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SAP C_C4H630_21 SAP Certified Nonprofit Consultant - SAP Customer Data Platform



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SAP C_C4H630_21 Exam Syllabus Topics:

Topic	Describe
Topic 1	<ul style="list-style-type: none"> Understand the available customer search interfaces: APIs Understand how to control performance, analytics and group structures using SAP Customer Data Platform
Topic 2	<ul style="list-style-type: none"> Understand how to configure the various available application sources and all events Understand the data flows scenarios when applying SAP Customer Data Platform
Topic 3	<ul style="list-style-type: none"> Understand how the set of new attributes structure can be applied SAP Customer Data Platform Overview and Capabilities
Topic 4	<ul style="list-style-type: none"> Understand the available Profile and Activity Streams and how to customize them by adding new attributes How to address business needs according to the recommended analytics guidelines and scenarios
Topic 5	<ul style="list-style-type: none"> Understand the admin console tools and functionality in order to give access to SAP Customer Data Platform options How to use analytics to help customer data down stream out of SAP Customer Data Platform
Topic 6	<ul style="list-style-type: none"> Understand how data governance work in SAP Customer Data Platform Define new attribute identifiers per each of the profile types

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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q68-Q73):

NEW QUESTION # 68

A consultant is preparing records for an annual grantmaking competition. The Program and Budget for each have been created. The consultant has a list of four Budget Categories that must be added to the Budget and displayed in a specific order. What should the consultant do to ensure that the categories are listed correctly?

- A. Include a sequence number value for each Budget Category added.
- B. Add each Budget Category in reverse of the desired order.
- C. Add each Budget Category, and then rearrange them in the Related List.

Answer: A

Explanation:

In Nonprofit Cloud for Grantmaking, managing budgets effectively is crucial for both the grantmaker and the applicant. When setting up a Budget, the consultant uses Budget Category records to define how funds are allocated (e.g., Personnel, Travel, Supplies, Overhead).

In many grant applications, the order in which these categories appear is strictly defined by institutional policy or reporting requirements. Unlike standard Salesforce related lists, which often default to sorting by "Created Date" or "Name," the Grantmaking data model utilizes a Sequence Number to control display logic.

Step-by-Step Implementation:

* Define Categories: Identify the necessary categories for the grant (e.g., 1. Personnel, 2. Equipment, 3.

Travel, 4. Admin).

* Assign Sequence Numbers: When creating the Budget Category records (or the Budget Category Value records associated with a specific budget), the consultant must populate the SequenceNumber field.

* Category A gets a sequence of 10.

* Category B gets a sequence of 20.

* Using increments of 10 is a best practice, as it allows for the insertion of new categories later without renumbering the entire list.

* Verification: Once the sequence numbers are saved, the Lightning components used in the Grantmaking portal and internal pages will automatically respect this numerical order when rendering the budget table.

This approach ensures that the budget remains consistent across the entire application lifecycle—from the initial proposal to the final disbursement tracking. Option A is incorrect because "rearranging" in a related list via the UI is not a persistent configuration that carries over to portals or documents. Option C is a "hack" that relies on default sorting which is unreliable and difficult to maintain as the record count grows. Using the standard sequence field is the architecturally sound method in NPC.

NEW QUESTION # 69

A consultant is implementing Salesforce for a nonprofit client who is inexperienced with Salesforce. The nonprofit wants to assign an NPSP fundraising training module to their staff. Which training resource should the consultant recommend?

- A. Salesforce Help and Training
- B. AppExchange Report
- C. Trailblazer Community Dashboard
- D. Learning Path

Answer: D

Explanation:

In the modern Salesforce Lightning experience, the Learning Path is the best tool for an admin or consultant to deliver targeted training directly within the flow of work.

What is a Learning Path?

A Learning Path allows a consultant to curate specific Trailhead modules, internal documents, or videos and assign them to specific

users or groups based on the page they are currently viewing. For a nonprofit implementing NPSP, the consultant can:

- * Curate Content: Select existing Trailhead modules like "Fundraising with Nonprofit Success Pack."
- * Assign to Users: Target the training specifically to the "Fundraising" profile or "Gift Officer" team.
- * In-App Access: Instead of forcing staff to leave Salesforce to search a separate help portal, the training appears in the "Learning" side panel (represented by the graduation cap icon) while they are actually looking at Opportunity or Contact records.
- * Track Progress: Managers can see who has completed the assigned modules, making it a powerful tool for onboarding and change management.

