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QUESTION 1

A consultant has is encountering an issue when configuring Nonprofit Cloud Case Management and wants to know if it is a documented issue. Where should the consultant look first to confirm if it is a known product issue?

- A. Salesforce Trust Site
- B. AppExchange
- C. Trailblazer Community
- D. Salesforce Help

Correct Answer: B

QUESTION 2

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 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.
- 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 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.

Correct Answer: D

QUESTION 3

A nonprofit organization is currently using Person Accounts in Salesforce. The organization now wants to use the NPSP Household Account model instead and does not want system administrators to interact with anything related to the Person Account model. What should the consultant advise?

- A. Export all Person Account data, then create a help ticket asking Salesforce to uninstall Person Accounts, then install NPSP and reimport the data

B. Install NPSP in its Salesforce org and set the account model to Household Accounts and the record type to Person Accounts

C. Apply for a new Salesforce NPSP org and request a license transfer, then migrate existing data from the current system to the new Salesforce instance

D. Extract the Person Account data, uninstall Person Accounts, install NPSP and reimport the data.

Correct Answer: C

QUESTION 4

A member of the donation processing team wants to set up different batch data input configurations for different donation types. Which feature should the consultant recommend to make processing different donation batches consistent?

A. Gift Entry Templates

B. Advanced Mapping

C. Data Import Wizard

D. Engagement Plan Templates

Correct Answer: A

<https://powerofus.force.com/s/article/NPSP-Configure-Gift-Entry>

QUESTION 5

A nonprofit is using NPSP with the default account model and settings. A user creates and saves a new Contact leaving the Account Name blank. How does NPSP handle the Account?

A. The Contact is added to an existing Account.

B. An Account is created with a household name.

C. An Account is created with the same name as the Contact.

D. The Account Name remains blank.

Correct Answer: B

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