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## **NP-Con-102 study materials: Salesforce Certified Nonprofit Cloud Consultant (NPC) & NP-Con-102 test simulate material**

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## **Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q39-Q44):**

### **NEW QUESTION # 39**

A nonprofit organization wants to produce gift acknowledgement letters by using predefined Nonprofit Cloud templates. What should be added to the page layouts?

- A. The Create Summary button
- **B. The Generate Document button**
- C. A FlexCard

**Answer: B**

Explanation:

In Nonprofit Cloud for Fundraising, the acknowledgment process is integrated with the OmniStudio Document Generation engine. To allow users to trigger the creation of a letter directly from a donor's record or a specific transaction, a specific action must be available on the interface.

Step-by-Step UI Configuration:

- \* Identify the Object: Acknowledgments are typically generated from the Gift Transaction record (for individual gifts) or the Person Account record (for summaries).
- \* Page Layout / Lightning App Builder: The consultant navigates to the record page in the Lightning App Builder.
- \* Add the Action: The consultant adds the standard Generate Document button (or "Quick Action") to the Highlights Panel or the Actions section of the page.
- \* Workflow Interaction: When a fundraiser clicks the Generate Document button, a modal opens that allows them to:
- \* Select from the predefined Nonprofit Cloud templates (e.g., "Standard Thank You" or "Year- End Tax Receipt").
- \* Choose the output format (PDF or Word).
- \* Preview the document with live donor data merged.
- \* Completion: Once the document is generated, the system can automatically update the "Acknowledgment Status" on the Gift Transaction record, ensuring the data remains accurate.

Why other options are incorrect:

- \* Create Summary (Option A): This button is typically used for generating internal summaries or record descriptions, not for external-facing document generation based on templates.
- \* FlexCard (Option B): While a FlexCard can display information visually, it is not the mechanism used to produce a downloadable or printable letter. The Generate Document button is the specific functional trigger for the DocGen engine in NPC.

#### NEW QUESTION # 40

A nonprofit admin notices the nightly NPSP batch jobs are suddenly taking significantly longer to complete than they did a month earlier. What are two factors the consultant should tell the system admin to consider?

(Choose 2)

- **A. A new customizable rollup was added in NPSP Settings.**
- **B. A new Flow was activated.**
- C. A new node tree was added to the role hierarchy.
- D. A new standard roll-up summary field was added to an object.

**Answer: A,B**

Explanation:

Nightly batch jobs in NPSP, particularly the Rollup Donors batch, process thousands or millions of records.

Any increase in the "workload" per record will result in a measurable increase in total processing time.

Two Primary Performance Factors:

- \* New Flows (A): Salesforce Flows (especially Record-Triggered Flows) are highly powerful but resource-intensive. If a new Flow was activated on the Opportunity or Account object, it will fire every time the NPSP batch job updates a record. If the batch job updates 100,000 Accounts, the Flow runs 100,000 times. If the Flow contains "In-Loop" queries or complex logic, it can drastically slow down the batch execution time or even cause it to hit governor limits.
- \* New Customizable Rollups (C): Every time you add a new Customizable Rollup in NPSP Settings, you are adding another calculation that the batch job must perform for every record. If the new rollup has complex filters (e.g., "Total Gifts from 3 years ago excluding In-Kind and Grants"), the system must query more data and perform more evaluations per record, extending the batch window.

Why other options are less likely:

- \* Standard Roll-up Summary (Option B): These are calculated by the Salesforce platform kernel and are generally more efficient than Apex-based rollups. While they add some overhead, they usually do not cause the "significant" slowdowns seen with custom logic or complex NPSP settings.
- \* Role Hierarchy (Option D): While changes to the hierarchy trigger sharing recalculations, this typically affects record visibility and sharing performance rather than the execution speed of a data- processing batch job.

#### NEW QUESTION # 41

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

**Answer: B**

Explanation:

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

This is a 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 # 42

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

**Answer: B**

Explanation:

In NPSP, the most efficient way to link a donation to a donor's campaign participation is through Automatic Campaign Member Management.<sup>31</sup> How the Feature Works:<sup>32</sup>

\* The Link:<sup>33</sup> 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 # 43

A nonprofit organization wants to track constituents who helped solicit donations. Which object should the organization use to track this influence in Nonprofit Cloud?

- **A. Gift Soft Credit**
- B. Gift Designation
- C. Gift Tribute

**Answer: A**

Explanation:

In fundraising, it is essential to distinguish between the person who physically wrote the check (the "Hard Credit") and the person who influenced the gift (the "Soft Credit"). In Nonprofit Cloud for Fundraising, this influence is tracked using the Gift Soft Credit object.

How a Consultant Configures Influence Tracking:

\* The Transaction: A Gift Transaction is created for the donor who made the payment.

\* The Influence: If a board member or a volunteer solicitor was responsible for bringing in that gift, a Gift Soft Credit record is created and linked to that Gift Transaction.

\* Soft Credit Roles: The consultant can define different types of soft credits using the Role field.

Common roles include "Solicitor," "Peer-to-Peer Fundraiser," or "Household Member."

\* Reporting: By using this object, the organization can run reports on "Total Influence" per volunteer.

This is vital for donor recognition programs where "Solicitors" are honored for the total funds they helped raise, even if they didn't donate the money personally.

Why other options are incorrect:

\* Gift Tribute (Option A): This is used to track gifts made "In Honor Of" or "In Memory Of" someone.

While it involves a third party, it is specifically for the sentiment of the gift rather than the professional or volunteer solicitation influence.

\* Gift Designation (Option C): This object is used to allocate the funds to specific internal accounts or programs (e.g., "General Fund" or "Building Campaign"). It tracks where the money goes, not who helped get it.

The Gift Soft Credit object ensures that the organization has a 360-degree view of constituent engagement, acknowledging both financial contributors and the champions who drive the fundraising engine.

### NEW QUESTION # 44

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