Free Questions for Nonprofit-Cloud-Consultant by braindumpscollection

Shared by Chandler on 09-08-2024

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Question 1

Question Type: **MultipleChoice**

A nonprofit considers risk mitigation to be vital to the success of its implementation project.

What are three elements impacted by change that cause risk?

Options:

A- People, processes, cost

B- Time, governance, people

C- Quality, processes, time

D- Cost, quality, time

Answer:

D

Explanation:

https://trailhead.salesforce.com/content/learn/modules/project-risk-management-for-partners/identify-assess-address-risk

In project management, the three elements impacted by change that cause risk are cost, quality, and time. These elements are often referred to as the project management triangle or triple constraint.

Elements Impacted by Change:

Cost: Changes can lead to increased project costs, affecting the budget and financial resources.

Quality: Changes can impact the quality of the project deliverables, potentially leading to rework or reduced standards.

Time: Changes can affect the project timeline, causing delays and extending the project schedule.

Steps for Risk Mitigation:

Identify Potential Risks:

Conduct a risk assessment to identify potential changes that could impact cost, quality, or time.

Develop Mitigation Strategies:

Create plans to mitigate identified risks, including contingency plans and resource allocations.

Monitor and Control:

Regularly monitor the project for changes and adjust plans as necessary to manage risks effectively.

Salesforce Project Management Best Practices

Salesforce Trailhead: Risk Management in Project Management

Question 2

Question Type: **MultipleChoice**

The system admin at a nonprofit has set up automated soft credits to grant to the solicitor of each donation. The development director wants a report to show who the solicitor is for each donor.

Which report type does the system admin need to use to create the requested report?

Options:

A- Contacts with Relationships

B- Opportunities with Contact Roles

C- Opportunities with Partial Soft Credits and Contacts

D- Accounts with Contact Roles and Household

Answer:

C

Explanation:

To create a report that shows who the solicitor is for each donor using automated soft credits, the system admin should use the 'Opportunities with Partial Soft Credits and Contacts' report type. This report type allows the inclusion of soft credits and the related contacts, making it possible to track the solicitor for each donation.

Steps to Create the Report:

Choose the Report Type:

Navigate to the Reports tab and click 'New Report.'

Select the 'Opportunities with Partial Soft Credits and Contacts' report type.

Customize the Report:

Add the necessary fields to display the solicitor, donor, and relevant opportunity information.

Use filters to refine the data as needed.

Save and Run the Report:

Save the report with an appropriate name and run it to view the results.

Salesforce Nonprofit Success Pack Documentation

Salesforce Trailhead: Create and Customize Reports

Question 3

Question Type: **MultipleChoice**

A nonprofit is implementing Salesforce for program management. The nonprofit wants to measure user adoption after go-live.

What are two metrics the nonprofit can use to measure user adoption'

Choose 2 answers

Options:

A- Number of Opportunity records created in the last 30 days

B- Number of Account and Contact records created in the last 30 days

C- Percentage of staff logging in on a weekly basis

D- Percentage of Leads converted on a weekly basis

Answer:

B, C

Explanation:

To measure user adoption after the go-live of Salesforce for program management, the nonprofit can track the following metrics:

Number of Account and Contact Records Created (B):

This metric indicates how actively users are adding new data into the system, reflecting their engagement and usage of Salesforce for managing accounts and contacts.

Percentage of Staff Logging In Weekly (C):

This metric provides insight into how consistently staff members are using Salesforce. High login rates suggest good user adoption, while low rates may indicate a need for additional training or support.

Steps to Measure:

Create Reports:

Use Salesforce reports to track the number of Account and Contact records created over the past 30 days.

Set up a report to monitor user login frequency and calculate the percentage of staff logging in weekly.

Monitor and Analyze:

Regularly review these reports to assess user adoption and identify any areas needing improvement.

