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Salesforce Certified Nonprofit Cloud Consultant Exam Sample Questions (Q83-Q88):

NEW QUESTION # 83

A nonprofit wants to implement an external email platform that integrates with Salesforce. The integration will record every email sent to a subscriber, as well as which recipients open the email, click a link, or unsubscribe.

Which two storage considerations should the consultant take into account before recommending an email platform?

Choose 2 answers

- A. Email subscribers' activities can be retained for a certain length of time.

- B. Campaign Member records use less storage space than custom object records.
- C. Subscribers must be synced as Leads and Campaign Members In NPSP.
- D. Unsubscribed Leads should be deleted from Salesforce immediately.

Answer: A,B

Explanation:

When integrating an external email platform with Salesforce, it's important to consider storage implications and retention policies. Here are the steps to take into account these considerations:

Evaluate Storage Requirements:

Campaign Member records are used to track email interactions within Salesforce. These records typically consume less storage compared to creating a custom object for the same purpose.

Custom objects can lead to higher storage usage, especially if tracking detailed interaction data.

Retention Policies:

Understand the email platform's data retention policies. Some platforms allow you to specify how long subscriber activity data (such as opens, clicks, and unsubscribes) should be retained.

Configure the retention settings to align with your organization's data retention policies and compliance requirements.

Integration Setup:

Set up the integration to ensure that Campaign Members are created or updated with each email interaction.

Use the external email platform's API to push data into Salesforce, ensuring that Campaign Members are updated in real-time or through scheduled syncs.

Monitor and Optimize:

Regularly monitor storage usage in Salesforce and optimize data retention settings to balance between having sufficient historical data and managing storage costs.

Reference:

Salesforce Storage Usage Best Practices: Detailed best practices for managing storage in Salesforce. [Salesforce Help](#).

Email Platform Integration Guides: Specific guides for integrating popular email platforms with Salesforce (e.g., Mailchimp, Pardot).

NEW QUESTION # 84

A nonprofit wants to send an event cancellation notice to 150 Salesforce contacts without a separate email service provider. It wants to manage bounces, resend the notice as needed, and view the send history on the Contact record. Which option should a consultant recommend to meet the requirements?

- A. Email-to-Case
- B. Account Engagement
- C. Send List Email
- D. Elevate

Answer: C

Explanation:

For a small volume of contacts (150) and a simple one-off requirement like an event cancellation, standard Salesforce functionality is the most cost-effective and efficient choice. Send List Email is a native Lightning Experience feature that meets all the organization's criteria without the complexity of a third-party marketing tool.

How Send List Email Meets the Requirements:

* Direct Send: Users can select up to 2,000 contacts from a list view or a campaign and click Send List Email. This uses Salesforce's internal mail servers (or the organization's connected Office 365/Gmail account).

* Send History: Every list email sent is automatically recorded in the Activity History (specifically the "HTML Email Status" or "Emails" related list) on the Contact record. This satisfies the requirement to "view the send history."

* Manage Bounces: Salesforce has a native "Email Bounce Management" feature. If an email address is invalid, a warning icon appears next to the email address on the Contact record, and the staff can see the "Bounce Reason."

* Resending: Because the send history is logged as an activity, staff can easily identify who didn't receive the message and trigger a follow-up email manually or by creating a filtered list of "bounced" contacts.

Why other options are incorrect:

* Elevate (Option A): This is a payment processing platform for fundraising and has no native bulk email capabilities for event management.

* Email-to-Case (Option B): This is a support tool for receiving incoming emails and turning them into tickets; it is not for proactive event outreach.

* Account Engagement (Option D): Formerly known as Pardot, this is a robust marketing automation platform. While it could do this, it is considered "overkill" for a one-off 150-person email and requires a separate, significant license and technical setup.

NEW QUESTION # 85

An admin at a nonprofit using NPSP finds that the donation totals on a handful of donor's records are not showing the right totals. How should the consultant troubleshoot this?

- A. Check if the correct Operation is chosen
- **B. Check if the correct target custom field is chosen**
- C. Verify Opportunity Primary Contact
- D. Verify Customizable Rollups is enabled

Answer: B

Explanation:

When donation totals on donor records are not showing correctly in NPSP, one common issue is that the Customizable Rollups might be configured incorrectly. Specifically, it's crucial to verify that the correct target custom field is chosen for the rollup calculations.

Steps to Troubleshoot:

Check Customizable Rollups Settings:

Navigate to NPSP Settings -> Donations -> Customizable Rollups.

Review the rollup configurations to ensure that the correct fields are selected as targets for the rollup calculations.

Verify Target Fields:

Confirm that the fields where the totals should appear are correctly mapped in the rollup settings.

Ensure there are no discrepancies or misconfigurations that might cause incorrect calculations.

Review Opportunity Primary Contact:

While the primary contact verification is less likely to affect donation totals directly, it's good practice to check that the opportunities are correctly associated with the primary contacts.

Reference:

Salesforce Nonprofit Success Pack Documentation

Salesforce Trailhead: Configure Customizable Rollups in NPSP

NEW QUESTION # 86

A developer needs to create a custom Apex class in the TDTM framework. Which sets of steps should the developer take?

- A. Create the Visualforce page, test class, and a Trigger Handler record
- B. Create the Lightning component, test class, and Trigger Handler record
- **C. Create the Apex class, test class, and Trigger Handler record**
- D. Create the Apex trigger, test class, and Trigger Handler record

Answer: C

NEW QUESTION # 87

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

Answer: A

NEW QUESTION # 88

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