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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q45-Q50):

NEW QUESTION # 45

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. A FlexCard
- C. The Generate Document button

Answer: C

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 # 46

A nonprofit uses Volunteers for Salesforce. The nonprofit has volunteers who work the same schedule every week. The volunteer manager wants to avoid asking these ongoing volunteers to sign up for the same shift every time. How should the consultant configure Salesforce to meet the requirement?

- A. Enter all volunteer IDs and schedules on a spreadsheet and use an ETL tool to create volunteer hours records in Volunteers for Salesforce.
- B. Use the Volunteer Recurrence Schedules in Volunteers for Salesforce to create the volunteers' schedules.
- C. Install a grid app from the AppExchange to mass enter volunteer hours based on each volunteer's schedule.
- D. Use the Job Recurrence Schedule functionality in Volunteers for Salesforce to create the volunteers' schedules.

Answer: B

Explanation:

In Volunteers for Salesforce (V4S), managing "ongoing" or "reliable" volunteers is handled through a specific automation feature called Volunteer Recurrence Schedules (VRS).

How VRS Works:

- * Automated Enrollment: While a Job Recurrence Schedule (JRS) is used to create the empty shifts (the "slots" on the calendar), a Volunteer Recurrence Schedule is used to link a specific person (Contact) to those slots on a repeating basis.
- * Configuration: The volunteer manager navigates to the Volunteer Job and finds the Volunteer Recurrence Schedules related list. They create a new record for the volunteer (e.g., "Jane Doe").
- * Setting the Frequency: They specify the recurrence (e.g., "Every Monday" or "The 1st and 3rd Friday of every month").
- * Batch Processing: V4S runs a nightly batch job (or it can be triggered manually via "Process Recurrence Schedules"). This job looks ahead (typically 4 months) and automatically creates Volunteer Hours records with a status of "Confirmed" for that person on every date that matches their schedule.

Why Option C is incorrect: A Job Recurrence Schedule creates the "container" for work (the shifts) but does not automatically assign a specific person to them. Why Option A and D are incorrect: These are manual workarounds. The purpose of using a specialized package like V4S is to utilize its native automation rather than relying on external spreadsheets or additional paid AppExchange tools.

By using Volunteer Recurrence Schedules, the nonprofit saves hundreds of hours of manual data entry and ensures that their "regular" volunteers are always accounted for on the roster.

NEW QUESTION # 47

The development director wants all users to only see Engagement Plans on Opportunity records for donations with an Amount greater than 10,000. How should this be accomplished?

- A. Add the Related List - Single Lightning component to the Opportunity Lightning page. Add a component visibility filter to display the Engagement Plan when the Opportunity Amount field is greater than 10,000.
- B. Add the Related Lists component to the Opportunity Lightning page. Set the component visibility filter to ensure the Opportunity Amount field is greater than 10,000. Assign the page to the development director's profile.
- C. Create a tab and associate the Engagement Plan object to the tab. Add the Related List - Single Lightning component and set it to Engagement Plans. Give read access for the Engagement Plan object to all profiles.
- D. Create a custom Lightning component that displays all Engagement Plans. Add the component to the Opportunity Lightning Page. Assign the Lightning Page as the Org Default and Activate it.

Answer: A

Explanation:

To meet this requirement, a consultant should leverage Dynamic Lightning Pages, specifically using Component Visibility Filters. This allows for a declarative solution that does not require multiple page layouts or custom code.

Step-by-Step Implementation:

* Edit the Page: Navigate to an Opportunity record and select Edit Page from the Setup (gear) icon to open the Lightning App Builder.

* Add the Component: Drag the Related List - Single component onto the page layout.

* Configure the Component: In the component properties sidebar, set the Related List to "Engagement Plans."

* Set Visibility Filter: Scroll down to the Set Component Visibility section and click + Add Filter.

* Define Criteria: * Field: Amount

* Operator: Greater Than

* Value: 10,000

* Save and Activate: Save the page. When "All Users" (per the requirement) view an Opportunity, the Engagement Plan related list will simply be invisible if the amount is \$10,000 or less. If it is \$10,001 or more, the component will appear.

Why other options are incorrect:

* Option A: Assigning the page only to the development director's profile violates the requirement that "all users" should see it when the criteria is met.

