# Salesforce Certified Nonprofit Cloud Consultant (NP-Con-102) Mock Exam

**Shared by Roberson on 17-06-2026**

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# Question 1

Question Type: MultipleChoice

A nonprofit wants to migrate millions of Contact records from a legacy system. Most records fail to import with the following error: "npsp.TDTM_Address: System.LimitException: Apex CPU time limit exceeded".

Which three actions could a consultant take to successfully import this data?

Choose 3 answers

## Options:

A- Enable 'Simple Address Change Treated as Update' in Address Settings.
B- Check 'User Managed' on the Address TDTM record.
C- Disable all automation and load the Address object separately.
D- Disable 'ADDR_Addresses_TDTM' Handler in Trigger Configuration.
E- Reduce the batch size significantly when addresses are included.

## Answer:

C, D, E

## Explanation:

When migrating millions of Contact records and encountering the error 'npsp.TDTM_Address: System.LimitException: Apex CPU time limit exceeded,' you can take the following actions:

Disable Automation:

Go to NPSP Settings.

Navigate to 'TDTM' (Table Driven Trigger Management).

Disable all automation triggers temporarily to ensure they do not interfere with the data load process.

Load Address Object Separately:

Split the data load into two parts: first load Contacts without address data, then load address data separately.

This reduces the complexity and processing required for each batch.

Disable ADDR_Addresses_TDTM Handler:

In NPSP Settings, go to 'Trigger Configuration.'

Locate the 'ADDR_Addresses_TDTM' handler.

Disable this specific handler to prevent it from executing during the data import process.

Reduce Batch Size:

When using Data Loader or any import tool, set the batch size to a significantly lower number (e.g., 100 or 200 records per batch).

This helps in managing CPU limits and ensures smoother processing.

By following these steps, you can mitigate the Apex CPU time limit issue and successfully import large volumes of data into NPSP.

Salesforce documentation on managing Apex CPU time limits.

Nonprofit Success Pack (NPSP) documentation on Trigger Management and Data Import.

# Question 2

Question Type: MultipleChoice

A nonprofit organization on NPSP needs to be able to track the high school a student attended and track the enrollment of the student at college.

How should the consultant recommend tracking this?

## Options:

A- Use NPSP Affiliations objects to connect the Contact to the Account for their high school and college, use the Status field there to indicate if they are currently enrolled or are former students there.

B- Turn on Field History Tracking for the Account lookup field on the Contact record, use the Account lookup to indicate where they are currently enrolled and change it as they move on.

C- Set up a Campaign for each high school and college and use Campaign Members to connect the Contact to the Campaign. Change the values in Campaign Member Status from Sent/Responded to Current/Former.

D- Install the Salesforce.org Higher Education Data Architecture (HEDA) managed package and use Affiliations.

## Answer:

A

## Explanation:

To track the high school a student attended and their college enrollment, the consultant should recommend using the NPSP Affiliations objects:

NPSP Affiliations: This object is designed to connect Contacts to Accounts representing institutions like high schools and colleges.

Status Field: Use the Status field within the Affiliations object to indicate if the student is currently enrolled or a former student.

This approach allows the nonprofit to maintain a detailed history of the student's educational journey and easily track changes in their enrollment status.

Salesforce Nonprofit Success Pack Documentation

Salesforce Trailhead: Affiliations and Relationships in NPSP

# Question 3

Question Type: MultipleChoice

A nonprofit receives many tribute gifts and wants to ensure that the person being honored by the gift consistently receives the proper soft credit.

How should the consultant advise them to configure this in NPSP?

## Options:

A- Set up Automatic Opportunity Contact Roles and enter Honoree for Honoree Opportunity Contact Role.
B- In the New Donation entry screen populate the Honoree lookup field.
C- Set the Contact Role for individual Opportunities to Honoree.
D- Enable Advanced Mapping and map the Honoree to Honoree Opportunity Contact Role.

## Answer:

A

### Explanation:

https://trailhead.salesforce.com/en/content/learn/modules/opportunity-settings-in-nonprofit-success-pack/set-up-soft-credits-npsp

https://trailhead.salesforce.com/en/content/learn/modules/donation-soft-credit-management-with-nonprofit-success-pack/create-and-manage-soft-credits

To ensure that the person being honored by a tribute gift consistently receives the proper soft credit, the nonprofit should set up Automatic Opportunity Contact Roles in NPSP and configure the Honoree role. This automation ensures that the honoree is always credited appropriately without manual intervention.

Steps:

Navigate to NPSP Settings > Donations > Automatic Opportunity Contact Roles.

Add a new Contact Role with the role type 'Honoree.'

Set the role to be automatically assigned to Opportunities that meet the criteria for tribute gifts.

Test the configuration by creating a new tribute gift and verifying that the Honoree Contact Role is correctly assigned.

Train staff on how to use the new setup to ensure consistency in data entry.

CertGod Nonprofit Cloud Consultant Guide: Advises on configuring Automatic Opportunity Contact Roles for managing soft credits in tribute gifts.

Salesforce Documentation on NPSP Automatic Opportunity Contact Roles: Provides instructions on setting up and managing contact roles for Opportunities.

