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Salesforce NP-Con-102 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Solution Design	32%	- Nonprofit Cloud Architecture • 1. Assess third-party application options • 2. Recommend Salesforce Platform capabilities • 3. Evaluate Salesforce Nonprofit Cloud solutions - Industries Common Features • 1. Configure Data Processing Engine • 2. Recommend OmniStudio usage • 3. Use Action Plans and Dynamic Assessments - Business Process Alignment • 1. Align nonprofit workflows with platform features • 2. Map customer requirements to data models
Topic 2: Analytics and Reporting	15%	- Data Insights • 1. Analyze fundraising and program metrics • 2. Track nonprofit impact measurements - Reporting and Dashboards • 1. Configure dashboards for stakeholders • 2. Build nonprofit-specific reports
Topic 3: Nonprofit Implementation Strategy	11%	- Nonprofit Business Processes • 1. Explain common nonprofit organization requirements • 2. Understand business value mapping • 3. Identify nonprofit implementation strategies - Implementation Project Management • 1. Manage project lifecycle activities • 2. Align implementation goals with customer outcomes

Topic 4: Integration and Data Management	20%	- System Integration • 1. Recommend API and middleware solutions • 2. Integrate external nonprofit systems - Data Management • 1. Manage duplicate records • 2. Apply data governance strategies • 3. Import and cleanse nonprofit data
Topic 5: Nonprofit Cloud Setup	22%	- Stakeholder Management • 1. Configure address management • 2. Manage relationship objects • 3. Configure person accounts - Program and Case Management • 1. Set up case management functionality • 2. Configure program management - Feature Enablement • 1. Enable Nonprofit Cloud features • 2. Assign permission sets and licenses

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In recent years, some changes are taking place in this line about the new points are being constantly tested in the NP-Con-102 real exam. So our experts highlights the new type of questions and add updates into the NP-Con-102 practice materials, and look for shifts closely when them take place. At the same time, as we can see that the electronic devices are changing our life day by day, our NP-Con-102 study questions are also developed to apply all kinds of eletronic devices.

Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q18-Q23):

NEW QUESTION # 18
A nonprofit is migrating from a legacy donor management database. The database has donor contact information, donation history, and payment information. How should the consultant load the data from the database using a single file to create the related records?

- A. Workbench
- B. Data Import Wizard
- C. Data Loader
- D. NPSP Data Importer

Answer: D

Explanation:
When migrating data into the Nonprofit Success Pack (NPSP), the most efficient and robust tool is the NPSP Data Importer. This tool was specifically built to handle the "multi-object" nature of nonprofit data in a single pass.
Why NPSP Data Importer is the Correct Choice:
* Single File Processing: Standard Salesforce tools like Data Loader or the Data Import Wizard usually require separate files and separate "upserts" for each object. You would have to import Accounts, then export the IDs, then import Contacts, then export those IDs, then import Opportunities.
* Complex Logic in One Row: The NPSP Data Importer allows you to put the Contact Name, the Household address, and the

Donation Amount on the same row of a CSV file.
* Automatic Relationship Management: When you process the file, the Importer automatically:
* Creates or finds the Contact.
* Automatically creates the Household Account.
* Creates the Opportunity (Donation) and links it to the Account.
* Creates the Payment record (if payment info is included).
* Handles GAU Allocations and Campaign Memberships.
* Dry Run Capability: It includes a "Dry Run" feature that validates the data and checks for duplicates before any actual records are created, which is vital for a clean migration.
While Workbench and Data Loader are powerful technical tools, they lack the specific NPSP business logic that makes the NPSP Data Importer the fastest and safest way to move a legacy database into Salesforce using a single flat file.

NEW QUESTION # 19
A nonprofit wants to deploy Nonprofit Cloud Case Management into its production org. Which two prerequisites should be considered prior to installing Case Management? (Choose 2)

- A. Ensure Volunteers for Salesforce is properly configured
- B. Enable My Domain
- C. Install NPSP
- D. Ensure appropriate licenses are provisioned

