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## Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q49-Q54):

### NEW QUESTION # 49

A nonprofit wants to be in full compliance with Salesforce best practices for data security and has asked its consultant for an evaluation. Which tool should the consultant use to provide this assessment?

- A. NPSP Health Check
- B. Shield Platform Encryption
- C. **Salesforce Health Check**
- D. Salesforce Optimizer

**Answer: C**

Explanation:

To provide a comprehensive assessment of data security best practices, the consultant should use the native Salesforce Health Check.

What Salesforce Health Check provides:

- \* Security Baseline: It compares the organization's current security settings against the Salesforce Recommended Baseline.
- \* Scoring: It provides an overall "Health Score" (0-100%).
- \* Specific Evaluations: It analyzes critical security settings, including:
  - \* Password Policies: Complexity, expiration, and lockout settings.
  - \* Session Settings: Timeout values and whether "secure cookies" are required.
  - \* Network Security: IP ranges and multi-factor authentication requirements.
  - \* File Settings: Restrictions on file types and downloads.
- \* Actionable Advice: For every setting that does not meet the baseline, it provides a "Fix It" link or instructions on how to bring the setting into compliance.

Why other options are incorrect:

- \* Salesforce Optimizer (Option C): This is a general "maintenance" tool. It checks for unused fields, limits, and technical debt. While it has some security checks, it is not a dedicated security assessment tool.
- \* NPSP Health Check (Option D): This is specifically for data integrity within NPSP (e.g., checking if rollups are working or if households have addresses). It does not evaluate the underlying Salesforce platform security settings.
- \* Shield (Option B): This is a product (a set of security features) you can buy, not an assessment tool to evaluate current compliance.

## NEW QUESTION # 50

A nonprofit considers risk mitigation to be vital to the success of its implementation project. What are three elements impacted by change that cause risk?

- A. Quality, processes, time
- B. People, processes, cost
- **C. Cost, quality, time**
- D. Time, governance, people

**Answer: C**

Explanation:

In project management and Salesforce implementation strategy, the Triple Constraint (also known as the Iron Triangle) defines the three most critical elements that are impacted by any change to a project's scope.

These three elements are Cost, Quality, and Time.

- \* Cost: This refers to the financial budget and resources allocated to the project. If a nonprofit decides to add a new "Impact Dashboard" mid-implementation, the cost will likely increase as more consultant hours are required.
- \* Time: This is the schedule or deadline for the project. Adding features or facing technical hurdles usually extends the timeline. If the "Time" cannot be moved (e.g., a "Go-Live" before a major fundraising gala), then Cost or Quality must be adjusted.
- \* Quality (or Scope): This represents the robustness and functionality of the final solution. If a project is running over time and over budget, the organization might decide to "cut corners" or reduce the complexity of certain automations to meet the deadline, which negatively impacts the quality of the system.

Risk Mitigation Strategy: A consultant's job is to manage the balance between these three. If one changes, at least one of the others will be impacted. For example, if a nonprofit wants to speed up the Time to go-live, they must either increase the Cost (hiring more people) or decrease the Quality (reducing the initial scope).

Understanding these three risks is essential for setting realistic

## NEW QUESTION # 51

A consultant is training a system admin to prepare for a new release of a particular open source Nonprofit Cloud product. Where are two places the system admin should look for release notes on the product? (Choose 2)

- **A. The Nonprofit Cloud release announcement group in the Trailblazer Community.**
- B. The Salesforce Trust website.
- C. The Nonprofit Hub group in the Trailblazer Community.
- **D. The product's GitHub repository release page.**

**Answer: A,D**

Explanation:

Managing releases for open-source products like NPSP, PMM, or V4S requires a different approach than standard Salesforce

seasonal releases. Because these are managed packages developed in an open-source model, the documentation is found in specific community and developer locations.

The Two Primary Sources:

\* GitHub Repository Release Page (A): Most Nonprofit Cloud open-source products (like NPSP) are hosted on GitHub (e.g., under the SalesforceFoundation or SFDO-Community organizations). The Releases tab on the repository provides the most technical and immediate information, including the specific version number, bug fixes, and "New Feature" logic directly from the developers.

\* Nonprofit Cloud Release Announcement Group (C): This is the official Salesforce Trailblazer Community group for nonprofit customers. Salesforce product managers post "Push" schedules and high-level summaries of what is included in the upcoming package releases. This is where an admin finds out when the package will be automatically pushed to their sandboxes and production orgs.

Why other options are incorrect:

\* Nonprofit Hub (Option B): This is a general discussion group for networking and "How-To" questions, but it is not the official repository for release notes.

\* Salesforce Trust (Option D): This site monitors system performance, security alerts, and instance status (e.g., "Is NA123 down?"). It does not contain feature-level release notes for managed packages like NPSP.

## NEW QUESTION # 52

A nonprofit is migrating from a legacy donor management database. The database has donor contact information, donation history, and payment information. How should the consultant load the data from the database using a single file to create the related records?

- A. NPSP Data Importer
- B. Data Import Wizard
- C. Workbench
- D. Data Loader

**Answer: A**

Explanation:

When migrating data into the Nonprofit Success Pack (NPSP), the most efficient and robust tool is the NPSP Data Importer. This tool was specifically built to handle the "multi-object" nature of nonprofit data in a single pass.

Why NPSP Data Importer is the Correct Choice:

\* Single File Processing: Standard Salesforce tools like Data Loader or the Data Import Wizard usually require separate files and separate "upserts" for each object. You would have to import Accounts, then export the IDs, then import Contacts, then export those IDs, then import Opportunities.

\* Complex Logic in One Row: The NPSP Data Importer allows you to put the Contact Name, the Household address, and the Donation Amount on the same row of a CSV file.

\* Automatic Relationship Management: When you process the file, the Importer automatically:

\* Creates or finds the Contact.

\* Automatically creates the Household Account.

\* Creates the Opportunity (Donation) and links it to the Account.

\* Creates the Payment record (if payment info is included).

\* Handles GAU Allocations and Campaign Memberships.

\* Dry Run Capability: It includes a "Dry Run" feature that validates the data and checks for duplicates before any actual records are created, which is vital for a clean migration.

While Workbench and Data Loader are powerful technical tools, they lack the specific NPSP business logic that makes the NPSP Data Importer the fastest and safest way to move a legacy database into Salesforce using a single flat file.

## NEW QUESTION # 53

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. Increase the Installment Extension Day Count setting.
- B. Change the Recency score thresholds.
- C. Select a Donor Matching Method value.

**Answer: A**

#### 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 # 54

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