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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q66-Q71):

NEW QUESTION # 66

A user at a nonprofit is trying to run a mailing list report on a campaign using the NPSP Household Mailing List button. They receive an error saying "the data you are trying to access is unavailable." The button works as expected for the system administrator. What should the consultant advise to troubleshoot the issue?

- A. Check if the Campaign ID filter in the Campaign Household Mailing List report is unlocked.
- B. Check if the user has access to Households via Role hierarchy.
- C. Check if the user has the View Reports in Public Folders system permission.
- D. Check if the user has access to the Apex Class for Manage Households.

Answer: C

Explanation:

The Household Mailing List button in NPSP is a specialized feature that triggers a specific report template to deduplicate contacts by household. When a user receives an "unavailable" error for a report that works for an Admin, it is almost always a folder or report-level permission issue.

Troubleshooting the Permission:

- * Report Storage: NPSP stores its standard report templates (including the one used by the mailing list button) in a specific folder, usually titled NPSP Campaign Reports or NPSP Household Reports.
 - * Folder Sharing: If this folder is a "Public" folder but the user's profile does not have the View Reports in Public Folders system permission, the user will be unable to see or run the report that the button is trying to call.
 - * The Error Message: The "data is unavailable" error is the standard Salesforce response when a user tries to access a report ID that resides in a folder they do not have the rights to see.
 - * The Fix: The consultant should check the user's Profile or Permission Set to ensure "View Reports in Public Folders" is checked, or ensure the specific folder is shared with the user's Role or Public Group.
- Why other options are incorrect:
- * Apex Access (Option D): While "Manage Households" is a feature, the mailing list button specifically calls a Report, not a custom Visualforce or Apex interface that requires specific class security.
 - * Campaign ID Filter (Option C): If the filter were locked, the report would still run; it would just show the wrong data or an error within the report, rather than a "data unavailable" message.

NEW QUESTION # 67

A large nonprofit is a social enterprise that functions like a for-profit corporation. The funding the nonprofit tracks in Salesforce only comes from corporations. The nonprofit needs to manage Leads and track its Opportunity pipeline. Which account model should the consultant recommend?

- A. Individual Account Model in NPSP
- B. One-to-One Account Model in NPSP
- C. Standard Account Model without NPSP
- D. Person Account Model without NPSP

Answer: C

Explanation:

This is a "Solution Design" question where the organization's business model dictates the architecture. While NPSP is the default for most nonprofits, it is specifically designed for Individual and Household giving.

If an organization functions like a B2B (Business-to-Business) corporation and only receives funding from other corporations:

- * Simplification: They do not need the "Household" or "One-to-One" complexity of NPSP. These models are designed to "wrap" a contact in an account to support individual donations.
 - * Standard Sales Cloud: The Standard Account Model (where a Contact belongs directly to an Account/Corporation) is exactly how Salesforce was originally designed to work for corporate sales.
 - * Lead/Pipeline Management: By using Standard Salesforce (without NPSP), they get the cleanest experience for Lead conversion and Opportunity management, as all the NPSP-specific automation (like Household naming) would be unnecessary overhead for a purely corporate funding model.
- Option A (Person Accounts) is also a specialty model, but it is intended for B2C (Business-to-Consumer) interactions. For a social

enterprise dealing with corporations, Standard Accounts provide the best "out-of-the-box" fit.

NEW QUESTION # 68

A nonprofit organization is starting a new program that connects high school youths to college mentors. The organization wants to track this specific relationship in Nonprofit Cloud. How should the organization accomplish this goal?

- A. Create a new Party Role Relationship that has the Relationship Object Name field set to Contact Contact Relationship.
- B. Create new picklist values for the Role field on the Person Account object.
- C. Create a new Party Role Relationship that has the Relationship Object Name field set to Account Account Relationship.

Answer: A

Explanation:

In Nonprofit Cloud (NPC), individual constituents (like students and mentors) are modeled as Person Accounts. To track relationships between these individuals, Salesforce utilizes the Party Relationship Model.

When a consultant needs to define a new type of connection-such as "Mentor" to "Student"-they must configure the Party Role Relationship object. This object defines the metadata for how two parties interact.

Step-by-Step Configuration:

- * Navigate to Party Role Relationships: The consultant creates a new record in this object.
- * Define Roles: You specify the roles involved, such as "Mentor" and "Mentee."
- * Select the Relationship Object: This is the most critical step. Since the relationship is between two individual people (modeled as Person Accounts), the consultant must set the Relationship Object Name field to Contact Contact Relationship.
- * Note: Even though the records are technically Person Accounts, NPC uses the ContactContactRelation object for person-to-person ties.
- * Inverse Relationships: The consultant also defines the inverse role (e.g., if Person A is the Mentor of Person B, then Person B is the Mentee of Person A) to ensure the relationship is visible and logical from both records.

Why Option B is incorrect: Account Account Relationship is used for connections between two Business Accounts (e.g., a "Parent Company" and its "Subsidiary") or between a Person Account and a Business Account (e.g., an "Employee" and their "Employer"). For a mentor-student program where both parties are individual people, Contact Contact Relationship is the architecturally correct choice for the Party Role Relationship configuration.

NEW QUESTION # 69

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

Answer: C

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 # 70

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. Data Import Wizard
- D. Advanced Mapping

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 # 71

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