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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q107-Q112):

NEW QUESTION # 107
The admin at a nonprofit wants to delegate authority to two specific users to process gift entries. Which three permissions should the consultant add to a permission set so the users can perform this work with only the necessary level of access? (Choose 3)

- A. Grant the View All Data permission.
- B. Grant visibility to the Gift Entry tab.
- C. Grant create and edit access to all required objects and fields.

- D. Grant access to BOI_BatchOverride and BOI_DataImport Visualforce pages.
- E. Grant create, edit, and delete access to all required objects and fields.

Answer: B,C,D

Explanation:
When delegating access to Gift Entry in NPSP, a consultant must follow the "Principle of Least Privilege." This means granting enough access to do the job without exposing the entire system.
Three Essential Permissions:
* Object and Field Access (B): Users must be able to Create and Edit the records involved in the gift entry process. This includes the NPSP Data Import (the staging object), Accounts, Contacts, Opportunities, and GAU Allocations. Note that Delete (Option E) is usually not a "necessary level of access" for a standard entry clerk; they only need to enter and modify records.
* Tab Visibility (C): A user cannot use a feature if they cannot find it. The Gift Entry tab must be set to
"Default On" or "Visible" within the permission set so the users can access the interface.
* Visualforce Page Access (D): NPSP Gift Entry is built using a custom interface. To run this interface, the user's profile or permission set must explicitly have access to the underlying Visualforce pages that power the tool, specifically those related to the Batch Object Importer (BOI). Without access to BOI_BatchOverride and BOI_DataImport, the user will see an "insufficient privileges" error when they try to open the Gift Entry tool.
Option A is incorrect because View All Data is a powerful administrative permission that bypasses all security and is never appropriate for a standard data entry role.

NEW QUESTION # 108
A nonprofit wants to convert from Legacy Recurring Donations to Enhanced Recurring Donations. What are two considerations the nonprofit should take into account before making the switch? (Choose 2)

- A. All existing integrations should be reviewed for compatibility.
- B. Reverting to Legacy Recurring Donations is unsupported.
- C. Data Loader is required to revert to Legacy Recurring Donations.
- D. Enhanced Recurring Donations introduces a new custom object.

Answer: A,B

Explanation:
The move from Legacy Recurring Donations to Enhanced Recurring Donations (ERD) is a significant architectural upgrade in NPSP. While ERD offers better performance and more flexible scheduling, it changes how data is processed and stored.
Key Considerations:
* Integration Compatibility (A): Enhanced Recurring Donations changes the underlying logic of how installments (Opportunities) are created and managed. If the nonprofit uses third-party apps (like an external payment gateway or a custom web form) that rely on the legacy npe03__Recurring_Donation__c fields or the old "Monthly" vs. "Custom" picklist values, those integrations may break. A consultant must perform a thorough audit of all APIs and managed packages before the conversion.
* No Revert Path (D): This is a "one-way door." Salesforce documentation explicitly states that reverting to Legacy Recurring Donations is unsupported once the upgrade process has been completed. The conversion process modifies the database schema and migrates records in a way that cannot be easily undone. Therefore, testing in a full sandbox is a non-negotiable prerequisite.
Clarifying Other Points:
* New Custom Object (Option B): This is incorrect. Enhanced Recurring Donations actually uses the same custom object as the legacy version (npe03__Recurring_Donation__c), but it utilizes new fields, new page layouts, and a completely different set of Apex triggers and batch jobs.
* Data Loader (Option C): Since the process is unsupported, Data Loader is not a viable or recommended way to "revert" the complex architectural changes.

NEW QUESTION # 109
A nonprofit organization wants grant seekers to be able to add collaborators in Experience Cloud to help complete grant applications. What should the organization configure in Nonprofit Cloud for Grantmaking?

- A. Compliant Data Sharing
- B. Permission sets
- C. Group Membership

Answer: A

Explanation:

In the Grantmaking lifecycle, transparency and collaboration are key, especially during the application phase. A lead applicant (grant seeker) often needs to bring in subject matter experts, accountants, or board members to help draft specific sections of a complex funding proposal.

