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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q104-Q109):

NEW QUESTION # 104

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. Case Management requires Experience Cloud licenses.
- C. Program Management Module has custom objects for calendars and activities.
- D. Program Management Module can track Case Plans and Action Items.

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 # 105

A nonprofit organization wants to track constituents who helped solicit donations. Which object should the organization use to track this influence in Nonprofit Cloud?

- A. Gift Tribute
- B. Gift Designation
- C. Gift Soft Credit

Answer: C

Explanation:

In fundraising, it is essential to distinguish between the person who physically wrote the check (the "Hard Credit") and the person who influenced the gift (the "Soft Credit"). In Nonprofit Cloud for Fundraising, this influence is tracked using the Gift Soft Credit object.

How a Consultant Configures Influence Tracking:

* The Transaction: A Gift Transaction is created for the donor who made the payment.

* The Influence: If a board member or a volunteer solicitor was responsible for bringing in that gift, a Gift Soft Credit record is created and linked to that Gift Transaction.

* Soft Credit Roles: The consultant can define different types of soft credits using the Role field.

Common roles include "Solicitor," "Peer-to-Peer Fundraiser," or "Household Member."

* Reporting: By using this object, the organization can run reports on "Total Influence" per volunteer.

This is vital for donor recognition programs where "Solicitors" are honored for the total funds they helped raise, even if they didn't donate the money personally.

Why other options are incorrect:

* Gift Tribute (Option A): This is used to track gifts made "In Honor Of" or "In Memory Of" someone.

While it involves a third party, it is specifically for the sentiment of the gift rather than the professional or volunteer solicitation influence.

* Gift Designation (Option C): This object is used to allocate the funds to specific internal accounts or programs (e.g., "General Fund" or "Building Campaign"). It tracks where the money goes, not who helped get it.

The Gift Soft Credit object ensures that the organization has a 360-degree view of constituent engagement, acknowledging both financial contributors and the champions who drive the fundraising engine.

NEW QUESTION # 106

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

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

Answer: D

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 # 107

A nonprofit enters donation data both into Salesforce and an external accounting system to reconcile financial support. This process is time-consuming. What should the consultant recommend to reduce manual data entry and improve efficiency?

- A. NPSP Data Importer Templates
- **B. Accounting Subledger**
- C. Advanced Mapping
- D. Data Import Wizard

Answer: B

Explanation:

The primary pain point described is the "double entry" of financial data between a CRM (Salesforce) and an external General Ledger (GL) or accounting system. To resolve this, Salesforce developed Accounting Subledger.

Accounting Subledger acts as the translator between fundraising language and accounting language. It automatically generates Ledger Entry records based on donation data (Opportunities and Payments) in Salesforce. These ledger entries are formatted to align with standard accounting principles (Debits and Credits) and can be easily exported in a format that the external accounting system can ingest.

Step-by-Step Efficiency Gains:

* Automation: Instead of a staff member manually typing data into a second system, Accounting Subledger identifies "Closed/Won" gifts and creates the corresponding accounting records in the background.

* Accuracy: It eliminates human error associated with manual entry, ensuring that the total "Revenue" in Salesforce matches the "Income" in the accounting software.

* Transparency: Because the ledger entries are linked directly to the original Opportunity in Salesforce, the finance team and the development team can reconcile records using a shared "source of truth."

* Audit Trail: It maintains a permanent record of when data was "finalized" for accounting purposes, which is essential for annual audits.

By implementing Accounting Subledger, the consultant moves the nonprofit from a manual reconciliation process to an automated "subledger" model, significantly reducing administrative overhead and allowing staff to focus on mission-driven tasks rather than data entry.

NEW QUESTION # 108

A nonprofit organization wants to customize the Gift Entry process in Nonprofit Cloud. Which features can be cloned and used in place of the standard version?

- A. Fundraising Flows
- B. Fundraising Invocable Actions
- C. Fundraising Lightning Web Components

Answer: A

Explanation:

The Gift Entry process in Nonprofit Cloud is designed to be flexible and extensible. Salesforce provides a set of standard Screen Flows that handle the user interface and logic for entering single gifts or batches of gifts.

For a consultant, the primary way to customize the "user experience" of gift entry without writing custom code is to leverage Salesforce Flow.

Customization Steps:

* Locate Standard Flows: The consultant goes to Setup > Flows and finds the standard templates provided for Fundraising (e.g., the flow that powers the "New Gift" button).

* Clone the Flow: Because standard flows provided by Salesforce are often protected or intended to be templates, the consultant clones the flow to create a "Save As" version.

* Modify Logic and Fields: In the cloned flow, the consultant can add custom validation logic, remove unnecessary fields to simplify the UI for data entry clerks, or add a specific step to capture "Custom Metadata" unique to the organization's needs.

* Activate and Override: Once the custom flow is active, the consultant updates the Action Buttons or Lightning Pages to point to the new custom flow instead of the standard one.

Why other options are incorrect:

* Invocable Actions (Option A): These are modular pieces of Apex code that perform specific tasks (like "Calculate Tax"). While they can be used inside a flow, they cannot be "cloned" in the same way a flow can; they are fixed logic provided by the system.

* Lightning Web Components (Option C): While LWCs can be custom-built, the standard NPC components (like the Gift Entry table) are managed by Salesforce and are not "clonable" by a consultant in the Setup menu. Cloned Flows provide the highest degree of declarative customization for the gift entry workflow.

NEW QUESTION # 109

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