* Option B: This is an overly complex and disjointed user experience that doesn't actually filter the view based on the specific Opportunity's amount.

* Option C: A custom component is unnecessary "Technical Debt" since standard functionality meets the requirement perfectly.

NEW QUESTION # 48

A nonprofit frequently receives donations through the mail. The consultant recommends using Nonprofit Success Pack (NPSP) Gift Entry. What are three advantages of using NPSP Gift Entry? (Choose 3)

- A. Can create different templates for different types of gifts
- B. Standardizes mailing addresses as they are entered
- C. Can prefill certain fields for batch entry
- D. Can process credit card payments
- E. Includes built-in mapping rules to help prevent duplicates

Answer: A,C,E

Explanation:

NPSP Gift Entry is a high-speed, accurate tool for processing high volumes of donations received through manual channels like direct mail. It is built upon the NPSP Data Import engine but provides a streamlined user interface.

Three Primary Advantages:

* Prefilling Fields (A): When creating a batch for a specific direct mail appeal, the consultant can set

"Default Values." For example, every gift in the "Year-End Appeal" batch can have the Campaign and GAU Allocation prefilled. This drastically reduces the number of keystrokes required for the data entry clerk.

* Mapping Rules and Duplicate Prevention (C): Gift Entry utilizes the NPSP Data Import logic. It doesn't just "create records"; it first attempts to find existing Contacts or Accounts based on sophisticated matching rules. This "Dry Run" capability identifies potential duplicates before the data is committed to the database, maintaining clean data hygiene.

* Customizable Templates (E): Not all gifts are the same. A consultant can create a "Grant Template" with fields for restricted funds

and due dates, and a separate "Individual Check Template" that focuses on donor names and mailing addresses. This ensures that users only see the fields relevant to the specific type of entry they are performing.

Why other options are not primary advantages of Gift Entry:

* Address Standardization (B): While NPSP has address management features, it is not a

"standardization" tool (like an AS/400 or SmartyStreets) that happens during entry; that is usually handled by a separate integration.

* Credit Card Processing (D): While NPSP can link to Salesforce Checkout or Elevate, Gift Entry's primary purpose is manual data entry for offline gifts like checks.

NEW QUESTION # 49

What is a consideration a consultant should be aware of when implementing Person Accounts in Nonprofit Cloud?

- A. All standard and custom Contact fields will have an API name that begins with Person when being referenced through a Person Account.
- B. All AppExchange Packages have been confirmed to be compatible with Person Accounts.
- C. The Is Person Account field can be used to exclude Person Accounts from Automation Rules and Validation Rules on the Account object.

Answer: C

Explanation:

When implementing the new Nonprofit Cloud (NPC), the shift toward Person Accounts as the default model for individual constituents is a significant change from the traditional Nonprofit Success Pack (NPSP) model. A consultant must understand how this architecture impacts system logic and data integrity.

The Is Person Account (API name: IsPersonAccount) field is a standard Boolean field on the Account object that automatically evaluates to true when an account record is a Person Account. This field is critical for consultants for several reasons:

* Filtering Automation: Because Person Accounts live on the Account object alongside Business Accounts (like Foundation or Corporate partners), a single Flow or Apex Trigger on the Account object will fire for both. To ensure that "Company-specific" logic doesn't execute for an individual donor, a consultant uses the IsPersonAccount field as a decision element or entry criteria in Salesforce Flows.

* Validation Rules: Validation rules intended for businesses (e.g., "Tax ID is required for all Corporate Accounts") would fail for individual donors if not properly scoped. By adding AND(NOT (IsPersonAccount), ...) to the formula, the consultant ensures the rule only applies to Business Accounts.

* Reporting and List Views: This field is the primary way to segment data. While Person Accounts mimic Contacts, they are technically Accounts, so this flag is the only way to quickly differentiate individuals from organizations in global queries.

Regarding the other options: Option A is incorrect because while many packages support Person Accounts, it is not a universal guarantee, and a consultant must always verify compatibility during the design phase.

Option B is a common misconception; while some fields are prefixed in certain API contexts, standard contact fields on the Person Account record page often retain their standard labels, and custom fields created on the Contact object specifically for Person Accounts are suffixed with __pc, not prefixed with "Person" for the API name.

NEW QUESTION # 50

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