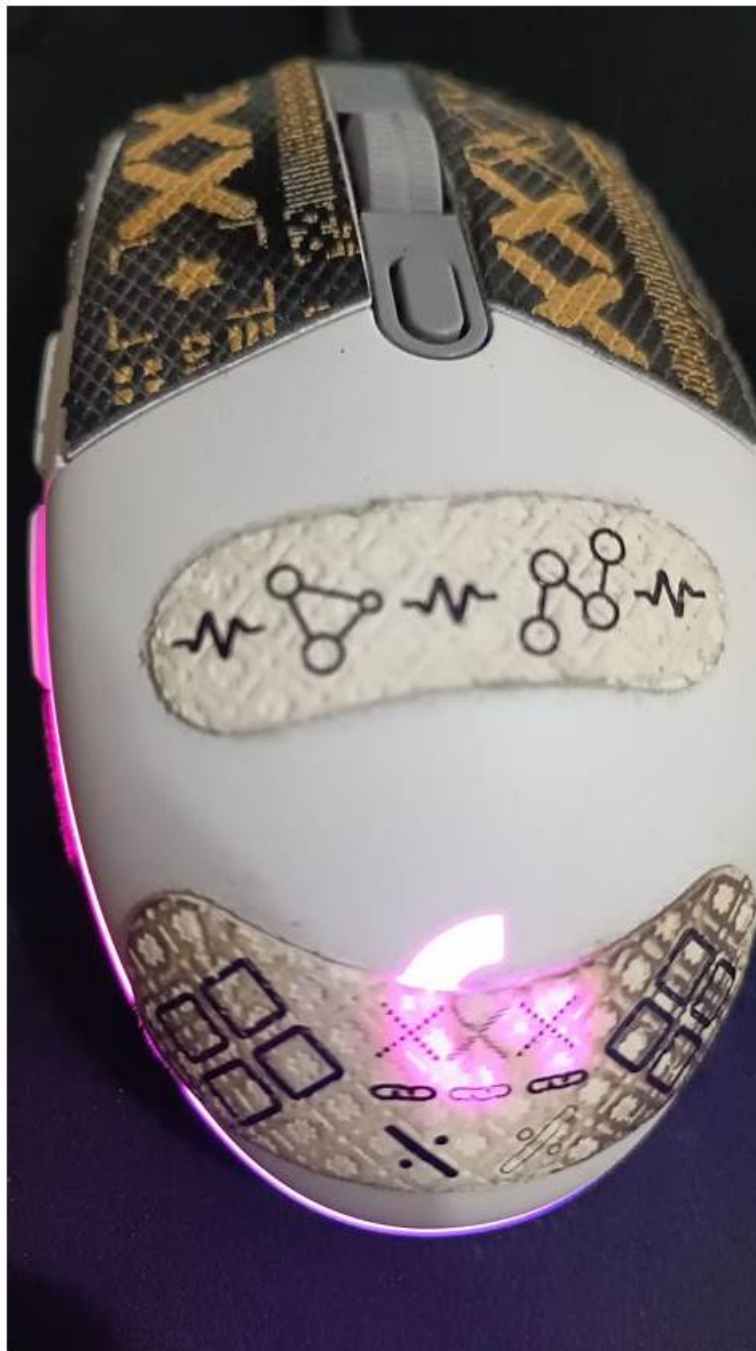# NP-Con-102 Test Online | NP-Con-102 New Braindumps Ebook

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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q74-Q79):

NEW QUESTION # 74
A volunteer with a nonprofit works at Universal Containers. The volunteer is recorded in Salesforce as part of the Household's account record, but Universal Containers needs to be entered into the Salesforce system. How should a consultant track the volunteer's relationship with Universal Containers?

- A. Create a Lead for the volunteer at Universal Containers and create an Affiliation record between the volunteer Lead and Universal Containers.1
- B. Create a Lead for the volunteer at Universal Containers and create a Relationship record between the volunteer Lead and the volunteer Contact.2
- C. Create a Universal Containers Organization Account and create a Relationship record between the volunteer and Universal Containers.
- D. Create a Universal Containers Organization Account a3nd create an Affiliation record between the volunteer and Universal Containers.