Salesforce Adoption Dashboards

Salesforce Trailhead: Measure Salesforce Adoption

Question 4

Question Type: MultipleChoice

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?

Options:

A- Salesforce Trust Site

B- AppExchange

C- Trailblazer Community

D- Salesforce Help

Answer:

D

Explanation:

When encountering an issue while configuring Nonprofit Cloud Case Management, the consultant should first check Salesforce Help to see if it is a documented issue. Salesforce Help provides extensive documentation, release notes, and known issues, making it a reliable source for troubleshooting.

Steps to Check:

Salesforce Help:

Navigate to Salesforce Help & Training.

Search for the specific issue or error message.

Review any available documentation, known issues, and suggested resolutions.

Additional Resources:

If the issue is not documented in Salesforce Help, the consultant can also check the Trailblazer Community for discussions and solutions provided by other users.

Salesforce Help & Training

Salesforce Trailhead: Salesforce Help Resources

Question 5

Question Type: MultipleChoice

A large nonprofit has chapters in multiple locations that want to operate under one central brand. The nonprofit wants the ability to customize user roles, processes, and messaging unique to each location.

Which two Salesforce tools include the ability to segment data and functionality using business units?

Choose 2 answers

Options:

A- Datorama

B- Marketing Cloud

C- Pardot

D- Digital Engagement

Answer:

B, C

Explanation:

Both Marketing Cloud and Pardot offer the capability to segment data and functionality using business units. This is particularly useful for large nonprofits with multiple chapters operating under a single brand but needing customized roles, processes, and messaging.

Marketing Cloud:

Business Units: Allows organizations to separate data, user permissions, and content based on different parts of the organization, such as chapters or departments. Each business unit can have its own data and customizations, enabling localized marketing while maintaining centralized control.

Pardot:

Business Units: Pardot Business Units enable marketing teams to partition data and customize marketing efforts for different segments within the organization. This ensures that each chapter can tailor its marketing automation processes to its specific needs while maintaining brand consistency.

Salesforce Marketing Cloud Documentation

Salesforce Pardot Documentation

Salesforce Trailhead: Get Started with Marketing Cloud Business Units

Question 6

Question Type: MultipleChoice

A system admin is trying to figure whether the nonprofit's internal release schedule conflicts with either Salesforce.com or Salesforce.org major releases.

What are two facts about Salesforce.org major releases the consultant could share with the admin?

Choose 2 answers

Options:

A- The Salesforce.org release schedule can be found on the SFDO Major Release Announcements group.

B- Salesforce.org major releases follow the same schedule as Salesforce.com releases.

C- The Salesforce.org release schedule can be found on the Salesforce Trust website.

D- Salesforce.org major releases arrive approximately one month after Salesforce.com releases.

Answer:

A, D

Explanation:

Salesforce.org major releases are typically scheduled to follow Salesforce.com releases by about one month. This staggered release schedule allows nonprofits to prepare for updates and ensures that they can address any potential conflicts with their internal release schedules. The Salesforce.org release schedule is available on the SFDO Major Release Announcements group, which provides detailed information on upcoming releases and related resources.

Steps:

Inform the system admin that Salesforce.org releases follow Salesforce.com releases by approximately one month.

Direct the system admin to the SFDO Major Release Announcements group for the latest release schedule information.

Encourage the admin to plan internal releases accordingly to avoid conflicts with major Salesforce updates.

Stay informed about upcoming releases and leverage available resources to ensure smooth transitions.

CertGod Nonprofit Cloud Consultant Guide: Provides information on the release schedules and where to find them.

Salesforce.org Major Release Announcements Group: Source for detailed release schedules and updates.

Question 7

Question Type: MultipleChoice

An employee has been terminated at a nonprofit. The nonprofit's system admin immediately disabled the former employee as a Salesforce user but is concerned the employee may have exported exposed login credentials to multiple external systems before departing.

Which feature should the consultant recommend to protect this data In the future?

