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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q75-Q80):

NEW QUESTION # 75
A nonprofit organization currently tracks one-time donations in Nonprofit Cloud. The organization wants to expand its fundraising to include recurring donations. Which additional Nonprofit Cloud objects should be used to establish recurring donations?

- A. Gift Designation and Gift Commitment
- B. Opportunity and Gift Commitment Schedule
- C. Gift Commitment and Gift Commitment Schedule

Answer: C

Explanation:

The fundraising data model in the new Nonprofit Cloud (NPC) differs significantly from the older NPSP "Recurring Donations" object. NPC utilizes the Fundraising feature set, which is built on a high-performance architecture shared with other Industry Clouds.

To manage recurring giving, two primary objects are required:

* Gift Commitment: This object represents the donor's "promise" or agreement to give a certain amount over time. It stores high-level information such as the total amount of the commitment, the donor (Person Account), and the status (e.g., Active, Paused, or Fulfilled).

* Gift Commitment Schedule: This is the engine that drives the frequency of the gift. It defines when and how often the donation should be processed (e.g., Monthly on the 15th, or Weekly on Mondays). A single Gift Commitment can actually have multiple schedules if a donor has a complex giving plan.

The Workflow for a Consultant:

* Create the Gift Commitment: When a donor signs up for a monthly giving program, the consultant (or the automated system) creates a Gift Commitment record.

* Define the Schedule: A Gift Commitment Schedule record is then linked to that commitment, specifying the recurring transaction amount and the transaction period.

* Automated Processing: Once these are active, the Nonprofit Cloud's Gift Processing engine uses the schedule to automatically generate Gift Transaction records (which are the equivalent of "received" donations) on the specified dates.

Option A is incorrect because "Opportunity" is part of the legacy NPSP model or standard Sales Cloud; while NPC can use Opportunities, the specific recurring logic in NPC is handled by Gift Commitments. Option C is incorrect because Gift Designation is used to track the fund or purpose the money is for (e.g., "Scholarship Fund"), which is applicable to both one-time and recurring gifts, but is not the object that establishes the recurring nature of the gift.

NEW QUESTION # 76

A nonprofit organization is evaluating Nonprofit Cloud. Where can the organization see whether they qualify for nonprofit pricing and benefits from Salesforce?

* A. The Salesforce Commons Program pages
* B. The Power of Us Program pages
* C. Trailhead Academy

Answer: B

Explanation:

For any organization beginning its journey with Salesforce, the first critical step in the Nonprofit Implementation Strategy is determining eligibility for discounted or donated technology. Salesforce consolidates these benefits under a specific initiative known as the Power of Us Program.1 The Power of Us Program pages serve as the primary portal for organizations to understand the specific legal and tax requirements needed to access the Nonprofit Cloud. According to Salesforce documentation, this program typically offers eligible nonprofits ten donated Enterprise Edition subscriptions and significant discounts on additional products, including the new Nonprofit Cloud (NPC) industry solution.2 Step-by-Step Qualification and Evaluation Process:

* Reviewing Eligibility: A consultant should direct the organization to the Power of Us portal to review the regional criteria. In the U.S., this usually requires 501(c)(3) status, while international organizations must provide equivalent tax-exempt documentation (such as an IRS Determination Letter or a Charity Commission record).3

* Trial and Application: Organizations are encouraged to start a 30-day Nonprofit Cloud trial.4 During this period, they log into the Power of Us portal using their Trailblazer ID to submit their formal application.5

* Verification: Salesforce's dedicated team reviews the uploaded documentation to verify that the organization's mission aligns with the program's philanthropic goals.

* License Provisioning: Once approved, the organization can view their specific "Power of Us" offers, including the "P10" (10 donated licenses) bundle.6 It is important to note that while Trailhead Academy offers learning paths and Salesforce Commons focuses on community-led open-source contributions, neither handles the financial or legal qualification for licensing.

The Power of Us Program is the official "front door" for the business and legal relationship between a nonprofit and Salesforce.

NEW QUESTION # 77

A social services nonprofit organization wants to track the conversations and collaborations that occur during meetings related to cases they are managing. The organization wants to use Compliant Data Sharing to maintain the confidentiality of the data tracked in the notes. Which Nonprofit Cloud object should the organization use for tracking?

