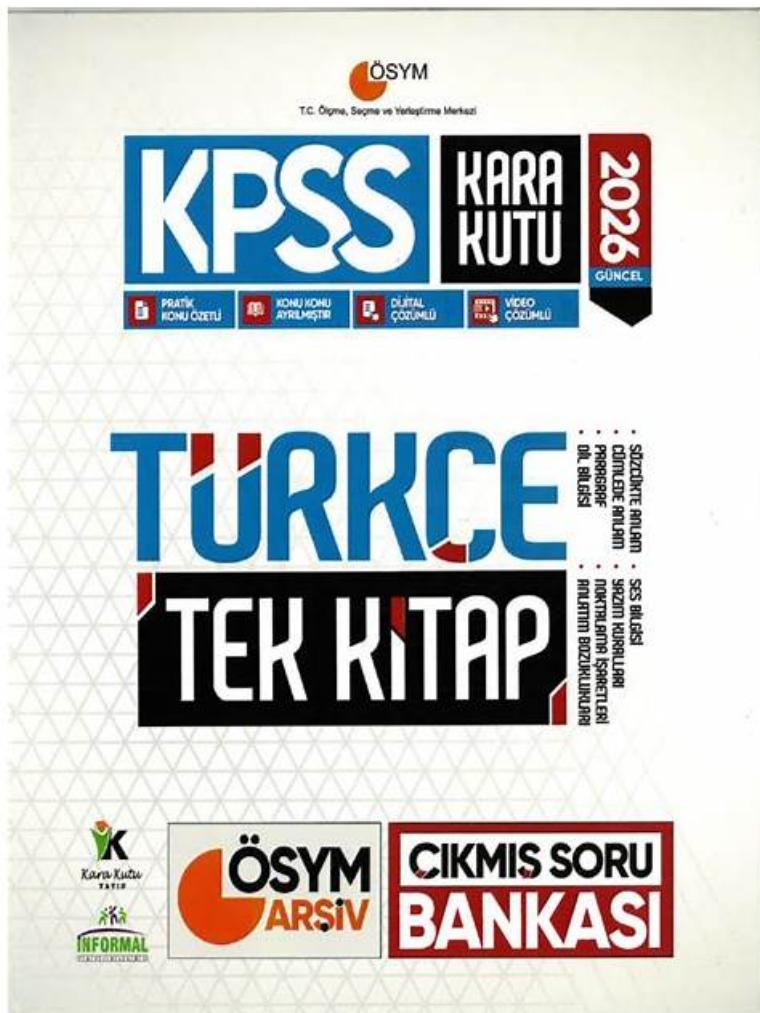


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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q77-Q82):

NEW QUESTION # 77

A Salesforce admin changes an Engagement Plan Template as requested by the development team. The development manager expects to see the changes reflected on an existing Engagement Plan using that Template on a campaign. Why is the development manager unable to see the Template changes?

- A. Engagement Plan Template changes need to propagate through the platform
- B. Engagement Plan Template changes must be accepted by the user on the Template detail record first.³⁴
- **C. Changes to Engagement Plan Templates only affect new Engagement Plans.⁵⁶**
- D. The development manager requires additional permissions for the new Engagement Plan Template changes.¹²

Answer: C

Explanation:

In NPSP, Engagement Plans are used to automate the creation of a set of tasks when a specific goal is identified (e.g., "Major Donor Stewardship"). It is critical to understand the relationship between the Template and the Instance.

The Logic of Decoupling:

* The Template: This is the "blueprint" that defines which tasks should be created, who should own them, and what their due dates are relative to the start date.

* The Engagement Plan (Instance): When a user applies a template to a Contact or Campaign, the system "explodes" the template and creates actual Task records and an Engagement Plan record.

* Persistence: Once those tasks are created, they become independent records. If an admin modifies the original Engagement Plan Template (e.g., adding a new task or changing a deadline), NPSP does not retroactively update existing tasks or plans that were already generated. This is intentional to prevent disrupting ongoing workflows or overwriting manual changes staff may have made to their active tasks.

* Result: Any modifications to the template will only be visible on new Engagement Plans created after the change was saved. To update existing plans, the manager would have to delete the current Engagement Plan and re-apply the updated template, or manually add the new tasks to the current records.

NEW QUESTION # 78

A married couple has each donated to a nonprofit organization. The organization wants to track that they are part of the same household. Which step must be performed in Nonprofit Cloud as part of the solution?

- **A. Create a Party Relationship Group whose type is Household.**
- B. Create one Person Account to track the household members together.
- C. Create an Opportunity Contact Role record for each household member.

Answer: A

Explanation:

In Nonprofit Cloud, the way we model groups of people—such as households, families, or boards—has been standardized using the Group Membership feature set.

To represent a "Household," the system uses a combination of a Business Account (as the container) and a Party Relationship Group (as the definition).

Step-by-Step Implementation:

* Individual Accounts: First, ensure each spouse has their own Person Account. This is crucial for tracking individual giving history, life milestones, and program participation.

* The Group Record: The consultant creates a Business Account with a record type of "Group."

* The Party Relationship Group: Crucially, a Party Relationship Group record is created and linked to that Business Account. The Type field on this record must be set to Household. This tells the system that this specific group is a domestic unit rather than a professional association or board.

