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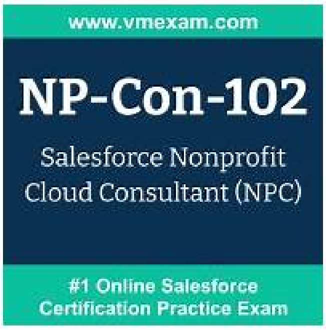

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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions

(Q116-Q121):

NEW QUESTION # 116
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. Select a Donor Matching Method value.
- C. Change the Recency score thresholds.

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 # 117
A nonprofit wants to make a substantial technology shift that will affect multiple teams and departments.
Which two initial steps should a consultant discuss with the nonprofit? (Choose 2)

- A. Form a powerful guiding coalition.
- B. Establish a sense of urgency.
- C. Deploy features to meet departmental requirements.
- D. Summarize final technology implementation steps.

Answer: A,B

Explanation:
For a "substantial technology shift," a consultant must apply Change Management principles, such as Kotter's 8-Step Process for Leading Change. Technology is only one part of the project; the human element is what determines success.
Initial Strategic Steps:
* Establish a Sense of Urgency (C): People are naturally resistant to change. The consultant must help the organization articulate why this shift is necessary now. This involves identifying the risks of staying with the current siloed systems (e.g., "We are losing 20% of our donors because our data is inaccurate") and the opportunities of the new system. Without urgency, the project will likely lose momentum.
* Form a Powerful Guiding Coalition (D): A technology shift cannot be led by the IT department alone. A consultant must encourage the formation of a team that includes Executive Sponsors (to provide budget and authority) and Departmental Champions (to provide ground-level influence). This coalition works together to overcome resistance and ensure the project remains aligned with the mission.
Why other options are incorrect:
* Summarizing final steps (Option A): This happens at the end of the project lifecycle.

* Deploying features (Option B): You cannot deploy features successfully until the groundwork for change has been laid. Jumping straight to deployment without leadership alignment is a leading cause of implementation failure.

NEW QUESTION # 118
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. People, processes, cost
- B. Time, governance, people
- C. Cost, quality, time
- D. Quality, processes, time

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 settting realistic

NEW QUESTION # 119
A nonprofit needs more insight into why some corporate sponsorships are closing and why others are lost.
They want to evaluate information including pipeline value, number of opportunities, Pardot score, win/lost percentage, stage value, and a table of opportunities. The system admin wants to deploy a solution quickly.
Which solution should a consultant recommend?

- A. Insights Platform Data Integrity
- B. Salesforce Reports
- C. B2B Marketing Analytics
- D. NPSP Advanced Mapping

Answer: B

Explanation:
When a nonprofit requires immediate visibility into their opportunity pipeline and win/loss metrics, the most efficient and "quick to deploy" solution is Salesforce Reports and Dashboards.
Why Salesforce Reports is the best fit:
* Standard Functionality: Reports are a native part of the Salesforce platform. There is no additional software to install or license to procure.
* Cross-Object Reporting: Salesforce allows for "Opportunities with Pardot (Account Engagement)" report types. This allows the consultant to pull in the Pardot Score alongside standard Opportunity fields like Stage, Amount, and Probability.
* Visual Analytics: Using a Dashboard, the consultant can create a "Corporate Sponsorship Pipeline" view. They can include:
* Funnel Charts: For pipeline value by stage.
* Summary Tables: To list the specific opportunities.
* Gauge Charts: For the win/loss percentage.
* Speed of Deployment: A consultant can build a comprehensive dashboard meeting all these requirements in a matter of hours, whereas B2B Marketing Analytics (Option B) requires a complex setup process involving the "Analytics Studio," data syncs, and specialized licenses.
Why other options are incorrect:

* Advanced Mapping (Option A): This is a data import tool, not an analytics or reporting tool.
* Insights Platform (Option D): This is used for data cleansing and duplicate management, not for pipeline performance analysis.
By leveraging standard reports, the nonprofit gets the "insight" they need immediately using the data already sitting in their NPSP instance.

NEW QUESTION # 120
The system admin at a nonprofit has set up automated soft credits to grant to the solicitor of each donation.
The development director wants a report to show who the solicitor is for each donor. Which report type does the system admin need to use to create the requested report?

- A. Contacts with Relationships
- B. Opportunities with Contact Roles
- C. Accounts with Contact Roles and Household
- D. Opportunities with Partial Soft Credits and Contacts

Answer: B

Explanation:
In NPSP, soft credits are fundamentally based on the Opportunity Contact Role (OCR) object. Even if
"Partial Soft Credits" are used for splitting a gift, the primary mechanism for attributing a "Solicitor" to a donation is assigning them a specific role on the Opportunity.
Reporting Logic:
* The Junction: The Opportunity Contact Role acts as the bridge between the Opportunity (the donation) and the Contact (the solicitor).
* Standard Report Type: The standard report type Opportunities with Contact Roles allows the user to see the donor (the Account) and all related contacts who have a role on that gift.
* Filtering: The Admin can filter this report by the "Role" field (e.g., Role EQUALS Solicitor). This surfaces exactly who the solicitor was for every donor's transaction.
Why other options are incorrect:
* Option D: Partial Soft Credits is a more complex object used when multiple people get different dollar amounts of credit for a single gift. For a standard report showing "who the solicitor is," the Contact Role is the simpler and more standard starting point.
* Option A: Relationships track person-to-person ties (like "Spouse" or "Coworker"), not who influenced a specific financial transaction.
* Option B: This focuses on the Household structure rather than the individual donation influence history.

NEW QUESTION # 121
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