Answer: D

Explanation:
In NPSP, there is a clear distinction between how we track "people to people" and "people to organizations."
* People to Organizations (Affiliations): When a Contact (the volunteer) has a professional or community connection to an organization (Universal Containers), the Affiliation object is used. An Affiliation is a junction record that links a Contact record to an Account record with an 'Organization
' record type.
* People to People (Relationships): The Relationship object is used exclusively for person-to-person ties (e.g., "Spouse,"
"Coworker," or "Father"). You do not use the Relationship object to link a person to a business.
The Solution:
To track this volunteer's employment or connection to Universal Containers:
* Step 1: Create an Account record for "Universal Containers" and ensure its record type is
"Organization."
* Step 2: Create an Affiliation record.
* Step 3: On the Affiliation record, link the volunteer's Contact record to the Universal Containers Account record.
* Step 4: Specify the Role (e.g., Employee) and mark it as the Primary Affiliation if this is their main employer.
Using Leads (Options A & B) is incorrect because the volunteer is already an established "Contact" in the system; creating a Lead would create a duplicate record and fragment the data history.

NEW QUESTION # 75
A nonprofit wants to manage incoming donations, and provide a portal for its constituents and staff members.
The nonprofit also wants to create a new web experience for constituents. Which solution should a consultant recommend?

- A. NPSP with Experience Cloud
- B. NPSP with Program Management Module
- C. NPSP with Account Engagement
- D. NPSP with Accounting Subledger

Answer: A

Explanation:
When a nonprofit requires a "portal" or a "web experience" for external users (constituents) to interact directly with Salesforce data, Experience Cloud (formerly Community Cloud) is the required solution.
How this solution meets the requirements:
* Incoming Donations (NPSP): NPSP provides the foundational data model for managing individual donors, household accounts, and the donation (Opportunity) pipeline.
* Constituent Portal (Experience Cloud): By implementing an Experience Cloud site (such as the Customer Service or Build Your Own template), the nonprofit can allow donors to:
* Log in to view their giving history.
* Download tax receipts.
* Update their contact information or communication preferences.
* Staff Management: While staff members typically use the internal Salesforce Lightning interface, Experience Cloud can also be configured for staff who need a simplified web interface for specific tasks.
* New Web Experience: Experience Cloud is a highly customizable CMS (Content Management System). It allows the nonprofit to build a branded, mobile-responsive web experience that looks and feels like their main website while being natively connected to their Salesforce data.
Why other options are incorrect:
* Program Management Module (Option A): This tracks service delivery, not web portals.
* Accounting Subledger (Option B): This is a back-office tool for finance reconciliation.
* Account Engagement (Option C): This is a marketing automation tool (Pardot) for sending emails and tracking engagement, but it does not provide a logged-in "portal" experience for constituents.

NEW QUESTION # 76

A nonprofit organization currently tracks one-time donations in Nonprofit Cloud. The organization wants to expand its fundraising to include recurring donations. Which additional Nonprofit Cloud objects should be used to establish recurring donations?

- A. Gift Designation and Gift Commitment
- B. Opportunity and Gift Commitment Schedule
- C. Gift Commitment and Gift Commitment Schedule

Answer: C

Explanation:
The fundraising data model in the new Nonprofit Cloud (NPC) differs significantly from the older NPSP
"Recurring Donations" object. NPC utilizes the Fundraising feature set, which is built on a high-performance architecture shared with other Industry Clouds.
To manage recurring giving, two primary objects are required:
* Gift Commitment: This object represents the donor's "promise" or agreement to give a certain amount over time. It stores high-level information such as the total amount of the commitment, the donor (Person Account), and the status (e.g., Active, Paused, or Fulfilled).
* Gift Commitment Schedule: This is the engine that drives the frequency of the gift. It defines when and how often the donation should be processed (e.g., Monthly on the 15th, or Weekly on Mondays). A single Gift Commitment can actually have multiple schedules if a donor has a complex giving plan.
The Workflow for a Consultant:
* Create the Gift Commitment: When a donor signs up for a monthly giving program, the consultant (or the automated system) creates a Gift Commitment record.
* Define the Schedule: A Gift Commitment Schedule record is then linked to that commitment, specifying the recurring transaction amount and the transaction period.
* Automated Processing: Once these are active, the Nonprofit Cloud's Gift Processing engine uses the schedule to automatically generate Gift Transaction records (which are the equivalent of "received" donations) on the specified dates.
Option A is incorrect because "Opportunity" is part of the legacy NPSP model or standard Sales Cloud; while NPC can use Opportunities, the specific recurring logic in NPC is handled by Gift Commitments. Option C is incorrect because Gift Designation is used to track the fund or purpose the money is for (e.g., "Scholarship Fund"), which is applicable to both one-time and recurring gifts, but is not the object that establishes the recurring nature of the gift.