Options:

A- Organization-wide Defaults

B- Individual Object

C- Shield Platform Encryption

D- Named Credentials

Answer:

D

Explanation:

To protect data and secure login credentials for external systems, the consultant should recommend using Named Credentials. Named Credentials simplify the management of authentication for external systems by storing login credentials securely within Salesforce. This approach reduces the risk of exposed credentials and ensures that data remains protected even if an employee is terminated.

Steps:

Configure Named Credentials in Salesforce for each external system.

Store the authentication details securely within Salesforce.

Use Named Credentials in Apex code and integrations to access external systems.

Regularly review and update Named Credentials as needed to maintain security.

CertGod Nonprofit Cloud Consultant Guide: Discusses the use of Named Credentials for securing access to external systems.

Salesforce Documentation on Named Credentials: Provides setup and usage instructions.

Question 8

Question Type: MultipleChoice

A nonprofit needs to track key information for grants it applies for and receives, such as deadline dates, activity completion dates, and descriptions. In addition, the nonprofit wants to track actions completed and view the next deadline date on the Opportunity.

Which feature should the consultant recommend?

Options:

A- Engagement Plans

B- Cases

C- Deliverables

D- Tasks and Events

Answer:

C

Explanation:

https://trailhead.salesforce.com/en/content/learn/modules/nonprofit-success-pack-administration-basics/understand-the-npsp-data-model

For nonprofits needing to track key information related to grants, such as deadline dates, activity completion dates, and descriptions, Deliverables within Salesforce are the recommended feature. Deliverables allow nonprofits to create and manage detailed records of grant-related activities, set deadlines, and monitor progress directly on the Opportunity object.

Steps:

Enable Deliverables in Salesforce.

Create Deliverable records to track grant-related tasks, deadlines, and activities.

Configure Deliverables to display the next deadline date on the Opportunity.

Use reports and dashboards to monitor the status and progress of grant-related activities.

CertGod Nonprofit Cloud Consultant Guide: Recommends using Deliverables for tracking detailed grant information and deadlines.

Salesforce Documentation on Deliverables: Provides setup instructions and usage guidelines.

Question 9

Question Type: **MultipleChoice**

A nonprofit wants to convert from Legacy Recurring Donations to Enhanced Recurring Donations.

What are two considerations the nonprofit should take into account before making the switch?

Choose 2 answers

Options:

A- Enhanced Recurring Donations introduces a new custom object.

B- An ETL tool is required to revert to Legacy Recurring Donations.

C- All existing integrations should be reviewed for compatibility.

D- Reverting to Legacy Recurring Donations is unsupported.

Answer:

C, D

Explanation:

Before converting from Legacy Recurring Donations to Enhanced Recurring Donations, nonprofits should consider several factors to ensure a smooth transition. Enhanced Recurring Donations offer improved functionality but may introduce compatibility issues with existing integrations. Additionally, once the switch is made, reverting to Legacy Recurring Donations is not supported, which means careful planning and testing are essential.

Steps:

Review all existing integrations to ensure compatibility with Enhanced Recurring Donations.

Conduct thorough testing in a sandbox environment to identify any potential issues.

Inform stakeholders that reverting to Legacy Recurring Donations is not supported once the switch is made.

Plan for a phased rollout and provide training to users on the new features and processes.

CertGod Nonprofit Cloud Consultant Guide: Discusses considerations and steps for transitioning to Enhanced Recurring Donations.

Salesforce Nonprofit Success Pack (NPSP) Documentation: Details the features and limitations of Enhanced Recurring Donations.

Question 10

Question Type: MultipleChoice

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?

Options:

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.

Answer:

C

Explanation:

check the entity relationship diagram

When evaluating whether to use Program Management Module (PMM) or Nonprofit Cloud Case Management, it is important to consider the specific requirements of the nonprofit. While PMM can track programs, services, and the impact of those services, Nonprofit Cloud Case Management offers additional functionality tailored to human services nonprofits. Case Management includes custom objects specifically designed to track client goals and action items, making it more suitable for organizations needing detailed goal tracking.

