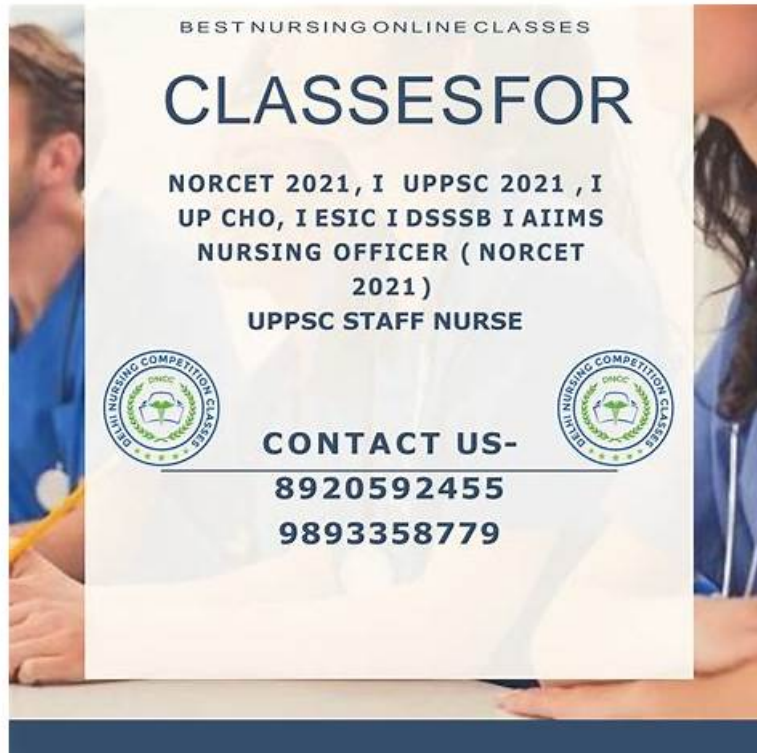


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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q114-Q119):

NEW QUESTION # 114

A consultant is assisting a nonprofit in its data integration and mapping between two systems. The consultant is unsure when a particular field was added to NPSP. Where can the consultant find the NPSP version number for the field in question?

- A. Custom field definition detail
- B. Schema Builder
- **C. NPSP Data Dictionary**
- D. NPSP package details

Answer: C

Explanation:

When performing complex integrations or troubleshooting why a field is missing in an older sandbox, a consultant needs a reliable reference for the NPSP metadata.

The NPSP Data Dictionary:

* Historical Reference: The NPSP Data Dictionary is an official Salesforce resource (usually provided as a spreadsheet or a dedicated help article). It lists every object and field included in the managed package.

* Version Tracking: Crucially, the Data Dictionary includes a column for "Introduced In" or "Package Version." This tells the consultant exactly which release of NPSP (e.g., 3.154) first included that specific field.

* Object Mapping: It also provides the API names, descriptions, and help text for all NPSP-specific fields, making it the primary "source of truth" for mapping projects.

Why other options are incorrect:

* Custom Field Definition (Option C): In the Salesforce Setup menu, the field detail page will show the "Installed Package" (Nonprofit Success Pack), but it does not tell you which version of that package introduced the field.

* NPSP Package Details (Option A): This shows you the current version installed in the org, but not the historical release version for individual fields.

* Schema Builder (Option D): This is a visual tool for seeing relationships between objects; it contains no versioning or historical metadata.

NEW QUESTION # 115

A nonprofit wants to implement an external email platform that integrates with Salesforce. The integration will record every email sent to a subscriber, as well as which recipients open the email, click a link, or unsubscribe. Which two storage considerations should the consultant take into account before recommending an email platform? (Choose 2)

- **A. Email subscribers' activities can be retained for a certain length of time.**
- B. Subscribers must be synced as Leads and Campaign Members in NPSP.
- C. Unsubscribed Leads should be deleted from Salesforce immediately.
- **D. Campaign Member records use less storage space than custom object records.**

Answer: A,D

Explanation:

Data storage is a significant cost and performance consideration for nonprofits. External email platforms (like Mailchimp, Constant Contact, or Marketing Cloud) can generate millions of "Activity" records that quickly consume a Salesforce org's data storage limits.

