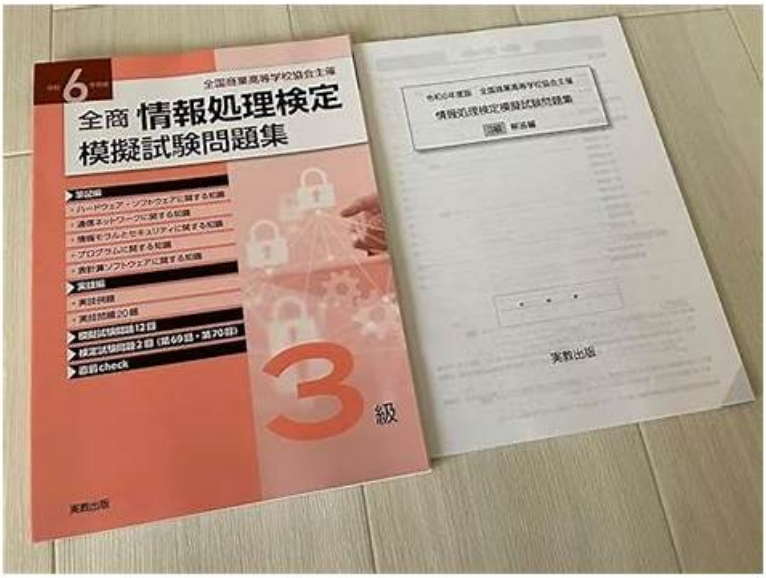
NP-Con-102試験解答、NP-Con-102模擬試験問題集



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>> NP-Con-102試験解答 <<

NP-Con-102模擬試験問題集 & NP-Con-102全真模擬試験

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Salesforce Certified Nonprofit Cloud Consultant (NPC) 認定 NP-Con-102 試験問題 (Q122-Q127):

質問 # 122
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. Deploy features to meet departmental requirements.
- B. Establish a sense of urgency.
- C. Form a powerful guiding coalition.
- D. Summarize final technology implementation steps.

正解：B、C

解説：

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.

質問 # 123
A nonprofit organization is starting a new program that connects high school youths to college mentors. The organization wants to track this specific relationship in Nonprofit Cloud. How should the organization accomplish this goal?

- A. Create new picklist values for the Role field on the Person Account object.
- B. Create a new Party Role Relationship that has the Relationship Object Name field set to Contact Contact Relationship.
- C. Create a new Party Role Relationship that has the Relationship Object Name field set to Account Account Relationship.

正解：B

解説：
In Nonprofit Cloud (NPC), individual constituents (like students and mentors) are modeled as Person Accounts. To track relationships between these individuals, Salesforce utilizes the Party Relationship Model
.
When a consultant needs to define a new type of connection-such as "Mentor" to "Student"-they must configure the Party Role Relationship object. This object defines the metadata for how two parties interact.
Step-by-Step Configuration:
* Navigate to Party Role Relationships: The consultant creates a new record in this object.
* Define Roles: You specify the roles involved, such as "Mentor" and "Mentee."
* Select the Relationship Object: This is the most critical step. Since the relationship is between two individual people (modeled as Person Accounts), the consultant must set the Relationship Object Name field to Contact Contact Relationship.
* Note: Even though the records are technically Person Accounts, NPC uses the ContactContactRelation object for person-to-person ties.
* Inverse Relationships: The consultant also defines the inverse role (e.g., if Person A is the Mentor of Person B, then Person B is the Mentee of Person A) to ensure the relationship is visible and logical from both records.
Why Option B is incorrect: Account Account Relationship is used for connections between two Business Accounts (e.g., a "Parent Company" and its "Subsidiary") or between a Person Account and a Business Account (e.g., an "Employee" and their "Employer"). For a mentor-student program where both parties are individual people, Contact Contact Relationship is the architecturally correct choice for the Party Role Relationship configuration.

質問 # 124
A nonprofit needs to frequently import membership renewal and donation data. Each import needs a different configuration that will create or update existing Contacts in addition to creating Opportunities. Which tool should the consultant recommend?

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

正解：A

解説：
The NPSP Data Importer (Option D) is the underlying engine, but the requirement for "frequent imports" with "different

configurations" specifically points to the NPSP Batch Data Import (A) feature.
Why NPSP Batch Data Import is the correct recommendation:
* Saved Configurations: In NPSP, a "Batch" is a record that stores specific configuration settings. A consultant can create one Batch for "Membership Renewals" and another for "General Donations." Each batch can have different matching rules (e.g., match by Email for memberships vs. match by External ID for donations).
* Multi-Object Creation: Like the standard importer, it creates or updates Contacts and Accounts while simultaneously creating the Opportunity and Payment records in a single step.
* Efficiency: For "frequent" work, a user doesn't have to re-map fields every time. They simply select the appropriate Batch, upload the CSV, and the system uses the pre-saved mapping and logic associated with that batch.
* Dry Run: It allows for a "Dry Run" on the specific batch to ensure the data is clean before it is committed to the database.
Why other options are incorrect:
* Data Loader (Option C): This would require multiple imports (Contacts first, then Opportunities) and does not support the automated "Match or Create" logic of NPSP.
* Import Wizard (Option B): This is a standard tool that cannot handle the complex NPSP multi-object relationship logic in a single pass.
* NPSP Data Importer (Option D): While technically the engine, the "Batch" feature is what provides the ability to store different configurations for frequent use.

質問 # 125
A nonprofit frequently receives donations through the mail. The consultant recommends using Nonprofit Success Pack (NPSP) Gift Entry. What are three advantages of using NPSP Gift Entry? (Choose 3)

- A. Includes built-in mapping rules to help prevent duplicates
- B. Can process credit card payments
- C. Can create different templates for different types of gifts
- D. Can prefill certain fields for batch entry
- E. Standardizes mailing addresses as they are entered

正解：A、C、D

解説：
NPSP Gift Entry is a high-speed, accurate tool for processing high volumes of donations received through manual channels like direct mail. It is built upon the NPSP Data Import engine but provides a streamlined user interface.
Three Primary Advantages:
* Prefilling Fields (A): When creating a batch for a specific direct mail appeal, the consultant can set "Default Values." For example, every gift in the "Year-End Appeal" batch can have the Campaign and GAU Allocation prefilled. This drastically reduces the number of keystrokes required for the data entry clerk.
* Mapping Rules and Duplicate Prevention (C): Gift Entry utilizes the NPSP Data Import logic. It doesn't just "create records"; it first attempts to find existing Contacts or Accounts based on sophisticated matching rules. This "Dry Run" capability identifies potential duplicates before the data is committed to the database, maintaining clean data hygiene.
* Customizable Templates (E): Not all gifts are the same. A consultant can create a "Grant Template" with fields for restricted funds and due dates, and a separate "Individual Check Template" that focuses on donor names and mailing addresses. This ensures that users only see the fields relevant to the specific type of entry they are performing.
Why other options are not primary advantages of Gift Entry:
* Address Standardization (B): While NPSP has address management features, it is not a "standardization" tool (like an AS/400 or SmartyStreets) that happens during entry; that is usually handled by a separate integration.
* Credit Card Processing (D): While NPSP can link to Salesforce Checkout or Elevate, Gift Entry's primary purpose is manual data entry for offline gifts like checks.

質問 # 126
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. Data Loader
- B. Workbench
- C. NPSP Data Importer
- D. Data Import Wizard

正解：C

解説：
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.

質問 # 127
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