* Relationship Mapping: Finally, the consultant uses the Account Contact Relationship object to link the two Person Accounts to the Household Business Account. Roles (e.g., "Primary Member,"

"Spouse") are assigned here.

Option C is a "data silo" mistake; you should never track two distinct people in one record as it breaks reporting for birthdays,

emails, and individual engagement. Option B is an old NPSP concept; while NPC still uses Contact Roles, they are a result of the relationship model, not the method used to "track that they are part of a household."

NEW QUESTION # 79

Caseworkers at a nonprofit organization want to see a single chronological view of all past interactions, cases, referrals, and care plans for a participant. Which Nonprofit Cloud feature should the organization use?

- A. Events and Milestones
- **B. Timeline**
- C. Contact Profile

Answer: B

Explanation:

For caseworkers managing complex social services, the ability to see a participant's "story" in chronological order is vital for providing informed care. The Timeline component in Nonprofit Cloud is the specific feature designed to solve this need.

Key Features for Caseworkers:

- * Chronological Aggregation: The Timeline pulls records from various objects-Case Proceedings, Referrals, Care Plans, Tasks, and Benefit Disbursements-and plots them on a single horizontal or vertical axis based on their date.
- * Filtering and Search: Caseworkers can filter the view to show only specific types of interactions (e.g., "Show me only medical referrals from the last 6 months").
- * Actionability: From the timeline, a caseworker can hover over an event to see summary details or click directly into the record to view full notes.
- * Configuration: A consultant configures the Timeline via the Timeline Settings in Setup. You can define "Timeline Configurations" for different user personas; for example, a caseworker might see "Care Plans," while a fundraiser might see "Gift History" on their version of the timeline for the same Person Account.

Why other options are incorrect:

- * Contact Profile (Option A): This is a summary view of person-centric data (like age, preferred language, or wealth indicators) but is a static layout, not a chronological view of events.
- * Events and Milestones (Option B): This feature is used to track "Life Events" (like birth, marriage, or graduation). While these can be surfaced on the Timeline, the feature itself is a component for life-stage tracking, not a comprehensive chronological record of all cases and interactions.

NEW QUESTION # 80

A consultant has installed NPSP and is setting up Relationships using List Settings. The nonprofit wants the reciprocal relationship to be selected automatically based on gender. On which object should the consultant create the custom "Gender" field?

- **A. Contact**
- B. Account
- C. Relationship
- D. Affiliation

Answer: A

Explanation:

NPSP's Relationship framework has built-in logic to handle Reciprocal Relationships (e.g., if Person A is the "Son" of Person B, Person B is the "Father"). To make this work automatically, the system needs to know the gender of the individuals involved.

Implementation Logic:

- * Source of Truth: Gender is a characteristic of a person, not 16of the relationship itself. Therefore, the Gender field must reside on the Contact object.
- * NPSP Settings: The consultant then navigates to NPSP Settings > Relationships > Reciprocal Relationships.
- * Field Mapping: The consultant tells NPSP which field on the Contact object should be used for gender logic (e.g., the custom Gender_c field).
- * List Settings: In the "Relationship Reciprocal Settings," you define the mappings. For example:
- * If the relationship is "Parent" and the Contact's gender is "Female," the reciprocal is "Mother."
- * If the gender is "Male," the reciprocal is "Father."

Without the field on the Contact record, NPSP would only be able to use "Gender Neutral" reciprocals (like "Parent/Child"). Placing it on the Contact allows the system to dynamically select the most appropriate social role for the reciprocal link.

NEW QUESTION # 81

A nonprofit has employed a contract developer for work involving objects that contain personal and personally identifiable information. The contractor is working in a full copy sandbox. What should the consultant recommend to ensure the contractor is unable to access this sensitive data?

- A. Configure the contractor's Profile to prevent access to the sensitive data.
- **B. Implement Salesforce Data Mask and mask the sensitive data.**
- C. Implement Salesforce Shield and apply it to the sensitive data.
- D. Encrypt all fields containing sensitive data with Classic Encryption.

Answer: B

Explanation:

When a nonprofit uses a Full Copy Sandbox, the sandbox contains an exact replica of all the production data, including sensitive donor PII (Personally Identifiable Information). Giving a contractor access to this data is a significant security and compliance risk.

The Solution: Salesforce Data Mask:

* Anonymization: Salesforce Data Mask is a powerful managed package that allows an admin to "scrub" or "mask" sensitive data in a sandbox.

* Methods: It can replace real names with random names (Anonymization), replace characters with "X" (Deletion), or shuffle values within a column (Pseudonymization).

* Developer Experience: The contractor can still see the structure of the data and write code against it, but the actual "John Doe at Main St" becomes "Sam Smith at 999 West Rd."

* Security: This ensures that even if the developer's local machine or account is compromised, no real constituent data is exposed.

Why other options are incorrect:

* Encryption (Options A & C): This protects data at rest but does not help if the developer has the permissions to view the decrypted data for testing purposes.

* Profiles (Option D): This is insufficient because a developer often needs access to the fields themselves to write code; Data Mask allows them to see the field while hiding the sensitive content.

NEW QUESTION # 82

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