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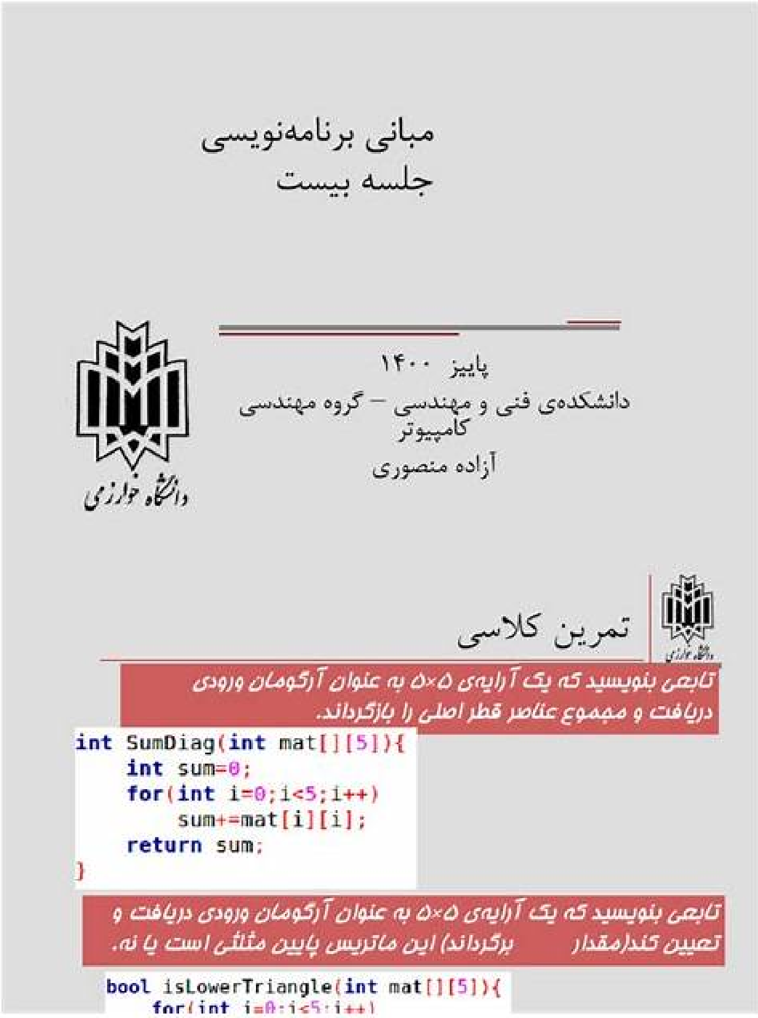

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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q117-Q122):

NEW QUESTION # 117
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. Create a Gift Soft Credit for the team organizer and attribute the Gift Transaction to Donor.
- B. Enter the donor donation total in the Donor Cover Amount on the Gift Transaction and create a Gift Transaction Designation for the event.
- C. Create an Opportunity Contact Role for the donor and create a Gift Tribute for the team organizer.

Answer: A

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 # 118
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 and Action Item Templates
- B. A Program with Goals
- C. A new Case Plan
- D. A Program with Action Item Templates

Answer: A

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 # 119
A nonprofit organization is setting up Outcome Management in Nonprofit Cloud to track the effectiveness of its job skills training program. The overall goal of the program is to reduce unemployment among its clients.
What should the organization use to represent the goal in the Outcome Management objects?

- A. A Benefit
- B. An Outcome
- C. An Indicator Result

Answer: B

Explanation:
In the Outcome Management framework, there is a clear distinction between the "service" provided, the "metric" used for measurement, and the "long-term change" desired.
To represent the "overall goal"-which in this case is the broad, systemic change of "reducing unemployment" -the consultant must use the Outcome object. An Outcome is the North Star of the Impact Strategy; it defines the qualitative "Future State" the organization is working toward.
Key Components of the Outcome Strategy:
* Outcome (The Goal): "Reduced Unemployment" or "Economic Self-Sufficiency." This is a high-level record that acts as a container for all related measurements.
* Indicator Definition (The Metric): To see if the Outcome is being met, you need a metric, such as the "Percentage of program graduates employed within 90 days."
* Outcome Activity: This is the link that connects the high-level Outcome to the specific Program (Job Skills Training).
* Indicator Result (The Data): This object (Option C) holds the actual numerical values (e.g., "85%") collected during a specific timeframe. It represents the proof of the goal's achievement, not the goal itself.
* Benefit (Option B): This represents the specific service delivered (e.g., "Resume Workshop"). Delivering a benefit is an activity that contributes to an outcome, but it is not the outcome itself.
By defining the goal as an Outcome, the consultant allows the organization to aggregate data from multiple programs and timeframes to see the cumulative impact they are having on unemployment in their community.

NEW QUESTION # 120
A consultant is helping a nonprofit diagnose and address some issues they have with NPSP. The consultant sees the customer is hitting governor limit errors on a particular job. Which action should the consultant take to resolve the issue?

- A. Reschedule that nightly job.
- B. Increase the batch size for that job.
- C. Schedule that job to run more frequently.
- D. Decrease the batch size for that job.

Answer: D

Explanation:
Salesforce operates in a multi-tenant environment, which means all organizations share the same underlying computing resources. To prevent one organization's code from hogging all the power, Salesforce enforces Governor Limits (e.g., limits on CPU time, memory, or the number of database queries).
When a "Batch Job" (such as NPSP's nightly rollup calculation) hits a governor limit, it usually means the system is trying to process too much data at once within a single transaction "chunk." The Solution: Decreasing Batch Size:

* How it Works: In NPSP, batch jobs are broken into segments. If the batch size is set to 200 (the default), the system tries to process 200 records at a time. If those 200 records are complex (e.g., they have dozens of triggers, flows, and related records), the system may run out of memory or time.
* The Fix: By decreasing the batch size (e.g., from 200 down to 50 or 25), the consultant reduces the workload of each individual transaction. While the overall job might take longer to complete, each
"chunk" is more likely to stay within the allowed governor limits.
* Implementation: The consultant can adjust these settings in NPSP Settings > Bulk Data Processes > Batch Control, or by updating the specific batch size in the Apex code or job configuration.
Why other options are incorrect:
* Increasing Batch Size (Option A): This would worsen the problem by putting more strain on each transaction.
* Rescheduling (Option B & C): Changing when the job runs does not change how much data is processed per chunk, so it will still hit the same technical limits.

NEW QUESTION # 121

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

Answer: A,C,D

Explanation:
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.

NEW QUESTION # 122

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