

Salesforce NP-Con-102 Test Pattern - NP-Con-102 Clear Exam



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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q98-Q103):

NEW QUESTION # 98

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

Answer: B

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 # 99

A nonprofit organization is using Nonprofit Cloud for Fundraising. The organization wants to generate gift acknowledgement letters and have donations updated to include the date and status of the acknowledgement.

Which Nonprofit Cloud feature should the organization use?

- A. Einstein Activity Capture
- B. Intelligent Document Automation
- **C. OmniStudio Document Generation**

Answer: C

Explanation:

In the modern Nonprofit Cloud (NPC) for Fundraising, the traditional mail-merge process has been replaced by a sophisticated, server-side document engine known as OmniStudio Document Generation (often referred to simply as DocGen). This feature allows organizations to automate the creation of high-quality PDFs or Word documents for gift acknowledgments and tax receipts.

Step-by-Step Implementation Flow:

- * Template Creation: The organization creates a document template (typically a .docx file) containing merge fields or "tokens" that map to Salesforce data, such as `{{GifTransaction.Amount}}` and `{{Account.Name}}`.
 - * Server-Side Generation: When a user (or an automated flow) triggers the generation process, the system uses the Document Generation service to merge live Salesforce data into the template.
 - * Automatic Data Updates: A critical part of the NPC Fundraising workflow is the integration between document generation and the Gift Transaction record. When the acknowledgment is generated, the system is configured to automatically update the "Acknowledgment Status" to "Acknowledged" and the "Acknowledgment Date" to the current date. This ensures that the organization maintains an accurate audit trail of which donations have been officially thanked.
 - * Distribution: The generated document is stored in Salesforce Files and can be automatically emailed to the donor or printed for physical mailing.
- Why other options are incorrect:
- * Einstein Activity Capture (Option B) is designed for syncing emails and calendar events from Outlook or Gmail and does not handle document creation or transaction field updates.
 - * Intelligent Document Automation (Option C) is a tool for extracting data from uploaded documents (like PDFs or images) using OCR technology, which is the opposite of generating outgoing acknowledgement letters.

NEW QUESTION # 100

A consultant is engaged by a nonprofit organization that wants to implement Nonprofit Cloud to digitize its siloed processes. Currently, the processes are comprised mostly of spreadsheets, notepads, and inboxes. The organization wants to have a fixed budget and a fixed scope of work (SOW). The organization already understands what is required and will clearly define all deliverables upfront. Which project management methodology describes the organization approach?

- A. Kanban
- B. Agile
- C. Waterfall

Answer: C

Explanation:

The organization's requirements-fixed budget, fixed scope, and deliverables defined upfront-are the classic characteristics of the Waterfall methodology.

In a Waterfall implementation for Nonprofit Cloud:

* Linear Progression: The project follows a strict sequence: Requirements -> Design -> Build -> Test -> Deploy. You do not move to the next phase until the previous one is "signed off."

* Upfront Requirements: As mentioned in the prompt, the organization believes they already know exactly what they need. A consultant spends a long "Discovery" phase at the beginning documenting every single field, report, and automation.

* Predictability: This model provides the nonprofit's board with a clear "end date" and a total cost, which is often attractive for organizations with rigid fiscal year budgets.

Why this is different from other methods:

* Agile (Option B): Agile assumes the scope will change as the users learn more about the system. It prioritizes flexibility over a fixed upfront scope.

* Kanban (Option C): Kanban is a "just-in-time" delivery system focused on visualizing work and managing flow. It is typically used for ongoing support or "business-as-usual" tasks rather than a structured implementation with a fixed SOW and predefined deliverables.

For a consultant, while the organization wants Waterfall, it is important to warn them that translating "spreadsheets and notepads" into a sophisticated cloud system often reveals new requirements that Waterfall's rigid structure may struggle to accommodate without costly "Change Orders."

NEW QUESTION # 101

A nonprofit organization is evaluating Nonprofit Cloud. The organization has common focus areas, which are used to track programs, individuals, and grants to organize data across departments. Which Nonprofit Cloud feature can the organization use to organize the data in the same manner?

- A. Compliant Data Sharing
- B. Data Pipelines
- C. Interest Tags

Answer: C

Explanation:

To organize data across different departments and objects using "focus areas" (e.g., "Youth Literacy," "Veterans Affairs," or "Sustainability"), a consultant should implement Interest Tags.

Interest Tags (built on the Salesforce Industry's Tagging framework) provide a flexible, "horizontal" way to categorize records regardless of their object type.

How to Implement Focus Areas with Interest Tags:

* Define Tag Categories: The consultant creates a Tag Category called "Focus Areas."

* Create Tags: Within that category, the consultant creates individual Interest Tags (e.g., "Environment," "Health," "Education").

* Cross-Object Application: Unlike a standard picklist which is tied to one object, Interest Tags can be added to almost any object in the Nonprofit Cloud. A consultant adds the "Interest Tags" component to:

* Programs: To show the focus of the service.

* Person Accounts: To show the interests of a donor or participant.

* Individual Applications: To show the focus of a grant request.

* Unified Reporting: Because all these records share the same tags, the organization can easily run a report to see "Everything related to Youth Literacy"-including the donors interested in it, the programs delivering it, and the grants funding it.

Why other options are incorrect:

* Data Pipelines (Option A): This is a tool for high-volume data transformation and aggregation, not for qualitative categorization.
* Compliant Data Sharing (Option C): This is a security feature for record-level visibility, not a data organization or tagging tool.
Interest Tags are the architecturally correct choice for cross-departmental "Focus Area" tracking.

NEW QUESTION # 102

A nonprofit organization wants to track participants who attend drop-in programs. Which Nonprofit Cloud feature should the organization use?

- A. Ad Hoc Benefit Disbursements
- B. Anonymous Benefit Disbursements
- C. Benefit Schedule Assignments

Answer: A

Explanation:

In Nonprofit Cloud's Program Management module, tracking how services are delivered to constituents is handled through Benefit Disbursements. When dealing with "drop-in" programs-where participants may arrive without a prior appointment or a recurring schedule-the system uses Ad Hoc Benefit Disbursements.

Step-by-Step implementation for Drop-in Programs:

* Identify the Benefit: The consultant first ensures a Benefit record exists (e.g., "Daily Hot Meal" or "Walk-in Counseling").

* Bulk Logging: For drop-in scenarios, the organization typically uses the New Ad Hoc Bulk Disbursement tool. This allows a staff member to select multiple individuals who showed up that day and record the benefit delivery in a single action.

* Walk-in Processing: Within the Ad Hoc tool, there is a specific "Walk-in" functionality. When a staff member records a benefit for someone who isn't yet enrolled in the program, the system can automatically create the Program Enrollment, Benefit Assignment, and the Benefit Disbursement simultaneously. This is the hallmark of a "drop-in" workflow, as it reduces the administrative burden of manually creating three separate records for every new visitor.

Why other options are incorrect:

* Anonymous Benefit Disbursements (Option A): This is used only when the organization wants to track the quantity of benefits given (e.g., 50 coats distributed) but does not record who received them.

The question specifically mentions tracking "participants," implying that their identities should be recorded.

* Benefit Schedule Assignments (Option B): This is intended for structured, recurring sessions where you know who is coming in advance (e.g., a 10-week GED course). Drop-in programs by definition lack a rigid pre-assigned schedule for specific participants. Using Ad Hoc Benefit Disbursements ensures that the organization maintains a complete history of every interaction a participant has with their programs, which is vital for calculating the "Total Units Delivered" and evaluating the individual's progress over time.

NEW QUESTION # 103

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