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Salesforce Certified Nonprofit Success Pack Consultant Sample Questions (Q134-Q139):

NEW QUESTION # 134

A consultant is helping a nonprofit diagnose and address some issues they have with NPSP. The consultant sees the customer is hitting governor limit errors on a particular job.

Which action should the consultant take to resolve the issue?

- A. Reschedule that nightly job.
- B. Decrease the batch size for that job.
- C. Schedule that job to run more frequently.
- D. Increase the batch size for that job.

Answer: B

Explanation:

When encountering governor limit errors on a particular job in NPSP, the consultant should decrease the batch size for that job.

Here's why:

Batch Size:

Salesforce has strict governor limits to ensure efficient resource usage. When a batch job hits these limits, it often indicates that the batch size is too large.

Decreasing the batch size reduces the number of records processed in each batch execution, thereby minimizing the chances of hitting governor limits.

This approach helps in completing the job successfully without exceeding platform limits.

Salesforce Batch Apex Documentation

Salesforce Governor Limits Guide

These solutions provide precise and effective steps to address common issues and configuration needs within the Salesforce Nonprofit Cloud environment.

NEW QUESTION # 135

When a system admin for a nonprofit tries to import data into the NPSP Data Import Object, the error message: "The matching field you chose (Record ID) is not mapped and is required for an Update and Insert operation" appears.

What are two actions the system admin can take to resolve the error?

Choose 2 answers

- A. Select the appropriate Record ID in the Salesforce Data Import Wizard.
- B. Select "Insert" if the admin is using the Salesforce Data Loader.
- C. Select --None-- for all matching fields if the admin is using the Salesforce Data Import Wizard.
- D. Select "Upsert" if the admin is using the Salesforce Data Loader.

Answer: A,D

Explanation:

<https://developer.salesforce.com/forums/?id=9060G000000I7sYQAS>, and "D". (When importing data into the NPSP Data Import Object, if the error message indicates that the Record ID field is not mapped, the system admin should ensure that the appropriate mapping is set up and use the correct operation for the data loader.

Select the Appropriate Record ID (A):

In the Salesforce Data Import Wizard, ensure that the Record ID field is correctly mapped. This field is required for updating existing records or ensuring data integrity.

Select "Upsert" Operation (C):

When using the Salesforce Data Loader, choose the "Upsert" operation. This allows the system to insert new records or update existing ones based on the Record ID or an external ID, ensuring that duplicates are avoided and data is accurately imported.

Steps to Resolve:

Check Field Mapping:

Verify that the Record ID field is mapped correctly in the import wizard or data loader.

Choose Upsert Operation:

If using the Data Loader, select the "Upsert" option to handle both insertions and updates.

Salesforce Nonprofit Success Pack Documentation

Salesforce Trailhead: Import Data for Nonprofits

NEW QUESTION # 136

Which function of the application development lifecycle does establishing a Center of Excellence address?

- A. Deployment
- B. Governance
- C. Testing
- D. Documentation
- E. Data management

Answer: B

Explanation:

Establishing a Center of Excellence (CoE) addresses the governance function of the application development lifecycle. A CoE provides leadership, best practices, and oversight to ensure consistent and effective use of Salesforce across the organization:

Governance: Ensures that there are clear policies, standards, and guidelines for managing and using Salesforce.

Best Practices: The CoE promotes best practices for development, deployment, and ongoing management of Salesforce applications.

By focusing on governance, a CoE helps maintain the integrity, quality, and strategic alignment of Salesforce initiatives within the nonprofit.

Salesforce Governance Framework Documentation

Salesforce Trailhead: Center of Excellence

NEW QUESTION # 137

A nonprofit organization has white papers, case studies, and impact reports on its website. The organization wants to track website visitors who download those assets. Once tracked, the organization wants to pursue the visitor as a constituent. Which solution should be considered?

- A. NPSP Settings
- B. Relationship record
- C. Affiliation record
- D. Opportunity Settings

Answer: A

Explanation:

To track website visitors who download white papers, case studies, and impact reports, and then pursue them as constituents, using Pardot is the most effective solution. Here's how to set it up:

Install and Configure Pardot:

Purchase and install Pardot if not already done.

Configure Pardot settings to align with your nonprofit's tracking and lead management needs.

Add Pardot Tracking Code to Website:

Implement Pardot tracking code on your website to monitor visitor behavior, including downloads.

Create Pardot Forms and Landing Pages:

Use Pardot to create forms and landing pages for asset downloads.

Capture visitor information (name, email, etc.) before allowing downloads.

Set Up Automation Rules:

Create automation rules in Pardot to add visitors who download assets to specific lists.

Assign these visitors a score to prioritize follow-up actions.

Sync with Salesforce:

Ensure that Pardot is integrated with Salesforce to sync leads or contacts.

Use Salesforce campaigns to manage and track these new constituents.

Salesforce Pardot Documentation: Pardot Tracking Code

Salesforce Trailhead: Marketing Automation with Pardot

NEW QUESTION # 138

A nonprofit wants to manage a new program In Salesforce.

What should the consultant recommend as the first step before embarking on a new implementation project?

- A. Audit existing standard and custom objects and fields.
- B. Review data in a .csv file and begin mapping to existing fields.
- C. Set up an implementation timeline and delivery plan.
- D. Identify the challenges the nonprofit is currently experiencing

Answer: D

Explanation:

Before embarking on a new implementation project, it is crucial to first identify the challenges the nonprofit is currently experiencing. This ensures that the new solution will address the specific needs and pain points of the organization. Understanding these challenges will guide the implementation strategy and help in configuring Salesforce to meet the nonprofit's goals effectively.

Steps:

Conduct stakeholder interviews to gather information on current processes and challenges.

Analyze the data collected to identify common themes and pain points.

Document the identified challenges and prioritize them based on their impact on the organization's mission and operations.

Use these insights to define the scope and objectives of the new implementation project.

NGO Ebook CRM For Good: Emphasizes the importance of understanding current challenges before starting new projects.

Nonprofit Cloud Implementation Guide: Provides best practices for identifying and documenting challenges to inform implementation strategy.

NEW QUESTION # 139

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