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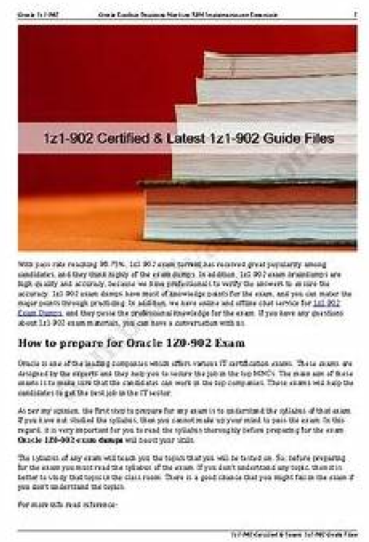

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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q44-Q49):

NEW QUESTION # 44
A nonprofit organization provides direct care services to clients based on their individual needs. The process for clients to begin receiving services includes meeting with a caseworker for an intake evaluation that includes a series of questions to determine the client's needs and assets. Which Salesforce Industries feature can be used to create an efficient intake process?

- A. Dynamic Assessments
- B. Interaction Summaries
- C. Actionable Lists

Answer: A

Explanation:
For organizations delivering personalized social services, the intake evaluation is the most critical touchpoint.
To manage this efficiently, Salesforce Nonprofit Cloud utilizes Dynamic Assessments, a feature built upon the Discovery Framework and OmniStudio (specifically OmniScript).
Unlike a static form, a Dynamic Assessment allows a caseworker to navigate a "branching" path of questions.
If a client answers "Yes" to a question about housing instability, the system can automatically trigger a sub- section of questions regarding shelter history. If they answer "No," those questions remain hidden, reducing "form fatigue" and ensuring the intake is as fast and relevant as possible.
Step-by-Step Implementation for the Consultant:
* Define Assessment Questions: Using the Discovery Framework, the consultant creates a library of individual questions (e.g., "Do you have dependable transportation?"). These questions are modular and can be reused across different intake forms.
* Build the OmniScript: The consultant uses the OmniScript Designer to arrange these questions. This is where the Conditional Logic is applied (e.g., "Set Element Visibility" based on prior answers).
* Map to Objects: Through DataRaptors or Integration Procedures, the consultant ensures that the data captured during the assessment is automatically pushed into the correct Salesforce objects, such as Person Accounts, Case Proceedings, or Life Events.
* Action Plan Integration: Often, the completion of a Dynamic Assessment is linked to an Action Plan, which might automatically generate a "Welcome Kit" task or a "Referral" based on the needs identified during intake.
By using Dynamic Assessments, the nonprofit ensures a standardized, compliant, and data-driven intake process that captures a 360-degree view of the client's assets and barriers to success without requiring the caseworker to navigate through irrelevant fields.

NEW QUESTION # 45
A nonprofit hired a consultant to restart a stalled implementation. The nonprofit identified needs by documenting its Salesforce vision and pain points and by defining specific goals with user stories. What are two components of a user story the nonprofit should consider? (Choose 2)

- A. Associate an epic to each story.
- B. Include configuration instructions on each story.
- C. Align each story to the implementation vision.
- D. Assign a priority to each story.

Answer: C,D

Explanation:
User stories are the "building blocks" of an Agile implementation. A well-written user story follows the format: "As a [persona], I want to [action], so that [value/benefit]." To ensure a stalled project gets back on track, two critical components are alignment and prioritization.
* Vision Alignment (B): Every story must have a purpose that contributes to the overall Implementation Vision. If a nonprofit's vision is "Improving Donor Retention," but a user story is created for "Automating Facilities Management," the consultant must evaluate if

that story is a distraction. Aligning stories to the vision ensures the consultant builds what the organization actually needs to succeed, rather than just what users want.
* Priority (C): In any implementation, there is limited time and budget. Assigning a priority (often using the MoSCoW method: Must have, Should have, Could have, Won't have) is essential. It allows the consultant and the nonprofit to focus on mission-critical features first, ensuring that if the project runs out of resources, the most valuable parts of the system are already delivered.
Why other options are less critical:
* Configuration Instructions (Option A): This is a mistake. User stories describe the requirement (the "What"), while technical documentation describes the solution (the "How"). Putting configuration steps in a user story makes it rigid and difficult for a developer to suggest better technical alternatives.
* Epics (Option D): While epics are useful for grouping stories, they are a structural tool for project management rather than a "component" of the story's internal logic or value definition. Alignment and Priority are what drive project success.

NEW QUESTION # 46
A Nonprofit Cloud consultant has been informed that the Donor Gift Summary data is out of date. What is the first step the consultant should take to identify the root cause?

