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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q82-Q87):

NEW QUESTION # 82
What are two benefits of using Agile project management?

- A. All risks defined early in the project and the result is a single deliverable
- B. Iterative planning and hands-on stakeholder involvement

- C. A linear sequence of steps and carefully controlled change

Answer: B

Explanation:
In the context of a Nonprofit Cloud implementation, the Agile methodology is often preferred over traditional methods because it accounts for the evolving needs of mission-driven organizations. Unlike a rigid framework, Agile focuses on delivering value in small, manageable increments called "Sprints." Two of the most significant benefits of this approach are:
* Iterative Planning: Rather than trying to document every single requirement for a complex feature like
"Outcome Management" at the very start, Agile allows for continuous planning. The consultant and the nonprofit stakeholders prioritize a "Backlog" of work. At the start of each sprint, the team plans only the work for that cycle. This allows the organization to pivot if, for example, a new grant requirement is announced mid-project that changes how they need to track benefits.
* Hands-on Stakeholder Involvement: Agile requires constant collaboration. Stakeholders (such as Program Managers or Gift Officers) are involved in "Sprint Reviews" where they see live demonstrations of the work completed. This "fail-fast" or "learn-early" model ensures that if a consultant builds a Gift Entry flow that doesn't quite match the staff's physical workflow, it is caught and corrected within weeks rather than months.
Why other options are incorrect:
* Option A: Defining all risks early and producing a "single deliverable" is a hallmark of the Waterfall method. In Agile, risks are identified continuously, and deliverables are produced incrementally.
* Option C: A "linear sequence" and "carefully controlled change" describes a rigid Waterfall environment. In contrast, Agile is non-linear and embraces change as a way to improve the final product's relevance to the nonprofit's mission.

NEW QUESTION # 83

A nonprofit hired a consultant to restart a stalled implementation. The nonprofit identified needs by documenting its Salesforce vision and pain points and by defining specific goals with user stories. What are two components of a user story the nonprofit should consider? (Choose 2)

- A. Include configuration instructions on each story.
- B. Associate an epic to each story.
- C. Assign a priority to each story.
- D. Align each story to the implementation vision.

Answer: C,D

Explanation:
User stories are the "building blocks" of an Agile implementation. A well-written user story follows the format: "As a [persona], I want to [action], so that [value/benefit]." To ensure a stalled project gets back on track, two critical components are alignment and prioritization.
* Vision Alignment (B): Every story must have a purpose that contributes to the overall Implementation Vision. If a nonprofit's vision is "Improving Donor Retention," but a user story is created for "Automating Facilities Management," the consultant must evaluate if that story is a distraction. Aligning stories to the vision ensures the consultant builds what the organization actually needs to succeed, rather than just what users want.
* Priority (C): In any implementation, there is limited time and budget. Assigning a priority (often using the MoSCoW method: Must have, Should have, Could have, Won't have) is essential. It allows the consultant and the nonprofit to focus on mission-critical features first, ensuring that if the project runs out of resources, the most valuable parts of the system are already delivered.
Why other options are less critical:
* Configuration Instructions (Option A): This is a mistake. User stories describe the requirement (the
"What"), while technical documentation describes the solution (the "How"). Putting configuration steps in a user story makes it rigid and difficult for a developer to suggest better technical alternatives.
* Epics (Option D): While epics are useful for grouping stories, they are a structural tool for project management rather than a "component" of the story's internal logic or value definition. Alignment and Priority are what drive project success.

NEW QUESTION # 84

A nonprofit organization provides direct care services to clients based on their individual needs. The process for clients to begin receiving services includes meeting with a caseworker for an intake evaluation that includes a series of questions to determine the client's needs and assets. Which Salesforce Industries feature can be used to create an efficient intake process?

- A. Interaction Summaries
- B. Dynamic Assessments

- C. Actionable Lists

Answer: B

Explanation:
For organizations delivering personalized social services, the intake evaluation is the most critical touchpoint.
To manage this efficiently, Salesforce Nonprofit Cloud utilizes Dynamic Assessments, a feature built upon the Discovery Framework and OmniStudio (specifically OmniScript).
Unlike a static form, a Dynamic Assessment allows a caseworker to navigate a "branching" path of questions.
If a client answers "Yes" to a question about housing instability, the system can automatically trigger a sub- section of questions regarding shelter history. If they answer "No," those questions remain hidden, reducing
"form fatigue" and ensuring the intake is as fast and relevant as possible.
Step-by-Step Implementation for the Consultant:
* Define Assessment Questions: Using the Discovery Framework, the consultant creates a library of individual questions (e.g., "Do you have dependable transportation?"). These questions are modular and can be reused across different intake forms.
* Build the OmniScript: The consultant uses the OmniScript Designer to arrange these questions. This is where the Conditional Logic is applied (e.g., "Set Element Visibility" based on prior answers).
* Map to Objects: Through DataRaptors or Integration Procedures, the consultant ensures that the data captured during the assessment is automatically pushed into the correct Salesforce objects, such as Person Accounts, Case Proceedings, or Life Events.
* Action Plan Integration: Often, the completion of a Dynamic Assessment is linked to an Action Plan, which might automatically generate a "Welcome Kit" task or a "Referral" based on the needs identified during intake.
By using Dynamic Assessments, the nonprofit ensures a standardized, compliant, and data-driven intake process that captures a 360-degree view of the client's assets and barriers to success without requiring the caseworker to navigate through irrelevant fields.

NEW QUESTION # 85

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 # 86

A nonprofit wants to send an event cancellation notice to 150 Salesforce contacts without a separate email service provider. It wants to manage bounces, resend the notice as needed, and view the send history on the Contact record. Which option should a consultant

recommend to meet the requirements?

- A. Send List Email
- B. Account Engagement
- C. Elevate
- D. Email-to-Case

Answer: A

NEW QUESTION # 87

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