NEW QUESTION # 77

A nonprofit wants all donations related to a new direct mail appeal to be assigned to a designated restricted fund. How should the consultant advise the nonprofit to achieve this?

- A. Create a campaign for the appeal and add a lookup field for the GAU for the designated fund.
- B. Enable Default Allocations and specify the designated fund as the default GAU.
- C. Run Batch Create Default Allocations bulk data process and specify the designated fund as the default.
- D. Create a campaign for the appeal and use the Manage Allocations functionality to assign the fund.

Answer: D

Explanation:
In NPSP, the tracking of restricted funds is managed through the General Accounting Unit (GAU) and GAU Allocations. When a nonprofit launches a specific appeal (like a direct mail campaign) for a restricted fund, the system can automate the allocation of every gift received through that appeal.
Step-by-Step Implementation:
* The GAU: Ensure the restricted fund is created as a General Accounting Unit record.
* The Campaign: Create a Campaign record representing the "Direct Mail Appeal."
* Manage Allocations: On the Campaign record, a consultant uses the Manage Allocations button (a specialized NPSP interface).
* The Link: In this interface, the consultant selects the designated GAU and assigns it to the Campaign (usually at 100%).
* Automation: Because of NPSP's built-in logic, any time a donation is created and linked to this Campaign (as the Primary Campaign Source), the system will automatically create a GAU Allocation record for that donation, linking it to the restricted fund.
Why other options are incorrect:
* Option D: Setting a "Default GAU" is an org-wide setting. If you set the restricted fund as the default, then every gift in the system (even unrestricted ones) would go to that fund.
* Option C: Simply adding a custom lookup field to the Campaign does not trigger the complex NPSP automation needed to create the Allocation records on the Opportunity. You must use the "Manage Allocations" feature to "connect" the campaign to the GAU logic.

NEW QUESTION # 78
A consultant is engaged by a nonprofit organization during the planning phase of a Nonprofit Cloud implementation project. What should the consultant consider when identifying the business value of the project?

- A. A change in the project schedule will not impact the business value, but a change in the project cost will.
- B. The organization's stakeholders define the business value, but the consultant should have a plan to measure it.
- C. Increased fundraising performance cannot be considered because there is no guarantee that donations will increase.

Answer: B

Explanation:
In the Nonprofit Implementation Strategy phase, defining "Business Value" is critical for securing executive buy-in and ensuring the project delivers meaningful results. Unlike a simple technical installation, a successful implementation must align with the nonprofit's mission-driven goals.
The principle here is that Business Value is subjective and must be defined by the stakeholders (the Executive Director, Board of Directors, Program Managers, etc.). They are the ones who understand what
"success" looks like for their specific mission-whether that is reducing the time it takes to onboard a foster child, increasing the retention rate of first-time donors, or improving the accuracy of grant reporting.
The Consultant's Role:
* Discovery: The consultant conducts workshops to extract these goals from the stakeholders.
* Measurement Planning: Once the value is defined (e.g., "We want to save staff time"), the consultant must establish a plan to measure it. This involves identifying Key Performance Indicators (KPIs) and creating a "before and after" baseline. For instance, if the value is "Efficiency," the consultant might track the hours spent on manual data entry before NPC vs. after the automation is implemented.
* Dashboards and Reporting: The consultant configures Salesforce Dashboards to surface these metrics, providing the organization with a real-time view of the business value being realized.
Why other options are incorrect:
* Option A is incorrect because "Expected Business Value" often includes performance forecasts. While not "guaranteed," it is a perfectly valid target to aim for.
* Option B is incorrect because the project schedule directly impacts business value. If a project is delayed (e.g., missing a major year-end giving season), the value lost in potential donations can be immense, regardless of the software cost.

NEW QUESTION # 79

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