To enable this within an Experience Cloud portal, Salesforce utilizes Compliant Data Sharing (CDS). CDS allows for granular, record-level sharing that can be managed directly by end-users (the grant seekers) rather than requiring an administrator to manually adjust sharing rules or public groups every time a collaborator is added.

Step-by-Step Configuration for the Consultant:

* Enable CDS: The consultant must first enable "Compliant Data Sharing" in the Setup menu for the relevant objects, such as Individual Application or Funding Award.

* Define Participant Roles: Roles like "Collaborator," "Reviewer," or "Signatory" are defined. Each role is assigned a specific access level (Read or Read/Edit).

* Add Related Lists: The consultant adds the "Participants" related list to the page layout used in the Grantmaking Portal.

* User Empowerment: Once configured, a grant seeker can navigate to their application in the portal, click "Add Participant," and search for other users within their organization to grant them access to that specific application.

This feature ensures that sensitive financial and program data is shared only with authorized individuals, maintaining a high level of security and "compliance" while still promoting the collaborative effort necessary for high-quality grant applications. Permission sets (Option C) provide the broad ability to use the portal, but CDS provides the specific mechanism for peer-to-peer record sharing.

NEW QUESTION # 110

A nonprofit wants to run an enrollment report for its education classes. Which Program Management Module object should the consultant use to build the report?

- A. Service Delivery
- B. Service
- C. Program Cohort
- D. Program Engagement

Answer: D

Explanation:

In the Salesforce Program Management Module (PMM), tracking the relationship between a person and a specific program is handled by the Program Engagement object. This object is the "enrollment" record that bridges the gap between a Contact (or Person Account) and a Program.

* Architecture of Enrollment: When a student signs up for an education class, they aren't just a name in a database; they are an "engaged" participant in a specific initiative. The Program Engagement record stores critical enrollment data, such as the Stage (Applied, Enrolled, Completed, Withdrawn), the Start Date, and the Role of the participant.

* Reporting Strategy: To build an enrollment report, the consultant uses the "Program Engagements with Contacts" or "Programs with Program Engagements" report types. This allows the organization to see exactly how many people are currently active in their classes.

* Contextual Objects: * Service (Option B): This represents the specific activity (e.g., "Math Tutoring") rather than the overall enrollment.

* Program Cohort (Option C): This is used to group engagements into segments (e.g., "Spring

2025 Class"), but it doesn't represent the individual's enrollment status itself.

* Service Delivery (Option D): This tracks the attendance or the actual provision of the service (e.

g., "John attended the class on Tuesday").

By centering the report on Program Engagements, the consultant ensures the nonprofit can track their

"Enrollment Pipeline"-identifying how many people move from application to successful completion of their education classes.

NEW QUESTION # 111

A nonprofit, who does a lot of mail appeals to donors, asks their consultant for the best solution to keep their constituents' addresses formatted properly to ensure the mail reaches them. What should the consultant recommend?

- A. NPSP Address Management
- B. Sender Authentication Package
- C. Insights Platform Data Integrity
- D. Customer Data Platform

Answer: C

Explanation:

While NPSP (Option D) has built-in features to store and sync addresses (like Household addresses and seasonal overrides), it does not natively "verify" or "format" them according to postal standards.

The Solution: Insights Platform Data Integrity:

* Address Verification: This is a Salesforce product specifically designed for nonprofits. It includes an Address Verification service that compares addresses in Salesforce against global postal databases (like the USPS CASS system).

* Standardization: It automatically formats addresses to meet postal requirements (e.g., changing

"Street" to "St" and ensuring the +4 zip code is present). This is critical for organizations doing high- volume direct mail, as it reduces "Return to Sender" costs and may qualify the org for bulk mail discounts.

* National Change of Address (NCOA): Data Integrity can also provide NCOA updates, identifying when a donor has moved and automatically updating their record in Salesforce.

* NPSP Integration: It is designed to work seamlessly with NPSP's Household and Address objects, making it a "plug-and-play" solution for data hygiene.

Why other options are incorrect:

* Sender Authentication (Option A): This is a Marketing Cloud feature for email deliverability (SPF

/DKIM), not physical mail.

* Customer Data Platform (Option B): This is a high-end enterprise tool for identity resolution and marketing segmentation; it is not a postal address verification tool.

NEW QUESTION # 112

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