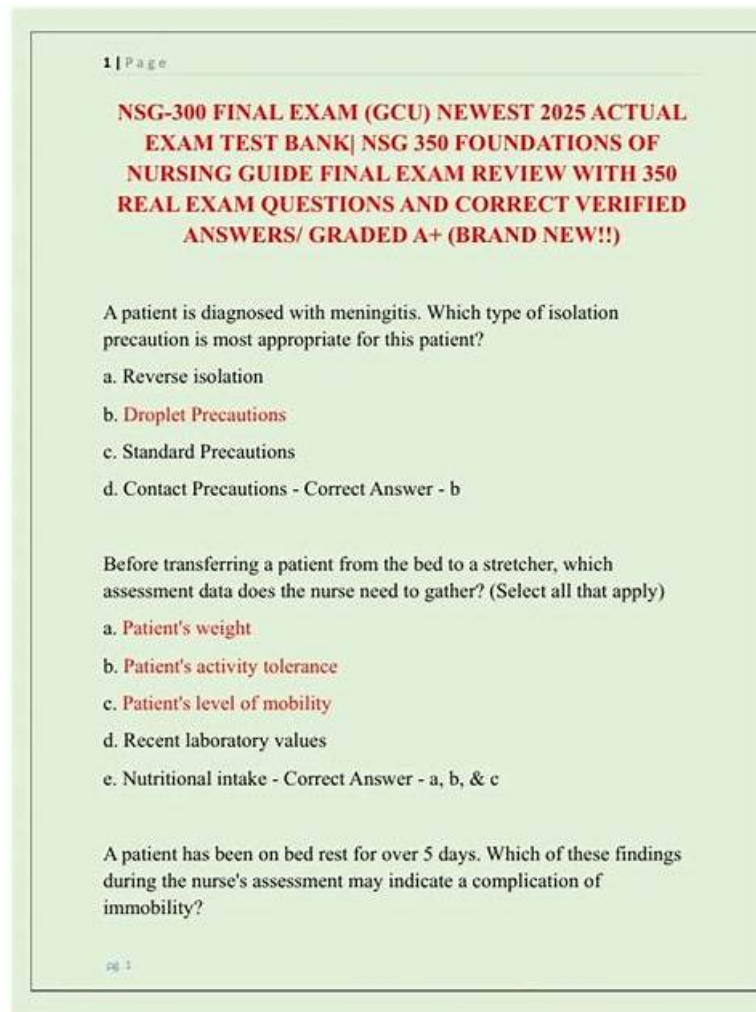


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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q124-Q129):

NEW QUESTION # 124

A nonprofit organization uses Action Plans to guide its work on client Care Plans. The organization needs to add more tasks to an active Action Plan Template. What should the organization do to update the Action Plan Template in Nonprofit Cloud?

- A. Clone the Action Plan Template, select "Let users add items to action plans", and then publish the template.
- **B. Clone the Action Plan Template, add tasks, and then publish the template.**
- C. Deactivate the Action Plan Template, add tasks, and then publish the template.

Answer: B

Explanation:

In Salesforce Nonprofit Cloud, Action Plan Templates are used to standardize repeatable processes, such as the steps required to onboard a new client or complete a grant application. To ensure data integrity and version control, Salesforce treats published Action Plan Templates as "locked" records.

When an organization needs to modify an "Active" or "Published" template—such as adding new tasks—the system does not allow direct editing of the existing record to prevent breaking current active Action Plans that were generated from that specific version. The standard procedure for a consultant is as follows:

* Clone the Template: The user must select the existing Action Plan Template and use the Clone action. This creates a new "Draft" version of the template with all the existing tasks copied over.

* Modify the Draft: In the new draft record, the consultant can add the additional tasks, define their priority, set the number of days for completion, and assign roles or specific users to those tasks.

* Publish: Once the modifications are complete, the new template must be Published. Publishing makes the template available for users to generate new Action Plans.

* Retire the Old Template: Although not strictly required to make the new tasks work, it is best practice for a consultant to deactivate or rename the old version to ensure staff only use the most up-to-date process moving forward.

Option B is incorrect because Salesforce does not typically allow you to "deactivate and edit" the task structure of a template that has already been published. Option A describes a specific setting that allows end-users to add extra tasks to an individual instance of a plan, but it does not address the requirement of updating the master template itself.

NEW QUESTION # 125

A nonprofit wants all donations related to a new direct mail appeal to be assigned to a designated restricted fund. How should the consultant advise the nonprofit to achieve this?

- A. Create a campaign for the appeal and add a lookup field for the GAU for the designated fund.
- B. Run Batch Create Default Allocations bulk data process and specify the designated fund as the default.
- C. Enable Default Allocations and specify the designated fund as the default GAU.
- **D. Create a campaign for the appeal and use the Manage Allocations functionality to assign the fund.**

Answer: D

Explanation:

In NPSP, the tracking of restricted funds is managed through the General Accounting Unit (GAU) and GAU Allocations. When a nonprofit launches a specific appeal (like a direct mail campaign) for a restricted fund, the system can automate the allocation of every gift received through that appeal.

