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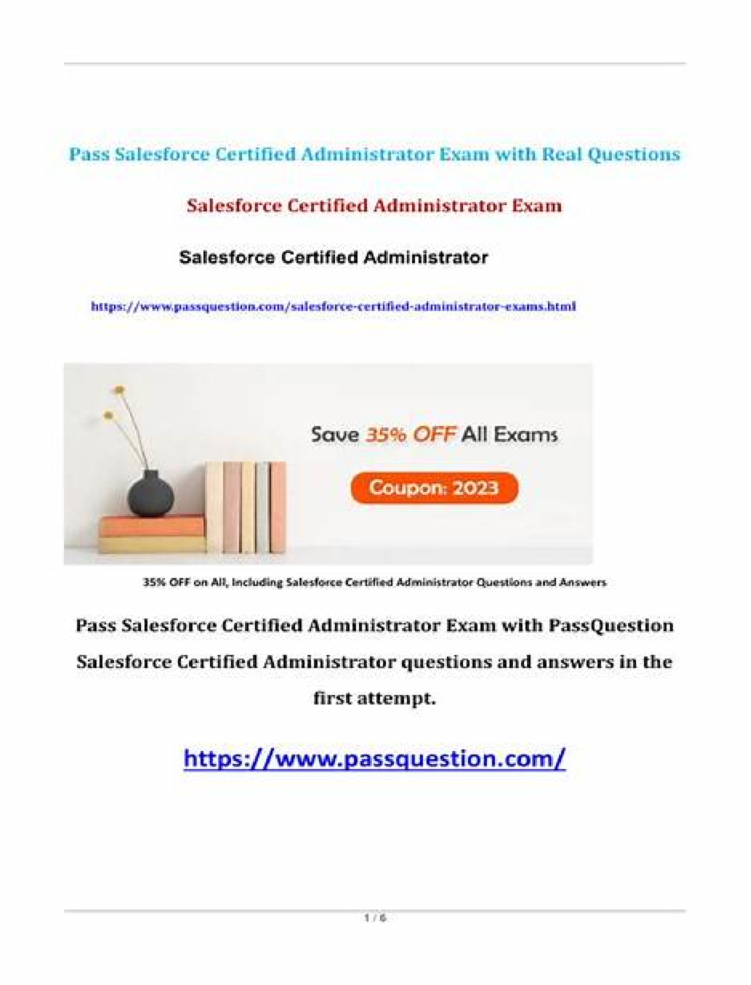

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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q27-Q32):

NEW QUESTION # 27
A nonprofit organization uses Nonprofit Cloud and wants to ensure that members of the fundraising department cannot access the program department's Interaction Summaries. What should the organization use to accomplish this goal?

- A. Compliant Data Sharing
- B. Permission Sets
- C. Session Security Levels

Answer: A

Explanation:
In many nonprofits, "Interaction Summaries" (meeting notes) contain highly sensitive information. A caseworker's notes on a victim of domestic violence must be kept strictly confidential from a fundraiser who might be looking at the same constituent record for a donation appeal.
To solve this challenge, Nonprofit Cloud utilizes Compliant Data Sharing (CDS).
How CDS Secures Interaction Summaries:
* Record-Level Restriction: By default, Interaction Summaries can be set to "Private" in the Organization-Wide Defaults (OWD).
* Role-Based Access: Compliant Data Sharing allows the organization to grant access based on the user's specific role in relation to that record. For example, only the "Assigned Caseworker" and
"Program Supervisor" roles are granted "Read" access to the summary.
* Departmental Silos: Because fundraisers are not assigned a "Program" role in the CDS configuration for those specific records, they will not be able to see the Interaction Summaries, even if they have access to the Person Account record.
* Auditability: CDS provides a clear audit trail of who was granted access to sensitive notes and why, which is critical for legal compliance in social services.
Why other options are incorrect:
* Permission Sets (Option A): These grant the ability to use the Interaction Summary object (CRUD), but they do not control which specific records a user can see. If OWD is set to Public, Permission Sets won't hide specific department notes.
* Session Security (Option B): This deals with 2-factor authentication and login requirements, not record-level data visibility between departments. Compliant Data Sharing is the standard Industry Cloud tool for this level of granular privacy.

