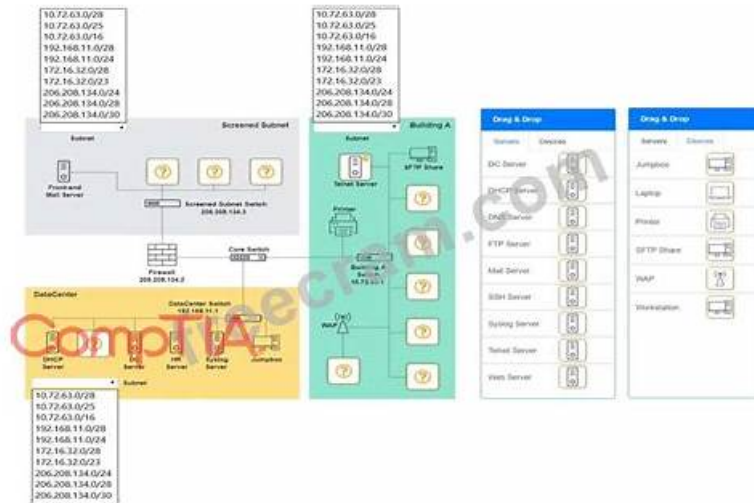


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## Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q13-Q18):

### NEW QUESTION # 13

A nonprofit has engaged a consultant to help export detailed accounting transactions to its existing external financial system using Accounting Subledger Starter Edition. The nonprofit requires export of all pledges when they are booked. Which solution should the consultant recommend?

- A. Use Flow to create Ledger Entries on Opportunity update.

- B. Upgrade to Accounting Subledger Growth Edition.
- C. Set "Pledged" stage to "Finalized" in Stage to State Mapping.
- **D. Set "Pledged" stage to "Committed" in Stage to State Mapping.**

**Answer: D**

Explanation:

Accounting Subledger (ASL) is designed to bridge the gap between Fundraising (Salesforce) and Finance (General Ledger). It uses a "Stage to State" mapping to determine when a fundraising record is ready to be processed as an accounting transaction.

In the Starter Edition of ASL, the system looks for specific "States" to trigger record creation:

\* Committed: This state indicates that a donor has made a formal promise to give (a Pledge), but the cash has not necessarily been received yet. In accounting terms, this creates an Accounts Receivable entry.

\* Finalized: This state usually indicates that the cash has been received and the transaction is closed.

The Solution for Pledges:

To meet the requirement of exporting pledges "when they are booked," the consultant must map the organization's "Pledged" Opportunity stage to the Committed Accounting State.

Step-by-Step Configuration:

\* Navigate to Accounting Subledger Settings.

\* Go to Stage to State Mapping.

\* Locate the Pledged stage (or whatever custom stage the nonprofit uses for booked pledges).

\* Map this stage to Committed.

\* Save the settings and run the subledger job.

Once this mapping is in place, as soon as an Opportunity is moved to the "Pledged" stage, ASL will generate Ledger Entries that reflect the revenue as "Committed." These entries can then be exported to the external financial system to record the expected income on the organization's books.

#### NEW QUESTION # 14

The system administrator at a nonprofit wants to use Advanced Mapping for regular data imports of constituent and donation data. What is an important consideration of Advanced Mapping?

- A. The target fields can only be text, currency, number, date or address fields.
- B. Checkbox fields are unavailable to map to as target fields.
- **C. The target objects must directly relate to Accounts, Contacts, or Opportunities.**
- D. The target objects must be NPSP objects.

**Answer: C**

Explanation:

Advanced Mapping in the Nonprofit Success Pack (NPSP) is a powerful tool that allows admins to customize how data from the NPSP Data Import staging object is pushed into target records. However, it operates within a specific architectural framework.

Key Architectural Considerations:

\* Object Relationships: Advanced Mapping is designed to handle the core "Nonprofit Triangle" of data:

Accounts, Contacts, and Opportunities. For any additional or custom object to be eligible as a target in Advanced Mapping, it must have a direct lookup or master-detail relationship to one of these three primary objects. This is because the NPSP Data Importer logic relies on these "anchor" records to establish context and maintain data integrity.

\* Mapping Groups: The tool organizes mappings into Object Groups. When you create a new group for a custom object (e.g., "Volunteer Hours"), the system validates that the custom object is related to a Contact or Account so it knows which record to link the new data to.

\* Field Type Support: Contrary to Option A and C, Advanced Mapping supports a wide variety of field types, including Checkboxes, Picklists, and Lookups. The restriction isn't on the field type, but on the object's position in the data hierarchy.

\* Custom Object Support: While the question asks about "NPSP objects" (Option D), Advanced Mapping can map to custom objects created by the organization, provided they follow the relationship rules mentioned above.

Understanding these relationship requirements is essential for a consultant during the data migration or integration design phase. It ensures that the staging file can successfully populate multiple related records in a single execution without custom Apex code.

#### NEW QUESTION # 15

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 # 16

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 # 17

Which Nonprofit Cloud feature can a consultant use to create rollups to display donor giving history?

- A. Business Rules Engine
- B. Declarative Lookup Rollup Summaries
- C. Donor Giving Summary and Data Processing Engine

**Answer: C**

Explanation:

The new Nonprofit Cloud (NPC) has introduced a high-performance framework for calculating donor metrics, moving away from the real-time Apex triggers used in the older NPSP model. To display a donor's total giving, last gift date, or largest gift, the system uses a combination of the Data Processing Engine (DPE) and the Donor Giving Summary object.

The Data Processing Engine (DPE):

DPE is a powerful tool built on the Salesforce Industries core that can process massive volumes of data in batches. A consultant uses DPE to:

- \* Extract: Pull data from Gift Transactions (the records of actual money received).
- \* Transform: Aggregate the data—summing the amounts, finding the "max" amount, or identifying the "min" date.
- \* Write Back: Save these calculated values into fields on the Donor Giving Summary record.

The Donor Giving Summary Object:

This object serves as the "storage container" for these rolled-up values. It is linked to the donor's Account (Person Account). By storing the results here, the system ensures that when a fundraiser opens a donor's page, the summary is already calculated and displays instantly without needing to run a live query across thousands of transaction records.

The Workflow:

- \* Clone Templates: Salesforce provides pre-built DPE templates for common fundraising rollups.
- \* Schedule Jobs: The consultant schedules these DPE jobs to run periodically (e.g., nightly).
- \* Display: The Donor Giving Summary component is added to the Lightning record page via the App Builder to show the fields (e.g., TotalGiftAmount, LastGiftDate) to the users.

While Declarative Lookup Rollup Summaries (DLRS) is a popular community tool, it is not a native

"Nonprofit Cloud feature." The Business Rules Engine (Option A) is used for complex decision logic (like eligibility checks), not for aggregating historical financial totals.

## NEW QUESTION # 18

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