- A. Ensure that the logged in user has the appropriate field-level security on the Donor Gift Summary object.
- B. Ensure that the record-triggered flow that updates the Donor Gift Summary is active.
- C. Navigate to Monitor Workflow Services and identify the failures in the Data Processing Engine definition that calculates the data.

Answer: C

Explanation:
The calculation of giving totals (e.g., Lifetime Giving, Last Gift Date) in Nonprofit Cloud is a major departure from the older NPSP. In NPC, these summaries are not updated by real-time code or flows; they are managed by the Data Processing Engine (DPE). Because DPE is a batch-based processing tool, the data is only as "up to date" as the last successful run of the engine. If a user reports that the data is stale, the issue is almost certainly a failure in the background job rather than a UI or security issue.
Step-by-Step Troubleshooting for the Consultant:
* Monitor Workflow Services: This is the "Command Center" for all Industry Cloud background processes. The consultant should search for this in the Setup menu.
* Locate the Job: Within the monitor, find the entry for the specific Data Processing Engine definition responsible for Fundraising summaries (often titled something like "Calculate Donor Gift Summary").
* Check the Status: Look for runs marked as "Failed" or "Completed with Errors."
* Analyze Error Logs: Clicking into a failed run will reveal the specific technical reason for the failure (e.g., "System Limit Exceeded," "Data Mapping Error," or "Inactive Picklist Value").
* Rerun: Once the underlying data or configuration issue is resolved, the consultant can manually trigger the DPE run from this screen to bring the summaries up to date immediately.
Option A is incorrect because there is no standard record-triggered flow for these rollups in NPC. Option B is a valid check for visibility, but the question specifically states the data is "out of date" (meaning it exists but is wrong), suggesting a calculation/sync failure.

NEW QUESTION # 47
An annual fund coordinator wants to create a report that identifies which individual donors have yet to make a gift toward the Annual Fund Campaign this year. It is important that the annual giving coordinator avoids soliciting any individuals who are attending an upcoming gala. The nonprofit uses Campaigns to track event attendance. What should a consultant add to the report to exclude gala attendees?

- A. Cross filter
- B. Filter logic
- C. Bucket field
- D. Summary formula

Answer: A

Explanation:
This is a "Who Has NOT" reporting requirement, which is the primary use case for Cross Filters in Salesforce.
How to build this report:
* Base Report: Create a report of Contacts (or "Contacts with Opportunities").

* Annual Fund Filter: Set the standard report filters to show only those who have $0 in giving for the current year.
* The Exclusion (Cross Filter): Click the "Filters" dropdown and select Add Cross Filter.
* Configuration: * Set the filter to: Contacts WITHOUT Campaign Members.
* Add a sub-filter to the cross filter: Campaign Name EQUALS [Upcoming Gala Name].
* Result: The report will now list only people who are donors but are not currently registered for the Gala.
Why other options are incorrect:
* Filter Logic (Option A): This is used for "AND/OR" statements between existing fields (e.g., 1 AND (2 OR 3)). It cannot easily look "across" to the Campaign Member object to check for the absence of a record.
* Summary Formula (Option C) and Bucket Field (Option D): These are used for calculating or grouping data that is present in the report; they cannot be used to exclude records based on their relationship to other objects.

NEW QUESTION # 48
A Salesforce admin changes an Engagement Plan Template as requested by the development team. The development manager expects to see the changes reflected on an existing Engagement Plan using that Template on a campaign. Why is the development manager unable to see the Template changes?

- A. Engagement Plan Template changes need to propagate through t7he pla8tform.
- B. Engagement Plan Template changes must be accepted by the user on the Template detail record first.34
- C. The development manager requires additional permissions for the new Engagement Plan Template changes.12
- D. Changes to Engagement Plan Templates only affect new Engagement Plans.56

Answer: D

Explanation:
In NPSP, Engagement Plans are used to automate the creation of a set of tasks when a specific goal is identified (e.g., "Major Donor Stewardship"). It is critical to understand the relationship between the Template and the Instance.
The Logic of Decoupling:
* The Template: This is the "blueprint" that defines which tasks should be created, who should own them, and what their due dates are relative to the start date.
* The Engagement Plan (Instance): When a user applies a template to a Contact or Campaign, the system "explodes" the template and creates actual Task records and an Engagement Plan record.
* Persistence: Once those tasks are created, they become independent records. If an admin modifies the original Engagement Plan Template (e.g., adding a new task or changing a deadline), NPSP does not retroactively update existing tasks or plans that were already generated. This is intentional to prevent disrupting ongoing workflows or overwriting manual changes staff may have made to their active tasks.
* Result: Any modifications to the template will only be visible on new Engagement Plans created after the change was saved.
To update existing plans, the manager would have to delete the current Engagement Plan and re-apply the updated template, or manually add the new tasks to the current records.

NEW QUESTION # 49
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