NEW QUESTION # 28
A nonprofit organization wants to summarize donor activity related to Campaigns. Which object stores rollup fields that relate to the Campaigns?

- A. Donor Gift Summary
- B. Gift Designation
- C. Outreach Summary

Answer: C

Explanation:
In the Nonprofit Cloud Fundraising data model (specifically API v59.0 and later), Salesforce introduced the Outreach Summary object to provide deep insights into the performance of marketing and solicitation efforts.
While the standard Campaign object in Salesforce tracks basic metrics like "Total Value Won Opportunities," the Outreach Summary in NPC is designed for the high-volume needs of nonprofits. It stores specialized rollup fields that provide a granular view of how a specific campaign or "Outreach Source Code" is performing.
Standard Rollup Fields in Outreach Summary:
* GiftCount: The total number of gifts received in response to the campaign.
* DonorCount: The number of unique donors who gave.
* TotalGiftAmount: The sum of all gift amounts.
* AverageGiftAmount: Automatically calculated to show donor value.
* TotalRecurringGiftAmount: Specifically tracks the success of sustaining giving appeals.
Implementation Logic:
* Calculation: These fields are not updated by standard Apex triggers in real-time. Instead, they are populated using the Data Processing Engine (DPE).
* Scheduling: A consultant schedules the "Outreach Summary" DPE job to run (e.g., nightly).
* Visibility: The results are written back to the Outreach Summary record, which is linked to the Campaign. This allows the

fundraising team to see the true ROI of their outreach without the performance overhead of real-time calculations.
Why other options are incorrect:
* Donor Gift Summary (Option A): This object rolls up data at the Donor/Person Account level (e.g., "John Doe's lifetime giving"), not at the Campaign level.
* Gift Designation (Option B): This object tracks the "Fund" or "Purpose" (e.g., "General Fund"), and while it can have rollups, it doesn't represent the "Campaign" or "Outreach" performance.

NEW QUESTION # 29
A nonprofit organization is setting up Outcome Management in Nonprofit Cloud to track the effectiveness of its job skills training program. The overall goal of the program is to reduce unemployment among its clients.
What should the organization use to represent the goal in the Outcome Management objects?

- A. An Indicator Result
- B. A Benefit
- C. An Outcome

Answer: C

Explanation:
In the Outcome Management framework, there is a clear distinction between the "service" provided, the "metric" used for measurement, and the "long-term change" desired.
To represent the "overall goal"-which in this case is the broad, systemic change of "reducing unemployment" -the consultant must use the Outcome object. An Outcome is the North Star of the Impact Strategy; it defines the qualitative "Future State" the organization is working toward.
Key Components of the Outcome Strategy:
* Outcome (The Goal): "Reduced Unemployment" or "Economic Self-Sufficiency." This is a high-level record that acts as a container for all related measurements.
* Indicator Definition (The Metric): To see if the Outcome is being met, you need a metric, such as the "Percentage of program graduates employed within 90 days."
* Outcome Activity: This is the link that connects the high-level Outcome to the specific Program (Job Skills Training).
* Indicator Result (The Data): This object (Option C) holds the actual numerical values (e.g., "85%") collected during a specific timeframe. It represents the proof of the goal's achievement, not the goal itself.
* Benefit (Option B): This represents the specific service delivered (e.g., "Resume Workshop").
Delivering a benefit is an activity that contributes to an outcome, but it is not the outcome itself.
By defining the goal as an Outcome, the consultant allows the organization to aggregate data from multiple programs and timeframes to see the cumulative impact they are having on unemployment in their community.

NEW QUESTION # 30
A consultant wants to enable Person Accounts as part of the Nonprofit Cloud setup process. What is a limitation when using Person Accounts?

