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NP-Con-102 PDF、NP-Con-102最新知識

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Salesforce Certified Nonprofit Cloud Consultant (NPC) 認定 NP-Con-102 試験問題 (Q58-Q63):

質問 # 58

The admin at a nonprofit wants to delegate authority to two specific users to process gift entries. Which three permissions should the consultant add to a permission set so the users can perform this work with only the necessary level of access? (Choose 3)

- A. Grant create and edit access to all required objects and fields.
- B. Grant visibility to the Gift Entry tab.
- C. Grant the View All Data permission.
- D. Grant create, edit, and delete access to all required objects and fields.
- E. Grant access to BOI_BatchOverride and BOI_DataImport Visualforce pages.

正解: A、B、E

解説:

When delegating access to Gift Entry in NPSP, a consultant must follow the "Principle of Least Privilege." This means granting enough access to do the job without exposing the entire system.

Three Essential Permissions:

* Object and Field Access (B): Users must be able to Create and Edit the records involved in the gift entry process. This includes the NPSP Data Import (the staging object), Accounts, Contacts, Opportunities, and GAU Allocations. Note that Delete (Option E)

is usually not a "necessary level of access" for a standard entry clerk; they only need to enter and modify records.

* Tab Visibility (C): A user cannot use a feature if they cannot find it. The Gift Entry tab must be set to "Default On" or "Visible" within the permission set so the users can access the interface.

* Visualforce Page Access (D): NPSP Gift Entry is built using a custom interface. To run this interface, the user's profile or permission set must explicitly have access to the underlying Visualforce pages that power the tool, specifically those related to the Batch Object Importer (BOI). Without access to BOI_BatchOverride and BOI_DataImport, the user will see an "insufficient privileges" error when they try to open the Gift Entry tool.

Option A is incorrect because View All Data is a powerful administrative permission that bypasses all security and is never appropriate for a standard data entry role.

質問 #59

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

正解: C

解説:

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.

質問 #60

A nonprofit organization uses Nonprofit Cloud. The organization is shifting from a traditional community- based social services organization that delivers benefits to the community to an organization that focuses on delivering financial capital to other organizations operating in the community. Which Nonprofit Cloud license is needed to manage and track applications for funding?

- A. Outcome Management
- B. Program Management
- C. **Grantmaking**

正解: C

解説:

When a nonprofit shifts its mission from direct service delivery (program management) to funding other entities, it moves into the role of a "Grantmaker." In the Salesforce Nonprofit Cloud ecosystem, this specific business process is supported by the Grantmaking module.

The Grantmaking license provides access to a specialized data model and set of features designed for the full grant lifecycle:

- * Funding Opportunities: Grantmakers use this object to define the available grants, including eligibility criteria, total funding amounts, and application deadlines.
- * Individual Applications: This is the core object for tracking incoming requests for funding. It allows the organization to manage the review process, due diligence, and scoring of applications from other nonprofits or community groups.
- * Funding Awards and Disbursements: Once an application is approved, the system tracks the Funding Award and schedules the actual payment of "financial capital" through Disbursements.
- * Grantee Portal: Grantmaking often utilizes an Experience Cloud site where applicants can submit their proposals, view their status, and submit required progress reports.

While Program Management (Option B) is used for direct services (like running a food bank), and Outcome Management (Option A) is used to measure the impact of those services, Grantmaking is the specific functional area required for "delivering financial capital" and managing funding applications. For a consultant, identifying this shift in business model is key to ensuring the organization has the correct objects- such as Budget, Funding Opportunity, and Application-available in their org.

質問 # 61

A nonprofit organization wants to give specific users the ability to upload gift acknowledgement templates in Nonprofit Cloud for Fundraising. What should be assigned to the users?

- A. The OmniStudio User permission set
- B. The FundraisingAccess and DocGen User permission sets
- C. The FundraisingAccess and DocGen Designer permission sets

正解： C

解説：

In the modern Nonprofit Cloud (NPC) for Fundraising, the generation of gift acknowledgments and tax receipts is powered by Document Generation (DocGen) technology. This system allows organizations to move beyond simple mail merges into a robust, server-side document creation process.

To manage these templates effectively, a consultant must understand the distinction between "Designers" and "Users" within the permission set framework.

* FundraisingAccess: This is the foundational permission set group (or permission set) that grants the user rights to interact with fundraising-specific objects like Gift Transactions, Gift Commitments, and Gift Designations. Without this, the user cannot access the data that needs to be merged into the templates.

* DocGen Designer: This specific permission set is required for administrative or "super user" tasks. A user with the DocGen Designer permission set is granted the ability to upload, manage, and customize the .docx or .pptx files that serve as the templates. This includes mapping Salesforce fields to the document tokens and organizing the library of available templates for the rest of the team.

* DocGen User (Contrast): In contrast, the DocGen User permission set is intended for staff who only need to trigger the creation of a document (e.g., clicking a "Generate Receipt" button). They cannot upload new templates or change the underlying logic of existing ones.

Step-by-Step Assignment Logic:

* Navigate to Setup > Users > Permission Sets.

* Locate the DocGen Designer permission set and assign it to the staff responsible for template creation.

* Ensure the user also has the SalesforceCRM Content User license enabled on their User record, as templates are stored and managed within Salesforce Files/Content.

* Verify that the FundraisingAccess group is assigned to provide the necessary object-level permissions.

By correctly separating these roles, a consultant ensures that only authorized personnel can modify the official legal and branding language used in the organization's donor communications.

質問 # 62

The system admin at a nonprofit has set up automated soft credits to grant to the solicitor of each donation.

The development director wants a report to show who the solicitor is for each donor. Which report type does the system admin need to use to create the requested report?

- A. Contacts with Relationships
- B. Opportunities with Contact Roles
- C. Accounts with Contact Roles and Household
- D. Opportunities with Partial Soft Credits and Contacts

正解： B

解説:

In NPSP, soft credits are fundamentally based on the Opportunity Contact Role (OCR) object. Even if "Partial Soft Credits" are used for splitting a gift, the primary mechanism for attributing a "Solicitor" to a donation is assigning them a specific role on the Opportunity.

Reporting Logic:

* The Junction: The Opportunity Contact Role acts as the bridge between the Opportunity (the donation) and the Contact (the solicitor).

* Standard Report Type: The standard report type Opportunities with Contact Roles allows the user to see the donor (the Account) and all related contacts who have a role on that gift.

* Filtering: The Admin can filter this report by the "Role" field (e.g., Role EQUALS Solicitor). This surfaces exactly who the solicitor was for every donor's transaction.

Why other options are incorrect:

* Option D: Partial Soft Credits is a more complex object used when multiple people get different dollar amounts of credit for a single gift. For a standard report showing "who the solicitor is," the Contact Role is the simpler and more standard starting point.

* Option A: Relationships track person-to-person ties (like "Spouse" or "Coworker"), not who influenced a specific financial transaction.

* Option B: This focuses on the Household structure rather than the individual donation influence history.

質問 #63

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