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QUESTION 1

A nonprofit organization is using Cases in Salesforce for case management with its clients. The nonprofit organization wants to relate Cases for the same client to each other. How should the consultant advise the organization?

- A. Use Case Comments and paste the URL of the first Case opened for the client in each new Case related to them.
- B. Create a custom field for an ID number and assign the same number to all cases that need to be connected
- C. Use Case Hierarchy to connect all Cases for the client to a parent case and click on View Hierarcht to see the connected Cases
- D. Create a custom object that connects Cases to each other with two Case lookup fields and add a check box field to designate the parent Case.

Correct Answer: C

QUESTION 2

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.

Correct Answer: C

QUESTION 3

A user at a nonprofit is trying to run a mailing list report on a campaign using the NPSP Household Mailing List button. They receive an error saying, "the data you are trying to access is unavailable." The button works as expected for the system administrator.

What should the consultant advise to troubleshoot the issue?

- A. Check if the user has access to the Apex Class for Manage Households.
- B. Check if the Campaign ID filter in the Campaign Household Mailing List report is unlocked.
- C. Check if the user has the View Reports in Public Folders system permission.
- D. Check if the user has access to Households via Role hierarchy.



Correct Answer: B

QUESTION 4

A consultant needs to load a large volume of data for a nonprofit.

Which two steps should the consultant take before the data loads to speed up the process? Choose 2 answers

- A. Add record owners to Role Hierarchy.
- B. Defer Sharing Rule Calculation.
- C. Disable related Apex classes in TDTM.
- D. Recalculate Sharing Rules.

Correct Answer: BC

QUESTION 5

A nonprofit using NPSP manages scholarship funds for students. A donor indicates they want to split their gift between two scholarship funds. Which solution should the consultant recommend to meet the requirement?

- A. GAU Allocations
- B. Automated Soft Credits
- C. Partial Soft Credit
- D. Campaign Hierarchy

Correct Answer: A

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