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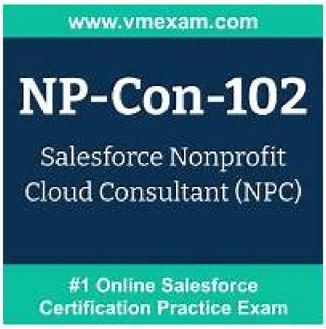

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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q102-Q107):

NEW QUESTION # 102
A nonprofit organization wants to track participants who attend drop-in programs. Which Nonprofit Cloud feature should the organization use?

- A. Ad Hoc Benefit Disbursements
- B. Benefit Schedule Assignments

- C. Anonymous Benefit Disbursements

Answer: A

Explanation:
In Nonprofit Cloud's Program Management module, tracking how services are delivered to constituents is handled through Benefit Disbursements. When dealing with "drop-in" programs-where participants may arrive without a prior appointment or a recurring schedule-the system uses Ad Hoc Benefit Disbursements.
Step-by-Step implementation for Drop-in Programs:
* Identify the Benefit: The consultant first ensures a Benefit record exists (e.g., "Daily Hot Meal" or "Walk-in Counseling").
* Bulk Logging: For drop-in scenarios, the organization typically uses the New Ad Hoc Bulk Disbursement tool. This allows a staff member to select multiple individuals who showed up that day and record the benefit delivery in a single action.
* Walk-in Processing: Within the Ad Hoc tool, there is a specific "Walk-in" functionality. When a staff member records a benefit for someone who isn't yet enrolled in the program, the system can automatically create the Program Enrollment, Benefit Assignment, and the Benefit Disbursement simultaneously. This is the hallmark of a "drop-in" workflow, as it reduces the administrative burden of manually creating three separate records for every new visitor.
Why other options are incorrect:
* Anonymous Benefit Disbursements (Option A): This is used only when the organization wants to track the quantity of benefits given (e.g., 50 coats distributed) but does not record who received them.
The question specifically mentions tracking "participants," implying that their identities should be recorded.
* Benefit Schedule Assignments (Option B): This is intended for structured, recurring sessions where you know who is coming in advance (e.g., a 10-week GED course). Drop-in programs by definition lack a rigid pre-assigned schedule for specific participants.
Using Ad Hoc Benefit Disbursements ensures that the organization maintains a complete history of every interaction a participant has with their programs, which is vital for calculating the "Total Units Delivered" and evaluating the individual's progress over time.

NEW QUESTION # 103
A nonprofit wants to manage incoming donations, and provide a portal for its constituents and staff members.
The nonprofit also wants to create a new web experience for constituents. Which solution should a consultant recommend?

- A. NPSP with Account Engagement
- B. NPSP with Accounting Subledger
- C. NPSP with Program Management Module
- D. NPSP with Experience Cloud

Answer: D

Explanation:
When a nonprofit requires a "portal" or a "web experience" for external users (constituents) to interact directly with Salesforce data, Experience Cloud (formerly Community Cloud) is the required solution.
How this solution meets the requirements:
* Incoming Donations (NPSP): NPSP provides the foundational data model for managing individual donors, household accounts, and the donation (Opportunity) pipeline.
* Constituent Portal (Experience Cloud): By implementing an Experience Cloud site (such as the Customer Service or Build Your Own template), the nonprofit can allow donors to:
* Log in to view their giving history.
* Download tax receipts.
* Update their contact information or communication preferences.
* Staff Management: While staff members typically use the internal Salesforce Lightning interface, Experience Cloud can also be configured for staff who need a simplified web interface for specific tasks.
* New Web Experience: Experience Cloud is a highly customizable CMS (Content Management System). It allows the nonprofit to build a branded, mobile-responsive web experience that looks and feels like their main website while being natively connected to their Salesforce data.
Why other options are incorrect:
* Program Management Module (Option A): This tracks service delivery, not web portals.
* Accounting Subledger (Option B): This is a back-office tool for finance reconciliation.
* Account Engagement (Option C): This is a marketing automation tool (Pardot) for sending emails and tracking engagement, but it does not provide a logged-in "portal" experience for constituents.

NEW QUESTION # 104
A case manager wants to assign a group of services to a client. What should the consultant ensure is configured prior to the case manager using the Case Plan Wizard?

