete this Household Account record?

- A. The Household Account record and its standard related records remain.
- B. The Household Account record and its standard related records are deleted.
- C. Since Affiliations and Relationships are associated with the Contacts in this Account, an error message displays.
- D. Since Closed/Won donations are associated with the Account record, an error message displays.

Answer: D

Explanation:

When a system admin attempts to delete a Household Account record that has Contacts with Affiliations, Relationships, and Closed/Won donations associated with it, Salesforce will prevent the deletion and display an error message. Here's why:

Closed/Won Donations:

Salesforce prevents the deletion of records that have important related records, such as Closed/Won donations, to maintain data integrity.

Closed/Won Opportunities represent actual donations that are crucial for reporting and financial tracking. Deleting the associated Household Account would disrupt this data integrity.

Error Message:

Salesforce will display an error message indicating that the record cannot be deleted because of its associated Closed/Won donations. This safeguard ensures that critical financial data is preserved.

Salesforce Documentation on Record Deletion and Related Records

Salesforce NPSP Data Integrity and Protection Guide

NEW QUESTION # 173

A consultant is setting up a governance framework as part of a nonprofit organization implementation.

Which three elements should be included in a Salesforce-recommended governance structure? Choose 3 answers

- A. Rules of Engagement
- B. Center of Excellence
- C. Agile Methodology
- D. Design Standards
- E. Release Management

Answer: A,B,E

Explanation:

A Salesforce-recommended governance structure for nonprofit organizations ensures the implementation runs smoothly and effectively. It typically includes the following elements:

Release Management: This ensures that changes are systematically planned, tested, and deployed. It involves managing how new features and updates are rolled out to avoid disruption and ensure smooth transitions.

Rules of Engagement: These define how different stakeholders will interact with the system and with each other. It includes protocols and guidelines for communication, decision-making, and responsibilities.

Center of Excellence (CoE): This is a dedicated team or a hub of experts that provides leadership, best practices, research, support, and training. A CoE helps ensure that the organization is leveraging Salesforce effectively and efficiently.

NEW QUESTION # 174

A consultant is planning to use Accounting Subledger and migrate 20 years of donation data into NPSP for a nonprofit that receives more than 200,000 donations each year.

Which two features should the consultant consider implementing to improve search performance?

Choose 2 answers

- **A. Custom Index**
- **B. Skinny Tables**
- C. Salesforce Optimizer
- D. Salesforce Object Search Language (SOSL)

Answer: A,B

Explanation:

https://trailhead.salesforce.com/en/content/learn/modules/search_solution_basics/search_solution_basics_optimizing To improve search performance when migrating a large volume of donation data into the Nonprofit Success Pack (NPSP) for a nonprofit, the consultant should consider implementing Skinny Tables and Custom Index. Here is a detailed explanation:

Skinnny Tables:

Skinnny tables are a performance optimization technique in Salesforce used to improve the performance of read-only operations.

They are highly effective in environments with large volumes of data, such as the scenario described with 20 years of donation data and over 200,000 donations each year.

A skinnny table contains frequently accessed fields and can significantly reduce query time.

Skinnny tables are maintained by Salesforce and do not require changes to the custom object schema or existing queries.

They are particularly useful for scenarios involving complex reports and list views.

Custom Index:

Custom indexes enhance the performance of search queries in Salesforce.

Creating custom indexes on fields that are frequently used in search filters and conditions can drastically improve search performance.

Salesforce allows up to 25 custom indexes per object, which can be leveraged to optimize searches on key fields such as donor names, donation dates, and amounts.

Custom indexes should be applied to fields involved in frequently used WHERE clauses in SOQL queries.

Salesforce documentation on Skinnny Tables: [Skinnny Tables](#)

Salesforce documentation on Custom Index: [Custom Index](#)

NEW QUESTION # 175

A membership organization needs to send out automated renewal emails on a 30/60/90 period. Each referenced email template needs to differ based on the members' web site visits. Which automation method should a consultant recommend?

- A. Apex Trigger and Scheduler
- B. Process Builder
- **C. Pardot**
- D. Time-Based Workflow

Answer: C

Explanation:

Pardot is the recommended automation method for sending out automated renewal emails on a 30/60/90 day schedule, with different email templates based on members' website visits. Pardot is a powerful marketing automation tool that integrates seamlessly with Salesforce, providing advanced capabilities for email marketing, lead nurturing, and segmentation. Here's how to set this up:

Integrate Pardot with Salesforce:

Ensure that Pardot is connected to your Salesforce instance. This allows seamless data synchronization between the two systems.

Create Email Templates in Pardot:

Design and create the different email templates in Pardot that you want to use for the 30, 60, and 90-day renewal reminders.

Personalize the email content based on the members' interactions and website visits.

Set Up Automation Rules:

Use Pardot's automation rules to create rules that trigger emails based on the members' renewal dates and website activity.

Define the criteria for each rule (e.g., 30 days before renewal date, 60 days before renewal date, etc.).

Create Engagement Programs:

Use Engagement Studio in Pardot to create automated drip programs that send out the renewal emails at the specified intervals.

Add logic to the engagement program to select different email templates based on the members' website visits and interactions.

Track and Analyze:

Use Pardot's reporting and analytics features to track the performance of the email campaigns, monitor open rates, click-through rates, and engagement metrics.

By leveraging Pardot's advanced automation capabilities, the organization can efficiently manage and personalize its renewal email campaigns, improving member retention and engagement.

"Getting Started with Pardot" from Salesforce Help: Pardot Setup Guide

"Pardot Engagement Studio" from Salesforce Help: Engagement Studio

NEW QUESTION # 176

A nonprofit wants its staff to spend most of their time in Salesforce. but the staff needs access to several other applications as well.

The nonprofit wants a solution that allows staff to use other applications without leaving Salesforce.

How should the consultant integrate these applications?

- A. Configure External Objects
- **B. Implement Salesforce Canvas**
- C. Configure External Data Sources
- D. Implement Distributed Marketing

Answer: B

Explanation:

To allow staff to use other applications without leaving Salesforce, implementing Salesforce Canvas is the recommended solution:

Salesforce Canvas:

Salesforce Canvas allows you to embed external applications directly within Salesforce

NEW QUESTION # 177

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