Free Questions for Nonprofit-Cloud-Consultant by certsinside

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Question 1

When a system admin for a nonprofit times 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

Options:

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 'Upsert' if the admin is using the Salesforce Data Loader.

D- Select --None-- for all matching fields if the admin is using the Salesforce Data Import Wizard.

Answer:

A, C

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

Question 2

The requirements for a Salesforce implementation have been gathered, but there are teams with competing priorities and the overall project goals are undefined.

What are two reasons a project team must define goals?

Choose 2 answers

Options:

A- Goals guarantee executive engagement.

B- Goals provide a way to measure and prove results.

C- Goals define a clear purpose for the project.

D- Goals catalog all of the teams' pain points.

Answer:

B, C

Explanation:

Defining goals is crucial for any project, including Salesforce implementations. Goals help ensure that the project has a clear direction and measurable outcomes. Here are the reasons:

Measure and Prove Results (B):

Setting clear goals allows the project team to measure progress and success. It provides a benchmark against which results can be compared, helping to demonstrate the project's impact and value.

Define a Clear Purpose (C):

Goals help articulate the purpose of the project, providing clarity and focus. This ensures that all team members understand the objectives and work towards a common aim, reducing confusion and aligning efforts.

Salesforce Project Management Best Practices

Salesforce Trailhead: Define Project Goals and Objectives

Question 3

What does a consultant need to enable and deploy before using Advanced Mapping in NPSP?

Options:

A- Delegated Administration

B- My Domain

C- Custom triggers

D- Customizable Rollups

Answer:

B

Explanation:

Before using Advanced Mapping in NPSP, it is necessary to enable and deploy My Domain. My Domain is a prerequisite for using several Salesforce features, including Advanced Mapping, as it allows you to customize your Salesforce org's URL, and it enhances security by creating a unique subdomain for your Salesforce org.

Steps to Enable My Domain:

Navigate to Setup:

Go to Setup -> My Domain.

Register My Domain:

Enter your preferred domain name and check its availability.

Register the domain and wait for the confirmation email.

Deploy My Domain:

After registration, deploy the domain to users and ensure it is active.

Salesforce Nonprofit Success Pack Documentation

Salesforce Help: My Domain

https://www.craftsmantech.com/2019/11/14/npsp-data-import-advanced-mapping/

Question 4

Question Type: **MultipleChoice**

A nonprofit offers courses that grant teachers credit toward maintaining their teaching certification. Teachers can enroll in an annual cohort to complete the course modules together. The nonprofit needs to track the courses each teacher completes and the credits awarded to them.

Which solution should a consultant recommend?

Options:

A- Self-Service Portal

B- Program Management Module

C- Engagement Plans

D- Service Cloud

Answer:

B

Explanation:

For a nonprofit offering courses that grant teachers credit toward maintaining their teaching certification, the Program Management Module (PMM) is the best solution to track course completions and credits awarded. PMM allows the nonprofit to manage program enrollments, track progress, and report on outcomes effectively.

Steps:

Set up the Program Management Module to include the specific courses offered and the credits awarded for each course.

Create Program Engagement records for each teacher enrolling in the annual cohort, linking them to the relevant course modules.

Track the completion of course modules and update the credits awarded to each teacher within their Program Engagement records.

Use custom reports and dashboards to monitor progress, track completions, and generate reports on credits awarded to teachers.

CertGod Nonprofit Cloud Consultant Guide: Recommends using PMM for tracking program enrollments, progress, and outcomes.

Salesforce Documentation on Program Management Module: Provides detailed instructions on setting up and using PMM for managing educational programs.

Question 5

A nonprofit created a custom Opportunity Name for all In-kind gifts.

Which two considerations should the consultant discuss with the nonprofit?

Choose 2 answers

Options:

A- The nonprofit should change existing Opportunities to the new naming convention by running the Refresh All Opportunity Names utility.

B- The Opportunity Name Format will only be applied to new Opportunities of the matching record type,

C- The nonprofit should change existing Opportunities to the new naming convention through an upsert.