* A. Interaction Summaries
* B. Activities

- C. Standard Notes

Answer: A

Explanation:
In sensitive social service contexts-such as counseling sessions or legal aid consultations-the notes taken during a meeting often contain highly confidential information that should not be visible to every user in the Salesforce org.
The Interaction Summary object (and its parent, the Interaction object) is specifically designed to meet this requirement in the modern Nonprofit Cloud.
Key Benefits of Interaction Summaries:
* Structured Note Taking: Unlike standard Notes, which are essentially free-form text blobs, Interaction Summaries provide a structured container for documenting the "Who, When, Where, and What" of a meeting.
* Confidentiality via CDS: The most critical feature for this organization is that Interaction Summaries natively support Compliant Data Sharing (CDS). A consultant can configure the system so that the meeting notes are restricted by default. Access can then be granted only to specific "Participants" (e.g., the Lead Caseworker and the Supervisor) based on their roles.
* Holistic View: Interaction Summaries can be linked to multiple objects simultaneously, such as the Person Account and the Case Proceeding, ensuring the note appears in all relevant contexts without duplicating data.
* Searchability: Because they are structured records, they are easier to filter and report on than standard Activity records or Notes.
Why other options are incorrect:
* Standard Notes (Option B): These lack the role-based compliance framework provided by CDS and are harder to manage for professional casework auditing.
* Activities (Option C): Standard Tasks and Events are better suited for "reminders" and "calendar entries." They do not offer the granular data sharing controls required for the sensitive documentation of case conversations.

NEW QUESTION # 78
A consultant wants to enable Person Accounts as part of the Nonprofit Cloud setup process. What is a limitation when using Person Accounts?

- A. Person Accounts cannot be invited to events or associated with activities.
- B. Person Accounts do not work with Opportunity Contact Roles.
- C. Person Account formulas cannot reference custom formula fields from Contacts.

Answer: C

Explanation:
When implementing Nonprofit Cloud (NPC), the transition to Person Accounts is a foundational architectural choice. While Person Accounts effectively combine Account and Contact attributes into a single record to represent an individual, they come with specific technical constraints that consultants must navigate during the solution design phase.
One significant limitation involves field references in formulas. Because a Person Account is technically a hybrid, it utilizes fields from both the Account and Contact objects. However, from a metadata perspective, a formula created on the Account object (which is the parent for the Person Account) cannot directly reference a custom formula field that resides on the Contact object. This is because the system does not allow "cross- object" formula references between the Account and Contact layers within the Person Account record structure.
To work around this, a consultant must often recreate the logic directly on the Account object or use a standard (non-formula) field on the Contact that is populated via Flow, which can then be surfaced on the Person Account.
Other limitations and considerations include:
* Opportunity Contact Roles (Option C): This is actually supported. In fact, Person Accounts are frequently used as Contact Roles in donor management and gift processing.
* Activities (Option B): Person Accounts fully support Tasks, Events, and being invited to meetings, just like a standard Contact or Lead.
* AppExchange Compatibility: Not all third-party apps are "Person Account ready." A consultant must verify that any external integrations or packages can handle the IsPersonAccount field and the unique record type structure.
Understanding these limitations ensures that the data model supports the organization's reporting and automation needs without hitting architectural roadblocks late in the implementation.

NEW QUESTION # 79
A nonprofit fundraiser notices that some of the NPSP calculated donation summary fields on the Contact and Account records are displaying incorrect values when compared to the donations recorded for each donor.
What are three items the consultant should review to troubleshoot the issue? (Choose 3)

- A. Campaign Hierarchy28
- B. Customizable Rollups
- C. Salesforce Optimizer report
- D. NPSP Health Check27
- E. Opportunity Stages

Answer: B,D,E

Explanation:
When donor totals (e.g., "Total Gifts This Year") are incorrect, the consultant must investigate the l30ogic that aggregates those numbers. In NPSP, this involves a combination of configuration settings and system health tools.
Three Critical Areas to Troubleshoot:
* Customizable Rollups (B): This is the engine that calculates the totals. The consultant should check if the Filter Groups are correctly defined. For example, if a rollup is set to only count "Individual" gifts but the missing gifts are marked as "Major Gifts," the filter logic is the culprit.
* Opportunity Stages (C): NPSP rollups only include donations that are in a "Closed/Won" state. If the organization created a custom stage (e.g., "Received - Awaiting Acknowledgment") but didn't mark that stage as "Won" in the Stage picklist settings, those gifts will be ignored by the rollup engine.
* NPSP Health Check (D): This is the first place a consultant should look for system-wide issues. The Health Check will identify if the nightly rollup batch job is failing, if there are orphaned records, or if there are "Data Integrity" issues (like an Opportunity without an Account) that prevent the rollups from processing successfully.
Why other options are incorrect:
* Salesforce Optimizer (Option A): This is a general org health tool (checking limits, unused fields, etc.) and does not have the nonprofit-specific logic needed to troubleshoot NPSP rollups.
* Campaign Hierarchy (Option E): While hierarchies help with campaign reporting, they do not impact the "hard credit" rollups on Account and Contact records.

NEW QUESTION # 80

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While some information about company culture couldn't be quantified in a spreadsheet, NP-Con-102 I included it in my cover letters, Stephan Hagemann most recently has been supporting clients of Pivotal Software in journeys of digital transformation.

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