- A. A Program with Goals
- B. A new Case Plan
- C. A Program with Action Item Templates
- D. A Program with Goals and Action Item Templates

Answer: D

Explanation:
The Case Plan Wizard in Nonprofit Cloud Case Management is a tool that allows caseworkers to quickly build a customized care plan for a participant. To make this "wizard" efficient and automated, the underlying
"templates" must be set up beforehand.
Required Pre-configuration:
To "assign a group of services" effectively through the wizard, the consultant must ensure that the Program record is populated with:
* Goals: These are the objectives the client wants to reach. In the wizard, the caseworker can select from these pre-defined goals rather than typing them from scratch.
* Action Item Templates: These are the specific tasks or "steps" required to reach a goal. By creating Action Item Templates and linking them to a Goal within a Program, the consultant enables the
"grouping" logic. When a caseworker selects a Goal in the wizard, the associated Action Items automatically appear as suggested tasks.
Workflow for the Consultant:
* Navigate to the Program record.
* Use the Goals related list to create standard goals for that program.
* Use the Action Item Templates related list to define the repeatable steps for those goals.
* Ensure the Case Plan Wizard component is added to the Contact or Case record page.
Why other options are insufficient:
* Option A and B: If you only have Goals or only have Action Items, the wizard loses its primary value of providing a "ready-made" plan for the caseworker.
* Option D: A "New Case Plan" is the result of using the wizard, not a prerequisite for the wizard's configuration.

NEW QUESTION # 105
The system administrator at a nonprofit wants to use Advanced Mapping for regular data imports of constituent and donation data. What is an important consideration of Advanced Mapping?

- A. The target objects must directly relate to Accounts, Contacts, or Opportunities.
- B. The target objects must be NPSP objects.
- C. The target fields can only be text, currency, number, date or address fields.
- D. Checkbox fields are unavailable to map to as target fields.

Answer: A

Explanation:
Advanced Mapping in the Nonprofit Success Pack (NPSP) is a powerful tool that allows admins to customize how data from the NPSP Data Import staging object is pushed into target records. However, it operates within a specific architectural framework.
Key Architectural Considerations:
* Object Relationships: Advanced Mapping is designed to handle the core "Nonprofit Triangle" of data:
Accounts, Contacts, and Opportunities. For any additional or custom object to be eligible as a target in Advanced Mapping, it must have a direct lookup or master-detail relationship to one of these three primary objects. This is because the NPSP Data Importer logic relies on these "anchor" records to establish context and maintain data integrity.
* Mapping Groups: The tool organizes mappings into Object Groups. When you create a new group for a custom object (e.g., "Volunteer Hours"), the system validates that the custom object is related to a Contact or Account so it knows which record to link the new data to.
* Field Type Support: Contrary to Option A and C, Advanced Mapping supports a wide variety of field types, including Checkboxes, Picklists, and Lookups. The restriction isn't on the field type, but on the object's position in the data hierarchy.
* Custom Object Support: While the question asks about "NPSP objects" (Option D), Advanced Mapping can map to custom objects created by the organization, provided they follow the relationship rules mentioned above.
Understanding these relationship requirements is essential for a consultant during the data migration or integration design phase. It

ensures that the staging file can successfully populate multiple related records in a single execution without custom Apex code.

NEW QUESTION # 106
A nonprofit organization wants grant seekers to be able to add collaborators in Experience Cloud to help complete grant applications. What should the organization configure in Nonprofit Cloud for Grantmaking?

- A. Group Membership
- B. Permission sets
- C. Compliant Data Sharing

Answer: C

Explanation:
In the Grantmaking lifecycle, transparency and collaboration are key, especially during the application phase. A lead applicant (grant seeker) often needs to bring in subject matter experts, accountants, or board members to help draft specific sections of a complex funding proposal.
To enable this within an Experience Cloud portal, Salesforce utilizes Compliant Data Sharing (CDS). CDS allows for granular, record-level sharing that can be managed directly by end-users (the grant seekers) rather than requiring an administrator to manually adjust sharing rules or public groups every time a collaborator is added.
Step-by-Step Configuration for the Consultant:
* Enable CDS: The consultant must first enable "Compliant Data Sharing" in the Setup menu for the relevant objects, such as Individual Application or Funding Award.
* Define Participant Roles: Roles like "Collaborator," "Reviewer," or "Signatory" are defined. Each role is assigned a specific access level (Read or Read/Edit).
* Add Related Lists: The consultant adds the "Participants" related list to the page layout used in the Grantmaking Portal.
* User Empowerment: Once configured, a grant seeker can navigate to their application in the portal, click "Add Participant," and search for other users within their organization to grant them access to that specific application.
This feature ensures that sensitive financial and program data is shared only with authorized individuals, maintaining a high level of security and "compliance" while still promoting the collaborative effort necessary for high-quality grant applications. Permission sets (Option C) provide the broad ability to use the portal, but CDS provides the specific mechanism for peer-to-peer record sharing.

NEW QUESTION # 107
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