D- Click the Refresh Name button on one Opportunity record to update all relevant Opportunities.

Answer:

A, B

Explanation:

When a nonprofit creates a custom Opportunity Name for all in-kind gifts, it is important to understand how this change impacts existing and new Opportunity records. The Refresh All Opportunity Names utility can be used to update the names of existing Opportunities to match the new naming convention. Additionally, the custom Opportunity Name Format will only apply to new Opportunities that match the specified record type.

Steps:

Update the Opportunity Name Format settings to reflect the new naming convention for in-kind gifts.

Use the Refresh All Opportunity Names utility to apply the new naming convention to existing Opportunities. This ensures consistency across all records.

Inform users that the new naming convention will only be automatically applied to new Opportunities created with the matching record type going forward.

Monitor the changes and verify that the updated names meet the nonprofit's requirements.

CertGod Nonprofit Cloud Consultant Guide: Provides guidance on updating Opportunity names and using utilities for bulk updates.

Salesforce Documentation on Opportunity Name Formats: Details the steps for configuring and applying custom naming conventions.

Question 6

Question Type: MultipleChoice

A nonprofit using NPSP has just implemented the Program Management Module. The nonprofit wants to migrate its client and program data.

Which two steps should the consultant use to import and deduplicate the data against existing records?

Choose 2 answers

Options:

A- Upload the program data using the NfSP Data Importer.

B- Upload the client data using the Data Import Wizard.

C- Upload the client information using the NPSP Data Importer.

D- Upload the program data using the Data Import Wizard.

Answer:

C, D

Explanation:

https://powerofus.force.com/s/article/NPSP-BP-Getting-Started-Program-Management#week4

When migrating client and program data to the Program Management Module (PMM) in NPSP, it is important to use the appropriate tools for data import and deduplication to ensure data integrity and avoid duplication. The NPSP Data Importer is specifically designed for importing client information, including deduplication against existing records. The Data Import Wizard can be used for uploading program data, which may not require the same level of deduplication as client data.

Steps:

Prepare the client data, ensuring all necessary fields are included and formatted correctly.

Use the NPSP Data Importer to upload the client information, which includes built-in deduplication features to match against existing records.

Prepare the program data similarly, ensuring proper formatting and completeness.

Use the Data Import Wizard to upload the program data. This tool is suitable for handling bulk data uploads and does not inherently include deduplication, which is less critical for program data compared to client data.

CertGod Nonprofit Cloud Consultant Guide: Discusses best practices for data migration and the tools available in NPSP for importing and deduplicating data.

Salesforce Documentation on NPSP Data Importer and Data Import Wizard: Provides detailed instructions on using these tools for data import.

Question 7

A large nonprofit is a social enterprise that functions like a for-profit corporation. The funding the nonprofit tracks in Salesforce only comes from corporations. The nonprofit needs to manage Leads and track its Opportunity pipeline.

Which account model should the consultant recommend'

Options:

A- Standard Account Model without NPSP

B- Individual Account Model in N9SP

C- Person Account Model without NPSP

D- One-to-One Account Model in NPSP

Answer:

A

Explanation:

For a large nonprofit that functions like a for-profit corporation and tracks funding exclusively from corporations, the Standard Account Model without NPSP is the most suitable choice. This model allows the nonprofit to manage Leads and track its Opportunity pipeline effectively, focusing on corporate accounts.

Benefits of the Standard Account Model:

Simplicity: The Standard Account Model is straightforward and designed for organizations that do not need the additional features provided by NPSP.

Corporate Focus: It is well-suited for managing corporate accounts and opportunities without the additional complexities of individual or household account models.

Steps to Implement:

Set Up Standard Account Model:

Use the default Salesforce setup for Accounts, Contacts, Leads, and Opportunities.

Customize as Needed:

Customize the standard objects and fields to align with the nonprofit's specific requirements for tracking corporate funding.

Salesforce Standard Account Model Documentation

Salesforce Trailhead: Manage Accounts and Opportunities