# Question 4

Question Type: MultipleChoice

Which two sections should be included in a Salesforce-recommended V2MOM? Choose 2 answers

### Options:

A- Vision
B- In Milestones
C- Objectives
D- Metrics
E- Virtues

## Answer:

A, D

## Explanation:

A Salesforce-recommended V2MOM includes key components that guide an organization's strategic planning and execution. The two sections that should be included are:

Vision:

This section defines what you want to achieve. It sets the overall direction and purpose of the plan. For example, 'Increase donor engagement and retention by 20% over the next fiscal year.'

Metrics:

This section includes the measures of success. Metrics help track progress and determine if the vision and goals are being met. For example, 'Track the number of new donors, donor retention rate, and total donations received.'

Including these sections ensures that the organization has a clear direction (Vision) and a way to measure success (Metrics), which are critical for strategic planning and execution.

'V2MOM: Vision, Values, Methods, Obstacles, and Measures' from Salesforce Blog: V2MOM Framework

# Question 5

Question Type: MultipleChoice

A nonprofit organization has been informed of a deceased donor and wants to ensure that the donor no longer appears on any mailing lists. Which action should the nonprofit organization take on the donor's contact record?

## Options:

A- Select the Do Not Email, Do Not Contact, and Email Opt Out fields
B- Delete the Contact record
C- Select the Deceased field
D- Delete the values in the phone and email fields

## Answer:

C

## Explanation:

When a nonprofit organization is informed of a deceased donor and wants to ensure that the donor no longer appears on any mailing lists, the appropriate action is to select the 'Deceased' field on the donor's contact record. Here's how to do it:

Navigate to the Contact Record:

Go to the Contacts tab in Salesforce.

Search for the donor's contact record and open it.

Select the Deceased Field:

Locate the 'Deceased' checkbox on the contact record.

Check the box to mark the contact as deceased.

Additional Actions:

Ensure that any automated processes or workflows related to email and mailing lists exclude contacts marked as deceased.

Update any relevant lists or segments to remove the deceased donor from future communications.

Implications of Marking a Contact as Deceased:

The contact will no longer be included in email or direct mail campaigns.

The contact record is retained in Salesforce for historical and reporting purposes, preserving donation history and other relevant information.

Salesforce NPSP Documentation: Managing Contact Records

Salesforce Trailhead: Nonprofit Success Pack (NPSP) Basics

# Question 6

Question Type: MultipleChoice

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?

## Options:

A- Nonprofit Success Pack

B- Commerce Cloud

C- Pardot

D- Marketing Cloud

## Answer:

A

## Explanation:

Install NPSP:

Ensure that NPSP is installed in your Salesforce instance. You can download it from the AppExchange or install it directly from the NPSP Installer page.

Configure Acknowledgement Settings:

Navigate to NPSP Settings.

Under ''Donations,'' find the ''Acknowledgements'' settings.

Configure the settings to define when and how acknowledgements should be sent.

Set Up Email Templates:

Go to Setup > Classic Email Templates.

Create a new email template or modify an existing one to suit your acknowledgment needs.

Ensure the template includes merge fields to personalize the emails with donor information.

Create Automation with Process Builder:

Use Process Builder to automate the sending of acknowledgment emails.

Create a new process on the Opportunity object.

Set criteria to trigger the process when a new donation is recorded.

Add an action to send an email using the previously created template.

Testing:

Test the process by creating a test donation record and verifying that the acknowledgment email is sent automatically.

Monitoring and Refinement:

Monitor the process to ensure it is working correctly.

Refine the email templates and automation rules based on feedback and evolving needs.

By utilizing the NPSP, nonprofits can streamline their donation acknowledgment process, ensuring timely and personalized communications with donors, ultimately enhancing donor satisfaction and retention.

# Question 7

Question Type: MultipleChoice

A nonprofit using NPSP wants to track all donations that go to a designated fund.

How should a consultant meet this requirement?

## Options:

A- Create an Opportunity record type called 'Funds'.
B- Create a General Accounting Unit record for the designated fund.
C- Create a custom object to track fund accounts.
D- Create a GAU Allocation record for the designated fund.

## Answer:

D

## Explanation:

To track all donations that go to a designated fund, the consultant should create a GAU Allocation record for the designated fund. Here's why:

GAU Allocation Record:

General Accounting Units (GAUs) are used in NPSP to allocate portions of donations to specific funds or purposes.

Creating a GAU Allocation record allows the nonprofit to specify the amount of each donation that should be allocated to the designated fund, ensuring accurate tracking and reporting.

Salesforce NPSP Documentation on General Accounting Units (GAUs)

Salesforce Nonprofit Success Pack GAU Allocation Guide

# Question 8

Question Type: MultipleChoice

A nonprofit admin notices that case managers are failing to gather required information when qualifying new beneficiaries for its programs.

Which Salesforce automation tool should the nonprofit use to collect the correct data?

## Options:

A- Workflow
B- Approval Process
C- Process Builder
D- Salesforce Flow

## Answer:

D

## Explanation:

To ensure that case managers gather all required information when qualifying new beneficiaries, Salesforce Flow is the most effective automation tool:

Create a Flow:

In Salesforce Setup, navigate to 'Flow Builder' and create a new Flow.

