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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q77-Q82):

NEW QUESTION # 77

A nonprofit organization wants to give specific users the ability to upload gift acknowledgement templates in Nonprofit Cloud for Fundraising. What should be assigned to the users?

- A. The FundraisingAccess and DocGen Designer permission sets
- B. The OmniStudio User permission set
- C. The FundraisingAccess and DocGen User permission sets

Answer: A

Explanation:

In the modern Nonprofit Cloud (NPC) for Fundraising, the generation of gift acknowledgments and tax receipts is powered by Document Generation (DocGen) technology. This system allows organizations to move beyond simple mail merges into a robust, server-side document creation process.

To manage these templates effectively, a consultant must understand the distinction between "Designers" and "Users" within the permission set framework.

* FundraisingAccess: This is the foundational permission set group (or permission set) that grants the user rights to interact with

fundraising-specific objects like Gift Transactions, Gift Commitments, and Gift Designations. Without this, the user cannot access the data that needs to be merged into the templates.

* **DocGen Designer:** This specific permission set is required for administrative or "super user" tasks. A user with the DocGen Designer permission set is granted the ability to upload, manage, and customize the .docx or .pptx files that serve as the templates. This includes mapping Salesforce fields to the document tokens and organizing the library of available templates for the rest of the team.

* **DocGen User (Contrast):** In contrast, the DocGen User permission set is intended for staff who only need to trigger the creation of a document (e.g., clicking a "Generate Receipt" button). They cannot upload new templates or change the underlying logic of existing ones.

Step-by-Step Assignment Logic:

* Navigate to Setup > Users > Permission Sets.

* Locate the DocGen Designer permission set and assign it to the staff responsible for template creation.

* Ensure the user also has the SalesforceCRM Content User license enabled on their User record, as templates are stored and managed within Salesforce Files/Content.

* Verify that the FundraisingAccess group is assigned to provide the necessary object-level permissions.

By correctly separating these roles, a consultant ensures that only authorized personnel can modify the official legal and branding language used in the organization's donor communications.

NEW QUESTION # 78

A nonprofit organization uses direct mail as one of its communication channels and wants to track mailing and seasonal addresses for its donors. What should be included in the solution?

- A. Multiple Person Account records
- B. Multiple custom Address fields
- **C. Multiple Contact Point Address records**

Answer: C

Explanation:

Managing complex constituent movement-such as "Snowbirds" who live in Florida for the winter and New York for the summer-is a classic nonprofit challenge. In the modern Nonprofit Cloud, the data model has shifted away from the simple "Mailing Address" fields on the Account/Contact toward the Contact Point Address (CPA) object.

How a Consultant Implements Seasonal Addresses:

* **Contact Point Address Object:** Instead of adding custom fields to the Person Account, the consultant uses the related Contact Point Address object. A single donor (Person Account) can have multiple CPA records (e.g., "Summer Home" and "Winter Home").

* **Seasonal Fields:** The CPA object includes standard fields specifically for this purpose: Seasonal Start Month/Day and Seasonal End Month/Day.

* **Address Synchronization:** When the current date falls within the "Winter" range, the Automatic Person Account Mailing Address Synchronization can ensure that the "Winter" address is marked as Is Primary, which then mirrors that address into the standard mailing fields on the Person Account record for use in direct mail exports.

* **Usage Type:** Each CPA record can be categorized using the Usage Type field (e.g., Home, Work, Temporary).

Using Multiple Contact Point Address records is the architecturally sound approach because it maintains a single "source of truth" for the person (one Person Account) while allowing for an unlimited history of geographic locations. Option A (Custom fields) is difficult to report on and scale, while Option B (Multiple records for the same person) causes data duplication and fragments the donor's giving history.

NEW QUESTION # 79

The program manager of an after-school program wants to pull a report that shows all students in the program and their primary parent/guardian with the parent/guardian's cell phone and email. The nonprofit is using NPSP. Which custom report type should the consultant use to create the report?

- **A. Contacts with or without Relationships**
- B. Contacts with or without Service Participants
- C. Program Engagements with or without Household Account3
- D. Service Participants with or without Program Engagement

Answer: A

Explanation:

In NPSP, the relationship between a child (student) and a parent is tracked using the Relationship object.

