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QUESTION 1

A consultant has installed NPSP and is setting up Relationships using List Settings. The nonprofit wants the reciprocal relationship to be selected automatically based on gender. On which object should the consultant create the custom "Gender" field?

- A. Affiliation
- B. Relationship
- C. Contact
- D. Account

Correct Answer: B

<https://powerofus.force.com/s/article/NPSP-Manage-Relationships-Settings>

QUESTION 2

A nonprofit needs to clean up large amounts of Contact address data from its street canvassing and telemarketing operations on a monthly basis. What should the consultant use to standardize addresses in NPSP?

- A. Batch Data Import
- B. Address Verification
- C. NPSP Data Importer
- D. Seasonal Addresses

Correct Answer: B

(<https://powerofus.force.com/s/article/NPSP-Configure-Addresses#topic-2559>)

QUESTION 3

A nonprofit wants to use Salesforce technology to train and test its employees on skills related to brand messaging, creating support cases for IT, and publishing online videos. Which solution should the consultant recommend?

- A. Custom Help pages
- B. Prompts for In-App Guidance
- C. myTrailhead
- D. Knowledge

Correct Answer: D

QUESTION 4

A nonprofit on Unlimited Edition uses direct mail extensively as a fundraising channel. The nonprofit wants to automate the search for duplicate contact records. What should the consultant recommend implementing?

- A. Matching Rules
- B. Duplicate Rules
- C. Scheduled Apex Jobs
- D. Duplicate Jobs

Correct Answer: A

QUESTION 5

A nonprofit organization recently completed a migration to a NPSP Salesforce org. The consultant wants to ensure that all the migrated Accounts use the same account model.

What action should the consultant take?

- A. Run the NPSP Health Check Tool
- B. Run the Salesforce Optimizer
- C. Run the Data Quality Analysis Dashboard
- D. Run the Lightning Readiness Assessment

Correct Answer: C

QUESTION 6

A nonprofit organization is using a free trial of Nonprofit Cloud and engages with a consultant to do some custom configuration work. The consultant starts to gather requirements and look at the overall design. Which two things should the consultant know about the trial experiences available on the Salesforce.org website?

- A. Five licenses are included at no cost for qualified customers
- B. The trial choices include Lightning Enterprise or Lightning Enterprise + NPSP
- C. The free trial period is for 30 days
- D. It is a Developer Edition org

Correct Answer: BC

QUESTION 7

The vice president of development of a nonprofit organization wants to be able to review giving in the pipeline at a high level, and track the organization's process towards finding new potential donors. The VP also wants to track program metrics as compared to donor histories. What should the consultant advise?

- A. Packaged NPSP reports cannot be edited. Recreate all the reports found on the NPSP Development Forecasting dashboard to edit appropriately. Add additional reports to track program data.
- B. Review the reports on the NPSP Fundraising Reports folder. Create additional reports to track program data. Schedule each report to be sent to the vice president every morning.
- C. Review the components that are already on the NPSP Development Forecasting dashboard. Create additional reports and edit the dashboard to add components to track the program data.
- D. Packaged NPSP dashboards cannot be edited. Recreate the NPSP Development Forecasting dashboard components. Add additional components to track program data.

Correct Answer: C

QUESTION 8

A nonprofit organization wants to add any donor who gives to its Capital Fund to the Capital Campaign. Which two steps should be taken to accomplish this?

- A. Upload a list of all donors as Campaign Members using the Data Import Wizard
- B. Enable the Automatic Campaign Member Management in NPSP settings
- C. Create a trigger that automatically adds any donor as a Campaign Member
- D. Populate the Primary Campaign Source field on the Opportunity record

Correct Answer: BD

QUESTION 9

A system admin encounters an error at run time that a record update failed when a Customizable Rollup ran. Which attribute would cause an error?

- A. The object from which the record is derived is a custom object.
- B. The target field is on the correct object.
- C. The object from which the record is derived is an NPSP object.
- D. The target field has an active validation rule.

Correct Answer: D

QUESTION 10

A nonprofit receives a check that includes donations from several donors for a specific program the nonprofit runs.

Which two features should a consultant configure to track this gift? Choose 2 answers

- A. GAU Allocations
- B. Recurring Donations
- C. Partial Soft Credits
- D. Multiple Payments

Correct Answer: AD

QUESTION 11

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

Correct Answer: B

QUESTION 12

During requirements gathering with a nonprofit, the consultant discovers that the customer only works with individual contributors and volunteers (not companies or organizations). The consultant considers using Person Accounts with NPSP so that the customer can track its individual's as accounts. What is the best practice regarding Person Accounts?

- A. Person Accounts should be tested in NPSP, and can be turned off if it does not work as intended
- B. Ensure the Person Account record type is selected as the Household record type in NPSP Settings
- C. Ensure that the Person Account record type is set as the default record type for the profile of the user who is converting the lead if the customer is planning to do lead conversion
- D. Person Accounts were not designed to work with NPSP, and is not supported for use with NPSP

Correct Answer: D

QUESTION 13

A system admin used NPSP Contact Merge and notices the number of household accounts has changed from 12,345 to

12,300 and is concerned that accounts have been lost. What is the likely cause for the missing accounts?

- A. The merge automatically creates Household Accounts.
- B. The merge converts Household Accounts to Household custom object records.
- C. The merge automatically deletes any empty Household Accounts without Contacts or Opportunities.
- D. The merge combines Household Accounts with Contacts.

Correct Answer: C

<https://powerofus.force.com/s/article/NPSP-Merging-Contacts>

QUESTION 14

A human services nonprofit needs to track client goals and action items related to those goals. The nonprofit is unsure whether Program Management Module alone will meet its requirements. The nonprofit is considering whether to implement Nonprofit Cloud Case Management.

What should the consultant discuss with the nonprofit?

- A. Program Management Module has custom objects for calendars and activities.
- B. Program Management Module can track Case Plans and Action Items.
- C. Case Management has a custom object for tracking goals.
- D. Case Management requires Experience Cloud licenses.

Correct Answer: C

check the entity relationship diagram

QUESTION 15

A nonprofit organization had enabled Person Accounts in its org and now wants to install NPSP. The nonprofit organization wants to completely remove all Person Account features. What should the nonprofit organization consider?

- A. Apply for a new Salesforce organization and request a license transfer
- B. Use the NPSP Conversion Utility Tool
- C. Ensure the Person Account record type is selected as the Household record type in NPSP Settings
- D. Create a case in Salesforce to completely remove the Person Account record type

Correct Answer: A

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