Two Key Considerations:

* Record Type Efficiency (B): In the Salesforce storage model, Campaign Member records are highly efficient. They take up significantly less space than a record in a custom object (like a "Email Result" object). If the integration uses Campaign Members to track status, the org can store more data before hitting its limits.

* Retention Policies (C): Because individual "Open" and "Click" data becomes less relevant over time, the consultant must consider a Data Retention Policy. For example, the organization might decide to keep granular engagement data for 6 months to drive near-term marketing, but then archive or delete that data to free up space for new records.

Why other options are less relevant:

* Option A: Syncing as Leads is a functional choice, but not a "storage consideration" in itself.

* Option D: Deleting unsubscribed leads is a bad practice; you should keep the record and mark it as

"Email Opt Out" to ensure you don't accidentally re-import and email them in the future, which would violate anti-spam laws.

NEW QUESTION # 116

The program manager of an after-school program wants to pull a report that shows all students in the program and their primary parent/guardian with the parent/guardian's cell phone and email. The nonprofit is using NPSP. Which custom report type should the consultant use to create the report?

- A. Contacts with or without Service Participants
- **B. Contacts with or without Relationships**

- C. Program Engagements with or without Household Account³
- D. Service Participants with or without Program Engagement

Answer: B

Explanation:

In NPSP, the relationship between a child (student) and a parent is tracked using the Relationship object.

This is a 5 person-to-person junction record.

Building the Report:

* The Starting Point: To see the student's information (Phone/Email) alongside their parent's information, the consultant needs a report that spans the Relationship record.

* Custom Report Type: A report type of Contacts with or without Relationships allows the user to list the primary contact (the Student) and pull in the "Related Contact" (the Parent) from the relationship record.

* Cross-Object Fields: In the report builder, the consultant can use the "Add fields related via lookup" feature to pull the parent's cell phone and email address from the Related Contact record.

Why other options are incorrect:

* Option C and D: These refer to Program Management Module (PMM) objects. While they show who is in the program, they don't natively "connect" one person's contact info to another person's contact info without a Relationship record.

* Option A: "Service Participants" is a specific PMM term, but it doesn't provide the bridge to the parent /guardian data found in the NPSP Relationship model.

NEW QUESTION # 117

A nonprofit organization wants to enter both one-off gifts and batch gifts in Nonprofit Cloud for Fundraising.

What Nonprofit Cloud features should the organization use?

- A. Gift Entry and Data Import Wizard
- **B. Gift Entry and Gift Batches**
- C. Gift Commitment Schedule and Gift Batches

Answer: B

Explanation:

In the Nonprofit Cloud (NPC) Fundraising module, the process of recording incoming revenue is managed through a modernized interface designed for high-speed data entry and accuracy. The two primary features used for this purpose are Gift Entry and Gift Batches.

1. Gift Entry (One-off Gifts):

The Gift Entry feature is a specialized Lightning interface (often powered by a Screen Flow) that allows a user to record a single donation quickly. It provides a "guided" experience where the user can search for a donor (Person Account), enter the amount, select the payment method, and designate the gift to a specific fund. It is optimized for "real-time" entry, such as when a donor calls in a gift over the phone.

2. Gift Batches (Batch Gifts):

When a nonprofit receives a large stack of checks in the mail (e.g., after a year-end appeal), they use Gift Batches. A Gift Batch is a container that allows the data entry clerk to process multiple transactions as a single unit.

* Control Totals: The clerk enters the total number of checks and the total dollar amount expected in the batch.

* Data Grid: The batch interface provides a spreadsheet-like grid for rapid-fire entry.

* Validation: Before the batch is "processed" or "committed," the system ensures that the individual gifts match the control totals, reducing the risk of clerical error.

* Post-Processing: Once the batch is committed, the system automatically creates individual Gift Transaction records and updates the donor's summary history.

Why other options are incorrect:

* Option B: While the Data Import Wizard can be used for bulk data migration, it is not an "Entry" feature for daily fundraising operations; it lacks the specific gift-matching and batch-control logic of NPC.

* Option C: Gift Commitment Schedules are used for automated recurring gifts, not for the manual entry of physical checks or one-off donations received through the mail.

NEW QUESTION # 118

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

Answer: D

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 # 119

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