Choose a 'Screen Flow' to guide users through the data entry process.

Design the Flow:

Add screens to the Flow that contain fields for all the required information. Use validation rules to ensure required fields are completed before proceeding to the next screen.

Use logic elements like decisions and assignments to handle conditional data collection based on previous inputs.

Deploy the Flow:

Embed the Flow on the Lightning Record Page for case managers to use when qualifying new beneficiaries.

Ensure the Flow is easily accessible and part of the standard workflow for case managers.

Training and Support:

Provide training for case managers on how to use the Flow.

Monitor usage and collect feedback to make any necessary adjustments.

Salesforce Flow provides a guided, interactive way to ensure all required information is collected consistently.

Salesforce Documentation: Flow Builder Guide

Trailhead Module: Automate Your Business Processes with Lightning Flow

# Question 9

Question Type: MultipleChoice

A consultant needs to set up a sandbox strategy for a nonprofit implementation project involving two major development initiatives. For which three purposes should separate sandboxes be used?

## Options:

A- Quality Assurance
B- Analytics
C- Field Tracking
D- Staging
E- Development

## Answer:

A, D, E

## Explanation:

When setting up a sandbox strategy for a nonprofit implementation project involving two major development initiatives, it is essential to use separate sandboxes for different purposes. The key purposes include Quality Assurance, Staging, and Development. Here's why:

Quality Assurance (QA):

QA sandboxes are used to test new features and functionalities to ensure they work as expected.

This environment helps identify and fix bugs before the changes are moved to production.

Staging:

A staging sandbox is a replica of the production environment.

It is used for final testing and validation of new features, configurations, and data migrations.

Ensures that everything works correctly in an environment that closely mimics production.

Development:

Development sandboxes are used by developers to build and test new features.

Each developer can have their own sandbox to avoid conflicts with others' work.

Using separate sandboxes for these purposes ensures a clear and organized development process, reduces the risk of conflicts, and helps maintain a stable production environment.

Salesforce Documentation: Sandbox Types and Templates

Salesforce Trailhead: Developing in Sandboxes

# Question 10

Question Type: MultipleChoice

A nonprofit runs a workforce development program for its clients. Job seekers contact the nonprofit via phone, web, and email. The nonprofit wants to track each engagement separately from start to finish. The nonprofit needs to assign job seekers to case managers.

What solution should the consultant propose?

## Options:

A- Create a custom junction object between Contact and Case for the assignment and customize workflow rules.
B- Enable web-to-case and customize cases and assignment rules.
C- Create a custom multi-select picklist field to track the assignment and customize related lists.
D- Enable web-to-lead and customize leads and assignment rules.

## Answer:

B

## Explanation:

For tracking job seeker engagements and assigning them to case managers:

Enable web-to-case: This allows job seekers to submit inquiries via web forms, which automatically create cases in Salesforce.

Customize cases: Modify the case object to track specific engagement details from start to finish.

Assignment rules: Set up rules to automatically assign cases (job seekers) to appropriate case managers based on predefined criteria (e.g., job seeker's needs, case manager's workload).

This solution provides a structured way to handle multiple engagement channels (phone, web, email) and ensures that each job seeker is assigned a case manager for personalized support.

Salesforce Help: Setting Up Web-to-Case

Salesforce Trailhead: Service Cloud for Nonprofits

# Question 11

Question Type: MultipleChoice

The VP of Development wants to track the nonprofit organization's six campaigns nested within each other: Friends of the Organization>FY19>Capital Campaign>Annual Fund>Digital Donations>Mobile.

What should the consultant do?

## Options:

A- Create a custom lookup field, 'Related Campaign' on the Campaign object.
B- Suggest consolidating at least one of the Campaigns so that it is within the Campaign Hierarchy limit.
C- Create a Campaign Hierarchy with the parent Campaign record as, 'Friends of the Organization'
D- Suggest changing the order of the hierarchy.

## Answer:

C

## Explanation:

To track nested campaigns effectively, Salesforce Campaign Hierarchies can be utilized. Here are the steps to set this up:

Create Parent Campaign:

Create the top-level parent Campaign called 'Friends of the Organization'.

Create Sub-Campaigns:

Create sub-campaigns under the parent campaign for each hierarchical level: FY19, Capital Campaign, Annual Fund, Digital Donations, and Mobile.

Link each sub-campaign to its parent campaign using the Parent Campaign lookup field.

Configure Campaign Hierarchy Settings:

Ensure the Campaign Hierarchy settings are configured to allow for the desired depth of nested campaigns.

Track Campaign Performance:

Use Campaign Hierarchy reports to track the performance of each campaign within the hierarchy.

Analyze metrics such as total donations, engagement, and conversion rates at each level.

By creating a structured Campaign Hierarchy, the nonprofit can effectively track and manage complex campaign structures, gaining insights into performance at each level of the hierarchy.

'Campaign Hierarchies' from Salesforce Help: Campaign Hierarchies

'Managing Campaigns in NPSP' from Salesforce.org: Campaign Management