- A. Person Account formulas cannot reference custom formula fields from Contacts.
- B. Person Accounts do not work with Opportunity Contact Roles.
- C. Person Accounts cannot be invited to events or associated with activities.

Answer: A

Explanation:
When implementing Nonprofit Cloud (NPC), the transition to Person Accounts is a foundational architectural choice. While Person Accounts effectively combine Account and Contact attributes into a single record to represent an individual, they come with specific technical constraints that consultants must navigate during the solution design phase.
One significant limitation involves field references in formulas. Because a Person Account is technically a hybrid, it utilizes fields from both the Account and Contact objects. However, from a metadata perspective, a formula created on the Account object (which is the parent for the Person Account) cannot directly reference a custom formula field that resides on the Contact object. This is because the system does not allow "cross- object" formula references between the Account and Contact layers within the Person Account record structure.
To work around this, a consultant must often recreate the logic directly on the Account object or use a standard (non-formula) field on the Contact that is populated via Flow, which can then be surfaced on the Person Account.
Other limitations and considerations include:

* Opportunity Contact Roles (Option C): This is actually supported. In fact, Person Accounts are frequently used as Contact Roles in donor management and gift processing.
* Activities (Option B): Person Accounts fully support Tasks, Events, and being invited to meetings, just like a standard Contact or Lead.
* AppExchange Compatibility: Not all third-party apps are "Person Account ready." A consultant must verify that any external integrations or packages can handle the IsPersonAccount field and the unique record type structure.
Understanding these limitations ensures that the data model supports the organization's reporting and automation needs without hitting architectural roadblocks late in the implementation.

NEW QUESTION # 31
A nonprofit organization wants to implement donor levels. The organization wants to see at-a-glance identifiers that show how often a donor donates and how much they have donated. What should the organization do in Nonprofit Cloud?

- A. Configure a Record Alert FlexCard with the values for donor levels. Add the Record Alert component to the Person Account layouts.
- B. Configure Recency, Frequency, and Monetary Value (RFM) Scoring. Add the scoring fields to a Related Record Detail Display for the Donor Gift Summary object.
- C. Create custom donor level fields on the Contact Profile object. Add the scoring fields to a Related Record Detail Display for the Contact Profile object.

Answer: B

Explanation:
To implement "donor levels" based on behavior (frequency and amount), the modern Nonprofit Cloud utilizes the RFM Scoring framework. RFM stands for Recency (how recently they gave), Frequency (how often they give), and Monetary Value (how much they give). This is the standard industry method for segmenting donors into tiers like "Champion," "Loyal," or "At Risk." Step-by-Step Implementation for the Consultant:
* Configure RFM Scores: In the Setup menu, the consultant goes to Recency, Frequency, and Monetary Value (RFM) Score. Here, you define the "Source" objects (typically the Donor Gift Summary or Gift Transactions) and set the ranges. For example, you might define "Frequency" as: 1-
2 gifts = Score 1; 3-5 gifts = Score 2; 5+ gifts = Score 3.
* Calculate Scores: The consultant then schedules the RFM Data Processing Job. This job runs in the background, evaluates every donor's history, and assigns numerical scores to each category.
* The Composite Score: The system can combine these into a Composite RFM Score (e.g., "3-3-3" for the best donors).
* Displaying the Data: To make these scores "at-a-glance" identifiers, the consultant adds these fields to the Donor Gift Summary object. Using the Related Record Detail Display or a standard Record Detail component on the Person Account page, the staff can immediately see the donor's scores alongside their contact info.
This approach provides a dynamic, data-driven way to identify donor levels without manual updates. Option B is incorrect because Record Alerts are for transient warnings (e.g., "Do not call") rather than persistent behavioral metrics. Option C is incorrect because while the Contact Profile stores donor attributes, the specific engine for calculating and displaying frequency/monetary "levels" is designed to work with the Donor Gift Summary object within the NPC Fundraising architecture.

NEW QUESTION # 32
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