Why other options are incorrect:

- * Salesforce Help and Training (Option A): This is the documentation portal. While useful, it is a "pull" resource (staff have to go find it) rather than a "push" resource (assigned by the admin).
- * Trailblazer Community (Option C): This is a forum for discussion and peer support, not a structured training assignment platform.
- * AppExchange Report (Option D): The AppExchange is for downloading apps; there is no such thing as an "AppExchange Report" used for assigning training.

NEW QUESTION # 70

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. Bucket field
- C. Summary formula
- D. Filter logic

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 # 71

A human services nonprofit needs to track client goals and action items related to those goals. The nonprofit is unsure whether Program Management Module alone will meet its requirements. The nonprofit is considering whether to implement Nonprofit Cloud Case Management. What should the consultant discuss with the nonprofit?

- **A. Case Management has a custom object for tracking goals.**
- B. Program Management Module can track Case Plans and Action Items.
- C. Case Management requires Experience Cloud licenses.
- D. Program Management Module has custom objects for calendars and activities.

Answer: A

Explanation:

For a consultant, it is vital to distinguish between the Program Management Module (PMM) and Nonprofit Cloud Case Management (NCCM). While they work together, they serve different functional depths.

- * PMM (Standard Service Tracking): PMM is designed for "Service Delivery." It tracks which clients are in which programs and when they received a service (e.g., "John attended the Food Bank on Tuesday"). It is excellent for high-volume, low-touch

interactions.

* NCCM (Deep Clinical/Social Work): Nonprofit Cloud Case Management is designed for "high- touch" human services. It introduces a much more granular data model. Specifically, it includes custom objects like Goals and Action Items that are part of a Case Plan. These allow a caseworker to define a specific journey for a client (e.g., Goal: "Secure Employment," Action Item: "Draft Resume").

The Core Distinction:

The consultant should explain that while PMM tracks what was delivered, Case Management provides the specialized objects needed to track the client's long-term progress through Goal tracking.

* Option A: PMM does not have specialized calendar objects; it uses standard Salesforce Activities.

* Option C: This is incorrect. Case Plans and Action Items are features of Case Management, not the standard PMM.

* Option D: Case Management does not require Experience Cloud, though they are often used together for participant portals.

By highlighting the Goal and Action Item objects, the consultant helps the nonprofit understand that Case Management is the correct choice for their "care-centric" requirements.

NEW QUESTION # 72

A nonprofit organization uses Nonprofit Cloud. The organization is shifting from a traditional community- based social services organization that delivers benefits to the community to an organization that focuses on delivering financial capital to other organizations operating in the community. Which Nonprofit Cloud license is needed to manage and track applications for funding?

- A. Grantmaking
- B. Program Management
- C. Outcome Management

Answer: A

Explanation:

When a nonprofit shifts its mission from direct service delivery (program management) to funding other entities, it moves into the role of a "Grantmaker." In the Salesforce Nonprofit Cloud ecosystem, this specific business process is supported by the Grantmaking module.

The Grantmaking license provides access to a specialized data model and set of features designed for the full grant lifecycle:

* Funding Opportunities: Grantmakers use this object to define the available grants, including eligibility criteria, total funding amounts, and application deadlines.

* Individual Applications: This is the core object for tracking incoming requests for funding. It allows the organization to manage the review process, due diligence, and scoring of applications from other nonprofits or community groups.

* Funding Awards and Disbursements: Once an application is approved, the system tracks the Funding Award and schedules the actual payment of "financial capital" through Disbursements.

* Grantee Portal: Grantmaking often utilizes an Experience Cloud site where applicants can submit their proposals, view their status, and submit required progress reports.

While Program Management (Option B) is used for direct services (like running a food bank), and Outcome Management (Option A) is used to measure the impact of those services, Grantmaking is the specific functional area required for "delivering financial capital" and managing funding applications. For a consultant, identifying this shift in business model is key to ensuring the organization has the correct objects- such as Budget, Funding Opportunity, and Application-available in their org.

NEW QUESTION # 73

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