Latest Version: 12.0

Question: 1

A nonprofit organization wants a cost-effective solution to generate and send donation acknowledgements automatically to donors via email. Which Salesforce solution should the consultant recommend?

A. Nonprofit Success Pack
B. Commerce Cloud
C. Pardot
D. Marketing Cloud

Answer: A

Question: 2

A nonprofit organization created a custom Opportunity name for all organization donations.
Which two considerations should the consultant discuss with the organization? Choose 2 answers

A. The organization should change existing Opportunities to the new naming convention through an upsert.
B. The organization should only change existing Opportunities to the new naming convention by using the "Refresh Name" action.
C. The organization should change existing Opportunities to the new naming convention by using the "Refresh All Opportunity Names" button in Bulk Data Processes.
D. The custom naming convention only applies to new Opportunities of matching record types; it is not retroactive.

Answer: B, C

Question: 3

A nonprofit organization provides case management to its clients. There is a requirement for a score to be automatically assigned to each client based on several factors such as age, income and number of health conditions. The nonprofit also wants to automate the creation and assignment of follow up tasks related to the client.
Which combination of functions should the consultant recommend?

A. Activities and Customizable Rollups
B. Volunteer Recurrence and Customizable Rollups

C. Engagement Plans and Levels
D. Volunteer Wizard and Reports

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Answer: C

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Question: 4

A nonprofit organization wants to designate its donors into three categories, Gold, Silver, and Bronze, based on the total gift amount for that year. How can this be accomplished using NPSP?

A. Create a picklist field that will display the categories based on the Total Gifts This Year field.
B Create a custom field on the Opportunity that will display the categories and a process in Process Builder to populate the value based on the Total Gifts This Year field.
C. Set up NPSP Levels for the categories based on Total Gifts This Year.
D. Create a custom field on the Opportunity that will display the categories and a custom trigger to populate the value based on the Total Gifts This Year field.

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Answer: C

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Question: 5

A system administrator encounters an error at run time that a record couldn't be updated when a Customizable Rollup ran. What should the consultant check?

A. If the Target Field exists
B. If the Target Field is a NPSP field
C. If the Target Field has a validation rule
D. If the Target Object is a custom object

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Answer: C

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