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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q45-Q50):

NEW QUESTION # 45

A nonprofit organization is using Nonprofit Cloud for Fundraising. The organization wants to generate gift acknowledgement letters and have donations updated to include the date and status of the acknowledgement.

Which Nonprofit Cloud feature should the organization use?

- A. OmniStudio Document Generation
- B. Intelligent Document Automation
- C. Einstein Activity Capture

Answer: A

Explanation:

In the modern Nonprofit Cloud (NPC) for Fundraising, the traditional mail-merge process has been replaced by a sophisticated, server-side document engine known as OmniStudio Document Generation (often referred to simply as DocGen). This feature allows organizations to automate the creation of high-quality PDFs or Word documents for gift acknowledgments and tax receipts.

Step-by-Step Implementation Flow:

- * **Template Creation:** The organization creates a document template (typically a .docx file) containing merge fields or "tokens" that map to Salesforce data, such as `{{GiffTransaction.Amount}}` and `{{Account.Name}}`.
 - * **Server-Side Generation:** When a user (or an automated flow) triggers the generation process, the system uses the Document Generation service to merge live Salesforce data into the template.
 - * **Automatic Data Updates:** A critical part of the NPC Fundraising workflow is the integration between document generation and the Gift Transaction record. When the acknowledgment is generated, the system is configured to automatically update the "Acknowledgment Status" to "Acknowledged" and the "Acknowledgment Date" to the current date. This ensures that the organization maintains an accurate audit trail of which donations have been officially thanked.
 - * **Distribution:** The generated document is stored in Salesforce Files and can be automatically emailed to the donor or printed for physical mailing.
- Why other options are incorrect:
- * Einstein Activity Capture (Option B) is designed for syncing emails and calendar events from Outlook or Gmail and does not handle document creation or transaction field updates.
 - * Intelligent Document Automation (Option C) is a tool for extracting data from uploaded documents (like PDFs or images) using OCR technology, which is the opposite of generating outgoing acknowledgement letters.

NEW QUESTION # 46

A Salesforce admin changes an Engagement Plan Template as requested by the development team. The development manager expects to see the changes reflected on an existing Engagement Plan using that Template on a campaign. Why is the development manager unable to see the Template changes?

- A. The development manager requires additional permissions for the new Engagement Plan Template changes.12
- B. Engagement Plan Template changes need to propagate through the platform.
- **C. Changes to Engagement Plan Templates only affect new Engagement Plans.56**
- D. Engagement Plan Template changes must be accepted by the user on the Template detail record first.34

Answer: C

Explanation:

In NPSP, Engagement Plans are used to automate the creation of a set of tasks when a specific goal is identified (e.g., "Major Donor Stewardship"). It is critical to understand the relationship between the Template and the Instance.

The Logic of Decoupling:

- * **The Template:** This is the "blueprint" that defines which tasks should be created, who should own them, and what their due dates are relative to the start date.
- * **The Engagement Plan (Instance):** When a user applies a template to a Contact or Campaign, the system "explodes" the template and creates actual Task records and an Engagement Plan record.
- * **Persistence:** Once those tasks are created, they become independent records. If an admin modifies the original Engagement Plan Template (e.g., adding a new task or changing a deadline), NPSP does not retroactively update existing tasks or plans that were already generated. This is intentional to prevent disrupting ongoing workflows or overwriting manual changes staff may have made to their active tasks.
- * **Result:** Any modifications to the template will only be visible on new Engagement Plans created after the change was saved. To update existing plans, the manager would have to delete the current Engagement Plan and re-apply the updated template, or manually add the new tasks to the current records.

NEW QUESTION # 47

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?

- A. Customizable Rollups
- **B. Automatic Campaign Member Management**
- C. Sales Process
- D. Customizable Campaign Influence

Answer: B

Explanation:

In NPSP, the most efficient way to link a donation to a donor's campaign participation is through Automatic Campaign Member Management.³¹ How the Feature Works:³²

* The Link:³³ When an Opportunity (donation) is created, it has a Primary Campaign Source field.

* The Automation: If Automatic Campaign Member Management is enabled in NPSP Settings, the system automatically looks at the Primary Contact on the donation and checks if they are already a Campaign Member of that campaign.

* Status Update: If they are already a member, the system can automatically update their Member Status (e.g., from "Sent" to "Responded").

