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## Salesforce Certified Nonprofit Cloud Consultant Exam Sample Questions (Q149-Q154):

### NEW QUESTION # 149

A nonprofit uses Salesforce for fundraising and now wants to provide support for clients through a real-time chat interface with a staff member.

What should the consultant recommended?

- **A. Digital Engagement**
- B. Einstein Bots
- C. Web-to-Case
- D. Experience Cloud

**Answer: A**

Explanation:

To provide support for clients through a real-time chat interface with a staff member, a consultant should recommend Digital Engagement.

\* Digital Engagement:

\* Salesforce Digital Engagement allows nonprofits to connect with their clients in real-time through various digital channels, including chat, messaging apps, and social media.

\* It integrates with Service Cloud to provide a seamless experience for both clients and support staff, enabling real-time interactions and efficient case management.

Reference: CertGod-NONPROFIT-CLOUD-CONSULTANT.pdf - Question 67, which discusses various Salesforce solutions for engaging with constituents and providing support.

Benefits of Digital Engagement:

Provides a unified platform for managing multiple communication channels.

Enhances client experience by offering immediate support through live chat.

Facilitates better tracking and resolution of client issues with integrated case management.

### NEW QUESTION # 150

A nationally federated nonprofit is implementing a single Salesforce org to provide shared fundraising services to its four regional affiliates. Each affiliate and the national nonprofit must see only its own donor data.

Which Salesforce feature would enable this level of record access?

- A. Role Hierarchy
- B. Divisions
- **C. Criteria-based sharing**
- D. Record Types

**Answer: C**

Explanation:

To provide each affiliate and the national nonprofit the ability to see only its own donor data in a single Salesforce org, the consultant should use Criteria-based Sharing. Here's why:

Criteria-based Sharing:

This feature allows for defining sharing rules based on specific criteria, such as record ownership or certain field values.

By setting up criteria-based sharing rules, each affiliate and the national nonprofit can be restricted to viewing only the records that meet the specified criteria, such as records tagged with their specific region or affiliate identifier.

Reference:

Salesforce Sharing and Visibility Guide

Salesforce Criteria-based Sharing Rules Documentation

### NEW QUESTION # 151

Which two scenarios should be included in a Salesforce-recommended V2MOM?

- **A. Vision**
- B. Virtues
- C. Milestones
- D. Objectives
- **E. Metrics**

**Answer: A,E**

Explanation:

V2MOM (Vision, Values, Methods, Obstacles, and Measures) is a framework used by Salesforce to align teams and ensure successful project outcomes. The recommended elements for a V2MOM include:

- \* Vision:
- \* Defines what you want to achieve.
- \* It sets the direction and purpose of the project or initiative.
- \* Example: "To increase donor engagement by 20% over the next fiscal year."
- \* Metrics (Measures):
- \* Describes how you measure success.
- \* Includes quantifiable indicators that help track progress toward the Vision.
- \* Example: "Number of new donors acquired, donor retention rate, total funds raised."
- \* Values:
- \* Although not explicitly listed as an answer option, values are an integral part of the V2MOM framework. They define what is important and guide the behaviors needed to achieve the Vision.
- \* Methods:
- \* Specifies the actions and steps needed to achieve the Vision.
- \* Example: "Implement a new donor management system, conduct quarterly donor engagement surveys."
- \* Obstacles:
- \* Identifies potential challenges and how to overcome them.
- \* Example: "Limited staff resources, data migration issues."

Inclusion of Metrics and Vision:

- \* Metrics and Vision are critical as they set the overall goal and how success will be measured, ensuring clarity and alignment across the team.

References:

CertGod Nonprofit Cloud Consultant study guide: "Vision and Metrics are essential components of a Salesforce-recommended V2MOM"#22:5 source#.

#### NEW QUESTION # 152

A nonprofit needs to frequently import membership renewal and donation data. Each Import needs a different configuration that will update existing Contacts in addition to creating Opportunities. Which tool should the consultant recommend?

- A. Salesforce Import Wizard
- **B. NPSP Data Importer**
- C. Salesforce Data Loader
- D. NPSP Batch Data Import

**Answer: B**

#### NEW QUESTION # 153

A nonprofit wants to send monthly project updates to donors who have given 10 or more times. The nonprofit wants to add new donors who meet this criteria to the newsletter campaign. How should a consultant ensure the campaign stays current?

- **A. 1. Create a Report of Opportunities, grouped by Primary Contact, and add a filter to exclude donors who fail to meet the criteria. 2. Run the report each month and click the Add to Campaign button.**
- B. 1. Add standard roll-up fields to the Contact record to calculate total number of gifts. 2. Run the report each month filtered by this roll-up and click the Add to Campaign button.
- C. 1. Create a Contact report and filter by Total Number of Gifts. 2. Run the report each month and click the Add to Campaign button.
- D. 1. Create a list view of Opportunities and filter the list by Total Number of Gifts. 2. Run the list view each month and click the Add to Campaign button.

**Answer: A**

#### NEW QUESTION # 154

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