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## Pass Guaranteed Salesforce - NP-Con-102 - Salesforce Certified Nonprofit Cloud Consultant (NPC) Current Exam Content

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## Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q70-Q75):

### NEW QUESTION # 70

A consultant wants to view an interactive graph of a donor's key relationships. Which feature available in Nonprofit Cloud should the

consultant use?

- A. Flexcard
- **B. Actionable Relationship Center**
- C. Contact Profile

**Answer: B**

Explanation:

The Actionable Relationship Center (ARC) is the premier visualization tool in Salesforce Nonprofit Cloud for mapping complex constituent webs. Unlike a standard related list, which shows data in a flat table format, ARC provides a dynamic, multi-level graph that allows fundraisers and case managers to explore the connections between people, households, and organizations.

Key Capabilities for a Consultant:

\* **Visual Hierarchy:** ARC displays nodes representing records (e.g., a Donor, their Spouse, their Employer, and a Foundation board they sit on). Each node can be expanded to show further related records, such as the Foundation's recent grants or the Spouse's individual contact details.

\* **Standard and Custom Relationships:** It natively supports the Party Relationship Model used in NPC, including Account-Account Relationships and Contact-Contact Relationships. This allows for the visualization of both professional affiliations and personal family ties in one view.

\* **Direct Interaction:** It is "Actionable" because users can perform tasks directly from the graph. A consultant can configure the graph so a gift officer can create a new "Follow-up Task" or "Note" on a related relative's record without ever leaving the primary donor's page.

\* **Customization via Templates:** Consultants can build custom ARC graphs using the ARC Graph Builder in Setup. You can choose which objects appear, what fields are shown in the side panel when a node is clicked, and even add filters to show only "Active" relationships.

While Flexcards (Option A) are used to display data visually, they are generally used for summarizing record fields rather than interactive relationship mapping. The Contact Profile (Option B) is a data storage object for wealth and personal attributes but does not provide the interactive, spider-web style graph that characterizes the ARC experience.

## NEW QUESTION # 71

Caseworkers at a nonprofit organization want to see a single chronological view of all past interactions, cases, referrals, and care plans for a participant. Which Nonprofit Cloud feature should the organization use?

- **A. Timeline**
- B. Events and Milestones
- C. Contact Profile

**Answer: A**

Explanation:

For caseworkers managing complex social services, the ability to see a participant's "story" in chronological order is vital for providing informed care. The Timeline component in Nonprofit Cloud is the specific feature designed to solve this need.

Key Features for Caseworkers:

\* **Chronological Aggregation:** The Timeline pulls records from various objects-Case Proceedings, Referrals, Care Plans, Tasks, and Benefit Disbursements-and plots them on a single horizontal or vertical axis based on their date.

\* **Filtering and Search:** Caseworkers can filter the view to show only specific types of interactions (e.g., "Show me only medical referrals from the last 6 months").

\* **Actionability:** From the timeline, a caseworker can hover over an event to see summary details or click directly into the record to view full notes.

\* **Configuration:** A consultant configures the Timeline via the Timeline Settings in Setup. You can define "Timeline Configurations" for different user personas; for example, a caseworker might see "Care Plans," while a fundraiser might see "Gift History" on their version of the timeline for the same Person Account.

Why other options are incorrect:

\* **Contact Profile (Option A):** This is a summary view of person-centric data (like age, preferred language, or wealth indicators) but is a static layout, not a chronological view of events.

\* **Events and Milestones (Option B):** This feature is used to track "Life Events" (like birth, marriage, or graduation). While these can be surfaced on the Timeline, the feature itself is a component for life-stage tracking, not a comprehensive chronological record of all cases and interactions.

### NEW QUESTION # 72

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

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

**Answer: C**

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 # 73

A nonprofit wants to send an event cancellation notice to 150 Salesforce contacts without a separate email service provider. It wants to manage bounces, resend the notice as needed, and view the send history on the Contact record. Which option should a consultant recommend to meet the requirements?

- A. Send List Email
- B. Account Engagement
- C. Email-to-Case
- D. Elevate

**Answer: A**

### NEW QUESTION # 74

A nonprofit admin notices the nightly NPSP batch jobs are suddenly taking significantly longer to complete than they did a month earlier. What are two factors the consultant should tell the system admin to consider? (Choose 2)

- A. A new Flow was activated.
- B. A new standard roll-up summary field was added to an object.
- C. A new node tree was added to the role hierarchy.
- D. A new customizable rollup was added in NPSP Settings.

**Answer: A,D**

Explanation:

Nightly batch jobs in NPSP, particularly the Rollup Donors batch, process thousands or millions of records.

Any increase in the "workload" per record will result in a measurable increase in total processing time.

Two Primary Performance Factors:

\* New Flows (A): Salesforce Flows (especially Record-Triggered Flows) are highly powerful but resource-intensive. If a new Flow was activated on the Opportunity or Account object, it will fire every time the NPSP batch job updates a record. If the batch job

updates 100,000 Accounts, the Flow runs

100,000 times. If the Flow contains "In-Loop" queries or complex logic, it can drastically slow down the batch execution time or even cause it to hit governor limits.

\* New Customizable Rollups (C): Every time you add a new Customizable Rollup in NPSP Settings, you are adding another calculation that the batch job must perform for every record. If the new rollup has complex filters (e.g., "Total Gifts from 3 years ago excluding In-Kind and Grants"), the system must query more data and perform more evaluations per record, extending the batch window.

Why other options are less likely:

\* Standard Roll-up Summary (Option B): These are calculated by the Salesforce platform kernel and are generally more efficient than Apex-based rollups. While they add some overhead, they usually do not cause the "significant" slowdowns seen with custom logic or complex NPSP settings.

\* Role Hierarchy (Option D): While changes to the hierarchy trigger sharing recalculations, this typically affects record visibility and sharing performance rather than the execution speed of a data- processing batch job.

## NEW QUESTION # 75

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