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>> NP-Con-102 Reliable Real Exam <<

Accurate Salesforce NP-Con-102 Answers & NP-Con-102 Valid Exam Objectives

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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q60-Q65):

NEW QUESTION # 60

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

Answer: A

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 # 61
A nonprofit organization has received 50 donations from a peer-to-peer fundraising event. When entering the donations, the organization wants to ensure that both the team organizer and the donor get equal attribution for each donation, so the organization can send them acknowledgements later. How should the donation attributions be entered in Nonprofit Cloud?

- A. Enter the donor donation total in the Donor Cover Amount on the Gift Transaction and create a Gift Transaction Designation for the event.
- B. Create an Opportunity Contact Role for the donor and create a Gift Tribute for the team organizer.
- C. Create a Gift Soft Credit for the team organizer and attribute the Gift Transaction to Donor.

Answer: C

Explanation:
In Nonprofit Cloud for Fundraising, correctly attributing "Hard Credit" and "Soft Credit" is essential for accurate financial reporting and donor stewardship.
In a peer-to-peer (P2P) scenario, the person who actually gave the money is the Donor. They receive the legal "Hard Credit" for tax purposes. The Team Organizer (the solicitor) is the influencer who motivated the gift.
They receive the "Soft Credit" for recognition purposes.
Step-by-Step Entry Process:
* Create the Gift Transaction: The consultant (or the automated P2P integration) creates a Gift Transaction record. The Donor field is populated with the Person Account of the individual who made the payment. This is the Hard Credit.
* Assign the Soft Credit: To recognize the team organizer, a Gift Soft Credit record is created and linked to that specific Gift Transaction.
* The Soft Credit Recipient is the Team Organizer's Person Account.
* The Role is set to "Solicitor" or "P2P Organizer."
* Automation: When these gifts are entered in bulk, the consultant can use a Gift Batch where a default "Soft Credit" can be applied to all transactions in the batch if they all belong to the same organizer.
* Acknowledgement: By having both names linked to the transaction-one as the primary donor and one as a soft credit recipient-the organization can run two separate acknowledgment runs. One generates a "Tax Receipt" for the donor, and the other generates a "Thank You/Influence Alert" for the organizer.
Why other options are incorrect:
* Option A: "Donor Cover Amount" is used for tracking when a donor pays for the credit card processing fees, not for attribution to a third party.
* Option B: Gift Tribute is for "In Memory Of" or "In Honor Of" designations, which are purely sentimental and do not represent the

solicitation influence of a peer-to-peer organizer. Gift Soft Credit is the standard NPC object for this business requirement.

NEW QUESTION # 62
A nonprofit needs to send automated renewal emails on a 30/60/90/180-day cadence. Each email template needs to be different based on the members' website visits. Which solution should a consultant recommend?

- A. Engagement Plans
- B. Apex
- C. Flow
- D. Account Engagement

Answer: D

Explanation:
This requirement involves complex Marketing Automation that goes beyond the capabilities of standard Salesforce transactional tools. While Salesforce Flow (Option C) can handle time-based triggers, it cannot natively track and react to specific "website visits" or web behavior without significant custom coding or integration.
Account Engagement (formerly Pardot) is the ideal solution for this scenario because of its specialized feature set:
* Website Tracking: Account Engagement uses a tracking code (cookie) to monitor constituent behavior on the nonprofit's website. This allows the system to "know" which pages a member visited (e.g., a
"Benefits" page vs. a "Donate" page).
* Engagement Studio: This is a visual journey builder. A consultant can create an "Automated Renewal Program" where the system waits 30, 60, 90, and 180 days.
* Dynamic Content: At each step of the 30/60/90/180-day cadence, the system can use Dynamic Content to swap out parts of the email template. If a member visited the "Member Events" page recently, the renewal email can automatically include a section about upcoming events to increase the relevancy of the appeal.
* Recency and Frequency: The tool can segment members based on how recently they visited the site, ensuring the messaging is timely and tailored to their current level of engagement.
Why other options are incorrect:
* Engagement Plans (Option B): These create internal Tasks for staff, not automated external emails with web-tracking logic.
* Flow (Option C): While it can send emails, it lacks the built-in web-tracking and high-volume marketing analytics provided by Account Engagement.
* Apex (Option A): This would be an expensive, high-maintenance custom solution for a problem that is solved out-of-the-box by a marketing automation platform.

NEW QUESTION # 63
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 Data Importer
- B. Salesforce Import Wizard
- C. Salesforce Data Loader
- D. NPSP Batch Data Import

Answer: D

Explanation:
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.

NEW QUESTION # 64
A nonprofit wants to run an enrollment report for its education classes. Which Program Management Module object should the consultant use to build the report?

- A. Service
- B. Program Engagement
- C. Program Cohort
- D. Service Delivery

Answer: B

Explanation:
In the Salesforce Program Management Module (PMM), tracking the relationship between a person and a specific program is handled by the Program Engagement object. This object is the "enrollment" record that bridges the gap between a Contact (or Person Account) and a Program.
* Architecture of Enrollment: When a student signs up for an education class, they aren't just a name in a database; they are an "engaged" participant in a specific initiative. The Program Engagement record stores critical enrollment data, such as the Stage (Applied, Enrolled, Completed, Withdrawn), the Start Date, and the Role of the participant.
* Reporting Strategy: To build an enrollment report, the consultant uses the "Program Engagements with Contacts" or "Programs with Program Engagements" report types. This allows the organization to see exactly how many people are currently active in their classes.
* Contextual Objects: * Service (Option B): This represents the specific activity (e.g., "Math Tutoring") rather than the overall enrollment.
* Program Cohort (Option C): This is used to group engagements into segments (e.g., "Spring 2025 Class"), but it doesn't represent the individual's enrollment status itself.
* Service Delivery (Option D): This tracks the attendance or the actual provision of the service (e.g., "John attended the class on Tuesday").
By centering the report on Program Engagements, the consultant ensures the nonprofit can track their "Enrollment Pipeline"-identifying how many people move from application to successful completion of their education classes.

NEW QUESTION # 65
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