Steps:

Assess the specific requirements for tracking client goals and action items.

Compare the features of PMM and Case Management.

Highlight that Case Management has a custom object for tracking goals and action items.

Discuss the benefits and potential limitations of implementing Case Management, including the need for Experience Cloud licenses if applicable.

CertGod Nonprofit Cloud Consultant Guide: Provides an overview of the features of both PMM and Case Management.

Salesforce Nonprofit Cloud Case Management Documentation: Details on custom objects and functionalities available in Case Management.

Question 11

Question Type: **MultipleChoice**

A gift officer is entering donations and wants to track that the donor responded to the most recent direct mail campaign.

Which feature should the consultant configure to record the donor's campaign response?

Options:

A- Custonwable Rollups

B- Automatic Campaign Member Management

C- Sales Process

D- Customizable Campaign Influence

Answer:

B

Explanation:

https://trailhead.salesforce.com/en/content/learn/modules/campaign-management-with-nonprofit-success-pack/manage-campaign-responses

To track that a donor responded to the most recent direct mail campaign, the consultant should configure the Automatic Campaign Member Management feature. This feature in NPSP helps automatically manage Campaign Memberships based on related opportunities, streamlining the process of tracking campaign responses.

Steps to Configure:

Enable Automatic Campaign Member Management:

Navigate to NPSP Settings -> Donations -> Campaigns.

Enable Automatic Campaign Member Management.

Link Opportunities to Campaigns:

Ensure that when entering donations, the related Opportunity records are linked to the appropriate Campaigns.

This linkage will automatically update the Campaign Member records to reflect the donor's response to the campaign.

Verify Campaign Membership:

Check the Campaign Member records to ensure that the donors are correctly marked as having responded to the campaign based on the linked Opportunities.

Salesforce Nonprofit Success Pack Documentation

Salesforce Trailhead: Track Campaign Responses with NPSP

Question 12

Question Type: **MultipleChoice**

A nonprofit admin needs to import lists of Contacts into Salesforce Campaigns regularly from CSV files using the NPSP Data Import too\.

What should the consultant consider when setting up this process for the nonprofit?

Choose 2 answers

Options:

A- NPSP Data Import will automatically create the Campaign Member with the default Member Status.

B- Respect Duplicate Matching Rules' should be checked in NPSP Settings.

C- NPSP Data Import Dry Run will validate Campaign Member Status.

D- Existing Campaigns are matched by exact Name.

Answer:

A, D

Explanation:

When setting up the process for importing lists of Contacts into Salesforce Campaigns using the NPSP Data Import tool, it is essential to consider how Campaign Members are created and matched.

Key Considerations:

Automatic Campaign Member Creation (A):

The NPSP Data Import tool will automatically create Campaign Member records for the imported Contacts with the default Member Status. This helps streamline the process of adding members to campaigns.

Exact Name Matching (D):

Existing Campaigns in Salesforce are matched by exact Name. This means that the names in the CSV files must match the names of the Campaigns in Salesforce exactly for the import process to associate Contacts with the correct Campaigns.

Steps to Set Up:

Prepare CSV Files:

Ensure that the Campaign names in the CSV files exactly match the names of the Campaigns in Salesforce.

Include all necessary fields to map Contacts to Campaign Members.

Configure NPSP Data Import:

Navigate to NPSP Settings -> Data Import.

Ensure the settings align with the import requirements, including handling duplicates and respecting duplicate matching rules if enabled.

Perform Dry Run:

Use the NPSP Data Import Dry Run feature to validate the import configuration and ensure that the Campaign Member Status and other settings are correctly applied.

Salesforce Nonprofit Success Pack Documentation

Salesforce Trailhead: Import Data for Nonprofits