This is a 5 person-to-person junction record.

Building the Report:

* The Starting Point: To see the student's information (Phone/Email) alongside their parent's information, the consultant needs a report that spans the Relationship record.

* Custom Report Type: A report type of Contacts with or without Relationships allows the user to list the primary contact (the Student) and pull in the "Related Contact" (the Parent) from the relationship record.

* Cross-Object Fields: In the report builder, the consultant can use the "Add fields related via lookup" feature to pull the parent's cell phone and email address from the Related Contact record.

Why other options are incorrect:

* Option C and D: These refer to Program Management Module (PMM) objects. While they show who is in the program, they don't natively "connect" one person's contact info to another person's contact info without a Relationship record.

* Option A: "Service Participants" is a specific PMM term, but it doesn't provide the bridge to the parent/guardian data found in the NPSP Relationship model.

NEW QUESTION # 80

A nonprofit organization needs to report outcomes for each of its programs. The organization just finished defining and creating records for each of its Outcomes in Nonprofit Cloud. The organization wants to link the Outcome objects to its Programs and Benefits to see how they are doing. What should the organization use?

- A. Indicator Performance Period records with the Baseline Value field
- B. Indicator Definition records and Indicator Result records
- **C. Outcome Activity records with the Type field**

Answer: C

Explanation:

In Outcome Management, the Outcome record represents the "what" (the ultimate change desired).

However, an Outcome on its own is just a statement of intent. To make it operational, it must be connected to the "how"-the actual work being done.

The Outcome Activity object is the specific junction record used to create this connection. When a consultant configures Outcome Management, they use Outcome Activities to link an Outcome to a Program, a Goal, or a specific Benefit.

Step-by-Step Linking Process:

* Define the Outcome: Create the high-level goal (e.g., "Increased Food Security").

* Create the Outcome Activity: On the Outcome record, navigate to the related list for Outcome Activities.

* Set the Type and Link: Select the Type (e.g., "Program" or "Benefit") and then look up the specific record (e.g., the "Community Gardening Program").

* Contextual Reporting: By creating these links, the system can now surface how many participants in that specific program are successfully achieving the linked outcome.

Why other options are incorrect:

* Indicator Definitions (Option A) are used to define how you measure progress (the metric), but they do not define the structural link between the Outcome and the Program itself; that logic is held in the Outcome Activity.

* Indicator Performance Periods (Option B) define the when (the timeframe) for measurement but are not used to establish the initial relationship between the Program and the Outcome.

Using Outcome Activities allows for a "many-to-many" relationship structure where one Program can contribute to multiple Outcomes, and one Outcome can be supported by several different Programs or Benefits.

NEW QUESTION # 81

A consultant has installed NPSP and is setting up Relationships using List Settings. The nonprofit wants the reciprocal relationship to be selected automatically based on gender. On which object should the consultant create the custom "Gender" field?

- A. Relationship
- **B. Contact**
- C. Account
- D. Affiliation

Answer: B

Explanation:

NPSP's Relationship framework has built-in logic to handle Reciprocal Relationships (e.g., if Person A is the "Son" of Person B, Person B is the "Father"). To make this work automatically, the system needs to know the gender of the individuals involved.

Implementation Logic:

- * Source of Truth: Gender is a characteristic of a person, not 16of the relationship itself. Therefore, the Gender field must reside on the Contact object.

- * NPSP Settings: The consultant then navigates to NPSP Settings > Relationships > Reciprocal Relationships.

- * Field Mapping: The consultant tells NPSP which field on the Contact object should be used for gender logic (e.g., the custom Gender__c field).

- * List Settings: In the "Relationship Reciprocal Settings," you define the mappings. For example:

- * If the relationship is "Parent" and the Contact's gender is "Female," the reciprocal is "Mother."

- * If the gender is "Male," the reciprocal is "Father."

Without the field on the Contact record, NPSP would only be able to use "Gender Neutral" reciprocals (like "Parent/Child"). Placing it on the Contact allows the system to dynamically select the most appropriate social role for the reciprocal link.

NEW QUESTION # 82

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