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## Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q39-Q44):

### NEW QUESTION # 39

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

**Answer: B,C**

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 # 40

A Nonprofit Cloud organization has Automatic Person Account Mailing Address Synchronization enabled. A staff member removes the Is Primary flag from a linked address. What occurs to the address?

- A. The address is archived automatically and the end date is set.
- B. The address is marked Inactive.
- C. The address is removed from the Person Account Mailing Address field.

**Answer: C**

Explanation:

Automatic Person Account Mailing Address Synchronization is a powerful feature in Nonprofit Cloud that ensures the standard mailing address fields on the Person Account stay perfectly in sync with the Contact Point Address related records.

In this model, the Person Account's "Mailing Address" fields (Street, City, State, etc.) are essentially a "mirrored reflection" of whichever Contact Point Address record is marked as Is Primary.

The Synchronization Logic:

\* Setting a Primary: When a user checks the IsPrimary box on a Contact Point Address, the system automatically copies that data into the Person Account's standard mailing fields.

\* Removing the Flag: If a staff member unchecks the IsPrimary flag, the "bridge" between that specific address record and the Account fields is broken. Because there is no longer a designated primary address for that account, Salesforce clears the standard

Mailing Address fields on the Person Account to prevent outdated or incorrect information from remaining in the primary display.

\* Data Retention: It is important to note that the Contact Point Address record itself is not deleted or archived. It remains in the related list; it simply loses its "Primary" status and is no longer pushed to the main Account header.

Why other options are incorrect:

\* Option A and C: The system does not automatically set an end date or mark the record as "Inactive" simply because the primary flag was removed. The record remains "Active" but secondary. It is up to the user to manually mark it as inactive or undeliverable if that is the case.

For a consultant, this behavior is a critical consideration for data hygiene. If an organization requires that every donor always has a mailing address, the consultant must ensure users understand that unchecking IsPrimary will leave the main Account record with a blank address until a new primary is selected.

#### NEW QUESTION # 41

A nonprofit wants to use Volunteers for Salesforce for volunteer management. Which action should a consultant take before installing the package?

- **A. Compare usage of roll-up summary fields to limits.**
- B. Ensure the Program Management Module is already installed.
- C. Apply for license donation for Volunteers for Salesforce.
- D. Check that the nonprofit has the most recent NPSP release.

**Answer: A**

Explanation:

Volunteers for Salesforce (V4S) is a powerful application, but it is "resource-heavy." One of its primary functions is to roll up volunteer hours from the Volunteer Hours object to the Volunteer Job, the Volunteer Shift, and the Contact record.

The Limit Consideration:

\* Roll-up Summary Limits: Salesforce has a hard limit on the number of roll-up summary fields allowed per object (typically 40).

\* Impact of V4S: When you install V4S, it automatically attempts to create several roll-up summary fields on the Contact and other objects. If the nonprofit has already used many custom roll-up fields for fundraising or programs, the V4S installation will fail because it will exceed the object's field limit.

\* Best Practice: A consultant should always audit the current field usage on the Contact and Account objects before installing V4S to ensure there is "headroom" for the new package's fields.

Why other options are incorrect:

\* Option B: V4S is independent of PMM.

\* Option C: While being on a recent NPSP is good, V4S can actually run on a standard Salesforce org without NPSP entirely.

\* Option D: V4S is a free, open-source package; there are no licenses to "apply" for.

#### NEW QUESTION # 42

A consultant is engaged by a nonprofit organization during the planning phase of a Nonprofit Cloud implementation project. What should the consultant consider when identifying the business value of the project?

- A. A change in the project schedule will not impact the business value, but a change in the project cost will.
- B. Increased fundraising performance cannot be considered because there is no guarantee that donations will increase.
- **C. The organization's stakeholders define the business value, but the consultant should have a plan to measure it.**

**Answer: C**

Explanation:

In the Nonprofit Implementation Strategy phase, defining "Business Value" is critical for securing executive buy-in and ensuring the project delivers meaningful results. Unlike a simple technical installation, a successful implementation must align with the nonprofit's mission-driven goals.

The principle here is that Business Value is subjective and must be defined by the stakeholders (the Executive Director, Board of Directors, Program Managers, etc.). They are the ones who understand what

"success" looks like for their specific mission—whether that is reducing the time it takes to onboard a foster child, increasing the retention rate of first-time donors, or improving the accuracy of grant reporting.

The Consultant's Role:

\* Discovery: The consultant conducts workshops to extract these goals from the stakeholders.

\* Measurement Planning: Once the value is defined (e.g., "We want to save staff time"), the consultant must establish a plan to measure it. This involves identifying Key Performance Indicators (KPIs) and creating a "before and after" baseline. For instance, if

the value is "Efficiency," the consultant might track the hours spent on manual data entry before NPC vs. after the automation is implemented.

\* Dashboards and Reporting: The consultant configures Salesforce Dashboards to surface these metrics, providing the organization with a real-time view of the business value being realized.

Why other options are incorrect:

\* Option A is incorrect because "Expected Business Value" often includes performance forecasts. While not "guaranteed," it is a perfectly valid target to aim for.

\* Option B is incorrect because the project schedule directly impacts business value. If a project is delayed (e.g., missing a major year-end giving season), the value lost in potential donations can be immense, regardless of the software cost.

### NEW QUESTION # 43

A nonprofit organization wants to give specific users the ability to upload gift acknowledgement templates in Nonprofit Cloud for Fundraising. What should be assigned to the users?

- A. The FundraisingAccess and DocGen Designer permission sets
- B. The FundraisingAccess and DocGen User permission sets
- C. The OmniStudio User permission set

**Answer: A**

Explanation:

In the modern Nonprofit Cloud (NPC) for Fundraising, the generation of gift acknowledgments and tax receipts is powered by Document Generation (DocGen) technology. This system allows organizations to move beyond simple mail merges into a robust, server-side document creation process.

To manage these templates effectively, a consultant must understand the distinction between "Designers" and "Users" within the permission set framework.

\* FundraisingAccess: This is the foundational permission set group (or permission set) that grants the user rights to interact with fundraising-specific objects like Gift Transactions, Gift Commitments, and Gift Designations. Without this, the user cannot access the data that needs to be merged into the templates.

\* DocGen Designer: This specific permission set is required for administrative or "super user" tasks. A user with the DocGen Designer permission set is granted the ability to upload, manage, and customize the .docx or .pptx files that serve as the templates. This includes mapping Salesforce fields to the document tokens and organizing the library of available templates for the rest of the team.

\* DocGen User (Contrast): In contrast, the DocGen User permission set is intended for staff who only need to trigger the creation of a document (e.g., clicking a "Generate Receipt" button). They cannot upload new templates or change the underlying logic of existing ones.

Step-by-Step Assignment Logic:

\* Navigate to Setup > Users > Permission Sets.

\* Locate the DocGen Designer permission set and assign it to the staff responsible for template creation.

\* Ensure the user also has the SalesforceCRM Content User license enabled on their User record, as templates are stored and managed within Salesforce Files/Content.

\* Verify that the FundraisingAccess group is assigned to provide the necessary object-level permissions.

By correctly separating these roles, a consultant ensures that only authorized personnel can modify the official legal and branding language used in the organization's donor communications.

### NEW QUESTION # 44

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