Step-by-Step Implementation:

* The GAU: Ensure the restricted fund is created as a General Accounting Unit record.

* The Campaign: Create a Campaign record representing the "Direct Mail Appeal."

* Manage Allocations: On the Campaign record, a consultant uses the Manage Allocations button (a specialized NPSP interface).

* The Link: In this interface, the consultant selects the designated GAU and assigns it to the Campaign (usually at 100%).

* Automation: Because of NPSP's built-in logic, any time a donation is created and linked to this Campaign (as the Primary Campaign Source), the system will automatically create a GAU Allocation record for that donation, linking it to the restricted fund. Why other options are incorrect:

- * Option D: Setting a "Default GAU" is an org-wide setting. If you set the restricted fund as the default, then every gift in the system (even unrestricted ones) would go to that fund.
- * Option C: Simply adding a custom lookup field to the Campaign does not trigger the complex NPSP automation needed to create the Allocation records on the Opportunity. You must use the "Manage Allocations" feature to "connect" the campaign to the GAU logic.

NEW QUESTION # 126

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

Answer: A

Explanation:

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.

NEW QUESTION # 127

What are two benefits of using Agile project management?

- A. A linear sequence of steps and carefully controlled change
- B. All risks defined early in the project and the result is a single deliverable
- C. Iterative planning and hands-on stakeholder involvement

Answer: C

Explanation:

In the context of a Nonprofit Cloud implementation, the Agile methodology is often preferred over traditional methods because it accounts for the evolving needs of mission-driven organizations. Unlike a rigid framework, Agile focuses on delivering value in small, manageable increments called "Sprints." Two of the most significant benefits of this approach are:

- * Iterative Planning: Rather than trying to document every single requirement for a complex feature like "Outcome Management" at the very start, Agile allows for continuous planning. The consultant and the nonprofit stakeholders prioritize a "Backlog" of work. At the start of each sprint, the team plans only the work for that cycle. This allows the organization to pivot if, for example, a new grant requirement is announced mid-project that changes how they need to track benefits.
- * Hands-on Stakeholder Involvement: Agile requires constant collaboration. Stakeholders (such as Program Managers or Gift Officers) are involved in "Sprint Reviews" where they see live demonstrations of the work completed. This "fail-fast" or "learn-early" model ensures that if a consultant builds a Gift Entry flow that doesn't quite match the staff's physical workflow, it is caught and corrected within weeks rather than months.

Why other options are incorrect:

- * Option A: Defining all risks early and producing a "single deliverable" is a hallmark of the Waterfall method. In Agile, risks are

identified continuously, and deliverables are produced incrementally.

* Option C: A "linear sequence" and "carefully controlled change" describes a rigid Waterfall environment. In contrast, Agile is non-linear and embraces change as a way to improve the final product's relevance to the nonprofit's mission.

NEW QUESTION # 128

A nonprofit organization wants to implement donor levels. The organization wants to see at-a-glance identifiers that show how often a donor donates and how much they have donated. What should the organization do in Nonprofit Cloud?

- **A. Configure Recency, Frequency, and Monetary Value (RFM) Scoring. Add the scoring fields to a Related Record Detail Display for the Donor Gift Summary object.**
- B. Configure a Record Alert FlexCard with the values for donor levels. Add the Record Alert component to the Person Account layouts.
- C. Create custom donor level fields on the Contact Profile object. Add the scoring fields to a Related Record Detail Display for the Contact Profile object.

Answer: A

Explanation:

To implement "donor levels" based on behavior (frequency and amount), the modern Nonprofit Cloud utilizes the RFM Scoring framework. RFM stands for Recency (how recently they gave), Frequency (how often they give), and Monetary Value (how much they give). This is the standard industry method for segmenting donors into tiers like "Champion," "Loyal," or "At Risk." Step-by-Step Implementation for the Consultant:

* Configure RFM Scores: In the Setup menu, the consultant goes to Recency, Frequency, and Monetary Value (RFM) Score.

Here, you define the "Source" objects (typically the Donor Gift Summary or Gift Transactions) and set the ranges. For example, you might define "Frequency" as: 1-

2 gifts = Score 1; 3-5 gifts = Score 2; 5+ gifts = Score 3.

* Calculate Scores: The consultant then schedules the RFM Data Processing Job. This job runs in the background, evaluates every donor's history, and assigns numerical scores to each category.

* The Composite Score: The system can combine these into a Composite RFM Score (e.g., "3-3-3" for the best donors).

* Displaying the Data: To make these scores "at-a-glance" identifiers, the consultant adds these fields to the Donor Gift Summary object. Using the Related Record Detail Display or a standard Record Detail component on the Person Account page, the staff can immediately see the donor's scores alongside their contact info.

This approach provides a dynamic, data-driven way to identify donor levels without manual updates. Option B is incorrect because Record Alerts are for transient warnings (e.g., "Do not call") rather than persistent behavioral metrics. Option C is incorrect because while the Contact Profile stores donor attributes, the specific engine for calculating and displaying frequency/monetary "levels" is designed to work with the Donor Gift Summary object within the NPC Fundraising architecture.

NEW QUESTION # 129

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