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**>> Latest Salesforce NP-Con-102 Exam Objectives <<**

## 100% Pass 2026 High-quality NP-Con-102: Latest Salesforce Certified Nonprofit Cloud Consultant (NPC) Exam Objectives

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## Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q123-Q128):

**NEW QUESTION # 123**
A consultant wants to view an interactive graph of a donor's key relationships. Which feature available in Nonprofit Cloud should the consultant use?

- A. Contact Profile
- B. Flexcard
- C. Actionable Relationship Center

**Answer: C**

Explanation:
The Actionable Relationship Center (ARC) is the premier visualization tool in Salesforce Nonprofit Cloud for mapping complex constituent webs. Unlike a standard related list, which shows data in a flat table format, ARC provides a dynamic, multi-level graph that allows fundraisers and case managers to explore the connections between people, households, and organizations.
Key Capabilities for a Consultant:
* Visual Hierarchy: ARC displays nodes representing records (e.g., a Donor, their Spouse, their Employer, and a Foundation board they sit on). Each node can be expanded to show further related records, such as the Foundation's recent grants or the Spouse's individual contact details.
* Standard and Custom Relationships: It natively supports the Party Relationship Model used in NPC, including Account-Account Relationships and Contact-Contact Relationships. This allows for the visualization of both professional affiliations and personal family ties in one view.
* Direct Interaction: It is "Actionable" because users can perform tasks directly from the graph. A consultant can configure the graph so a gift officer can create a new "Follow-up Task" or "Note" on a related relative's record without ever leaving the primary donor's page.
* Customization via Templates: Consultants can build custom ARC graphs using the ARC Graph Builder in Setup. You can choose which objects appear, what fields are shown in the side panel when a node is clicked, and even add filters to show only "Active" relationships.
While Flexcards (Option A) are used to display data visually, they are generally used for summarizing record fields rather than interactive relationship mapping. The Contact Profile (Option B) is a data storage object for wealth and personal attributes but does not provide the interactive, spider-web style graph that characterizes the ARC experience.

# NEW QUESTION # 124
A nonprofit organization provides direct care services to clients based on their individual needs. The process for clients to begin receiving services includes meeting with a caseworker for an intake evaluation that includes a series of questions to determine the client's needs and assets. Which Salesforce Industries feature can be used to create an efficient intake process?

- A. Actionable Lists
- B. Dynamic Assessments
- C. Interaction Summaries

**Answer: B**

Explanation:
For organizations delivering personalized social services, the intake evaluation is the most critical touchpoint.
To manage this efficiently, Salesforce Nonprofit Cloud utilizes Dynamic Assessments, a feature built upon the Discovery Framework and OmniStudio (specifically OmniScript).
Unlike a static form, a Dynamic Assessment allows a caseworker to navigate a "branching" path of questions.
If a client answers "Yes" to a question about housing instability, the system can automatically trigger a sub- section of questions regarding shelter history. If they answer "No," those questions remain hidden, reducing
"form fatigue" and ensuring the intake is as fast and relevant as possible.
Step-by-Step Implementation for the Consultant:
* Define Assessment Questions: Using the Discovery Framework, the consultant creates a library of individual questions (e.g., "Do you have dependable transportation?"). These questions are modular and can be reused across different intake forms.
* Build the OmniScript: The consultant uses the OmniScript Designer to arrange these questions. This is where the Conditional Logic is applied (e.g., "Set Element Visibility" based on prior answers).
* Map to Objects: Through DataRaptors or Integration Procedures, the consultant ensures that the data captured during the assessment is automatically pushed into the correct Salesforce objects, such as Person Accounts, Case Proceedings, or Life Events.
* Action Plan Integration: Often, the completion of a Dynamic Assessment is linked to an Action Plan, which might automatically generate a "Welcome Kit" task or a "Referral" based on the needs identified during intake.
By using Dynamic Assessments, the nonprofit ensures a standardized, compliant, and data-driven intake process that captures a 360-degree view of the client's assets and barriers to success without requiring the caseworker to navigate through irrelevant fields.

# NEW QUESTION # 125

A gift officer is entering donations and wants to track that the donor responded to the most recent direct mail campaign. Which feature should the consultant configure to record the donor's campaign response?

- A. Customizable Campaign Influence
- B. Sales Process
- C. Automatic Campaign Member Management
- D. Customizable Rollups

**Answer: C**

Explanation:
In NPSP, the most efficient way to link a donation to a donor's campaign participation is through Automatic Campaign Member Management.31 How the Feature Works:32
* The Link:33 When an Opportunity (donation) is created, it has a Primary Campaign Source field.
* The Automation: If Automatic Campaign Member Management is enabled in NPSP Settings, the system automatically looks at the Primary Contact on the donation and checks if they are already a Campaign Member of that campaign.
* Status Update: If they are already a member, the system can automatically update their Member Status (e.g., from "Sent" to "Responded").
* Creation: If they are not yet a member, the system can automatically create a new Campaign Member record for that donor with a "Responded" status.
Why other options are incorrect:
* Customizable Rollups (Option B): These summarize financial totals but do not handle the "Status" or
"Response" logic on a campaign.
* Customizable Campaign Influence (Option C): This is a Sales Cloud feature used to attribute
"Influence" across multiple campaigns for a single deal. While relevant to high-level ROI, it is not the primary mechanism for simply recording that a donor "responded" to a specific direct mail appeal.
* Sales Process (Option D): This defines the "Stages" an Opportunity goes through (Pledged, Won, etc.) and has no role in campaign response tracking.


**NEW QUESTION # 126**
A nonprofit organization is evaluating Nonprofit Cloud. The organization has common focus areas, which are used to track programs, individuals, and grants to organize data across departments. Which Nonprofit Cloud feature can the organization use to organize the data in the same manner?

- A. Interest Tags
- B. Data Pipelines
- C. Compliant Data Sharing

**Answer: A**

Explanation:
To organize data across different departments and objects using "focus areas" (e.g., "Youth Literacy,"
"Veterans Affairs," or "Sustainability"), a consultant should implement Interest Tags.
Interest Tags (built on the Salesforce Industry's Tagging framework) provide a flexible, "horizontal" way to categorize records regardless of their object type.
How to Implement Focus Areas with Interest Tags:
* Define Tag Categories: The consultant creates a Tag Category called "Focus Areas."
* Create Tags: Within that category, the consultant creates individual Interest Tags (e.g.,
"Environment," "Health," "Education").
* Cross-Object Application: Unlike a standard picklist which is tied to one object, Interest Tags can be added to almost any object in the Nonprofit Cloud. A consultant adds the "Interest Tags" component to:
* Programs: To show the focus of the service.
* Person Accounts: To show the interests of a donor or participant.
* Individual Applications: To show the focus of a grant request.
* Unified Reporting: Because all these records share the same tags, the organization can easily run a report to see "Everything related to Youth Literacy"-including the donors interested in it, the programs delivering it, and the grants funding it.
Why other options are incorrect:
* Data Pipelines (Option A): This is a tool for high-volume data transformation and aggregation, not for qualitative categorization.
* Compliant Data Sharing (Option C): This is a security feature for record-level visibility, not a data organization or tagging tool.
Interest Tags are the architecturally correct choice for cross-departmental

"Focus Area" tracking.

## NEW QUESTION # 127

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 Definition records and Indicator Result records
- B. Indicator Performance Period records with the Baseline Value field
- 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 # 128

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