* Creation: If they are not yet a member, the system can automatically create a new Campaign Member record for that donor with a "Responded" status.

Why other options are incorrect:

* Customizable Rollups (Option B): These summarize financial totals but do not handle the "Status" or "Response" logic on a campaign.

* Customizable Campaign Influence (Option C): This is a Sales Cloud feature used to attribute

"Influence" across multiple campaigns for a single deal. While relevant to high-level ROI, it is not the primary mechanism for simply recording that a donor "responded" to a specific direct mail appeal.

* Sales Process (Option D): This defines the "Stages" an Opportunity goes through (Pledged, Won, etc.) and has no role in campaign response tracking.

NEW QUESTION # 48

A nonprofit wants to deploy Nonprofit Cloud Case Management into its production org. Which two prerequisites should be considered prior to installing Case Management? (Choose 2)

- A. Ensure appropriate licenses are provisioned
- B. Install NPSP
- C. Enable My Domain
- D. Ensure Volunteers for Salesforce is properly configured

Answer: A,C

Explanation:

Nonprofit Cloud Case Management (NCCM) is a managed package that extends the capabilities of Salesforce for human services. Like many high-end Salesforce industry solutions, it has specific technical and legal prerequisites that must be met before the installation can succeed.

Prerequisite 1: Provisioned Licenses (A):

NCCM is not a free, open-source tool like NPSP. It is a paid product that requires specific Permission Set Licenses (PSLs) to be provisioned in the org. A consultant must verify that the organization has purchased the necessary licenses through their Salesforce Account Executive. Without these licenses appearing in the

"Company Information" section of Setup, the managed package will not function, and users will not be able to access the custom Case Management objects like Goals, Action Items, or Case Plans.

Prerequisite 2: My Domain (C):

NCCM relies heavily on modern Lightning components and OmniStudio features to power its interactive interfaces (such as the Case Plan Wizard). Salesforce requires My Domain to be enabled and deployed in any org that uses custom Lightning components.

My Domain adds a unique prefix to the Salesforce URL (e.g.,

<https://my-nonprofit.my.salesforce.com>), which is necessary for the secure rendering of these components.

Why other options are incorrect:

* Volunteers for Salesforce (Option B): This is a completely separate application for managing volunteer shifts and is not required for Case Management to function.

* Install NPSP (Option D): While NCCM is often used alongside NPSP, the modern Nonprofit Cloud Case Management package can technically run on a standard Salesforce platform without NPSP, provided the necessary licenses are in place.

NEW QUESTION # 49

A Fundraising Operations Manager is entering checks into Nonprofit Cloud by using Gift Batches. Some of the checks are payments on recurring gifts. When the Fundraising Operations Manager attempts to match the checks with the donor's current Gift Commitment in the Gift Entry window, no matching records appear.

Which Fundraising setting should be configured to resolve the issue?

- A. Change the Recency score thresholds.
- B. Increase the Installment Extension Day Count setting.

- C. Select a Donor Matching Method value.

Answer: B

Explanation:

When processing checks for recurring gifts in the Nonprofit Cloud, the system attempts to find an "expected" payment record to match against the physical check. In the NPC data model, recurring gifts are managed via Gift Commitments and Gift Commitment Schedules.

The system creates "expected" transactions (installments) based on the schedule. However, donors often send checks that arrive slightly before or after the exact scheduled date. If a check arrives outside of the system's "window of expectation," the Gift Entry interface will not automatically suggest the matching commitment, leading to the "no matching records appear" issue.

The Solution: Installment Extension Day Count

* Function: This setting defines the number of days beyond the scheduled date that the system will look to find a matching installment. For example, if a gift is scheduled for the 1st of the month but the check arrives on the 10th, and the extension is set to 5 days, the system won't see it.

* Configuration: The consultant must go to Fundraising Settings in the Setup menu.

* Adjusting the Value: By increasing the Installment Extension Day Count (e.g., to 14 or 30 days), the consultant widens the "search window."

* Result: The next time the manager enters a check for that donor, the Gift Entry tool will successfully find and display the active Gift Commitment as a suggested match because the check's date now falls within the extended installment window.

Option C is incorrect because "Donor Matching" helps find the person, but the question specifies that the issue is matching the check to a specific Gift Commitment (the recurring gift record). Option B (RFM scoring) is for analytics and has no impact on the technical matching logic of the gift entry engine.

NEW QUESTION # 50

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