Answer: B,D

Explanation:
Nonprofit Cloud Case Management (NCCM) is a managed package that extends the capabilities of Salesforce for human services. Like many high-end Salesforce industry solutions, it has specific technical and legal prerequisites that must be met before the installation can succeed.
Prerequisite 1: Provisioned Licenses (A):
NCCM is not a free, open-source tool like NPSP. It is a paid product that requires specific Permission Set Licenses (PSLs) to be provisioned in the org. A consultant must verify that the organization has purchased the necessary licenses through their Salesforce Account Executive. Without these licenses appearing in the
"Company Information" section of Setup, the managed package will not function, and users will not be able to access the custom Case Management objects like Goals, Action Items, or Case Plans.
Prerequisite 2: My Domain (C):
NCCM relies heavily on modern Lightning components and OmniStudio features to power its interactive interfaces (such as the Case Plan Wizard). Salesforce requires My Domain to be enabled and deployed in any org that uses custom Lightning components. My Domain adds a unique prefix to the Salesforce URL (e.g.,
https://my-nonprofit.my.salesforce.com), which is necessary for the secure rendering of these components.
Why other options are incorrect:
* Volunteers for Salesforce (Option B): This is a completely separate application for managing volunteer shifts and is not required for Case Management to function.
* Install NPSP (Option D): While NCCM is often used alongside NPSP, the modern Nonprofit Cloud Case Management package can technically run on a standard Salesforce platform without NPSP, provided the necessary licenses are in place.

NEW QUESTION # 20
A consultant is preparing records for an annual grantmaking competition. The Program and Budget for each have been created. The consultant has a list of four Budget Categories that must be added to the Budget and displayed in a specific order. What should the consultant do to ensure that the categories are listed correctly?

- A. Add each Budget Category in reverse of the desired order.
- B. Add each Budget Category, and then rearrange them in the Related List.
- C. Include a sequence number value for each Budget Category added.

Answer: C

Explanation:
In Nonprofit Cloud for Grantmaking, managing budgets effectively is crucial for both the grantmaker and the applicant. When setting up a Budget, the consultant uses Budget Category records to define how funds are allocated (e.g., Personnel, Travel, Supplies, Overhead).

In many grant applications, the order in which these categories appear is strictly defined by institutional policy or reporting requirements. Unlike standard Salesforce related lists, which often default to sorting by
"Created Date" or "Name," the Grantmaking data model utilizes a Sequence Number to control display logic.
Step-by-Step Implementation:
* Define Categories: Identify the necessary categories for the grant (e.g., 1. Personnel, 2. Equipment, 3.
Travel, 4. Admin).
* Assign Sequence Numbers: When creating the Budget Category records (or the Budget Category Value records associated with a specific budget), the consultant must populate the SequenceNumber field.
* Category A gets a sequence of 10.
* Category B gets a sequence of 20.
* Using increments of 10 is a best practice, as it allows for the insertion of new categories later without renumbering the entire list.
* Verification: Once the sequence numbers are saved, the Lightning components used in the Grantmaking portal and internal pages will automatically respect this numerical order when rendering the budget table.
This approach ensures that the budget remains consistent across the entire application lifecycle-from the initial proposal to the final disbursement tracking. Option A is incorrect because "rearranging" in a related list via the UI is not a persistent configuration that carries over to portals or documents. Option C is a "hack" that relies on default sorting which is unreliable and difficult to maintain as the record count grows. Using the standard sequence field is the architecturally sound method in NPC.

NEW QUESTION # 21
A nonprofit organization uses Nonprofit Cloud for Grantmaking. What should the organization add to the Individual Application record page to be able to review an applicant's submitted budget?

- A. The Budget Category related list and the Budget Category Value related list
- B. The Budget component
- C. The Budget Allocations related list

Answer: B

Explanation:
In Salesforce Nonprofit Cloud for Grantmaking, managing and reviewing financial data is streamlined through specialized Lightning components. When an applicant submits a proposal, they typically include a structured budget. To provide a user-friendly and comprehensive view of this data for internal reviewers, the consultant must use the Budget component.
The Budget component is a purpose-built UI element designed specifically for the Grantmaking data model.
Unlike standard related lists, which only show records in a flat table format, the Budget component provides a hierarchical and aggregated view of the Budget, Budget Category, and Budget Category Value records.
This allows a grant manager to see the total requested amount, the breakdown by category (e.g., Personnel, Travel, Equipment), and individual line items all in one place.
Step-by-Step Configuration:
* Preparation: Ensure that the Individual Application record is correctly linked to a Budget record. In a typical flow, the application is the parent record.
* App Builder: Navigate to the Individual Application record page in the Lightning App Builder.
* Add Component: Search for the "Budget" component in the standard components list.
* Placement: Drag and drop the component onto the page-usually in a prominent tab like "Financials" or "Budget Review."
* Visibility: The component automatically detects the budget associated with the application. If multiple budgets exist, it can be configured to show the primary one.
Using the Budget component is the recommended best practice because it supports the Sequence Numbering of categories and provides a "Total" summary that is not available in a standard related list. This ensures that reviewers have a clear, formatted, and accurate financial picture of the grant request without having to navigate through multiple related records.

NEW QUESTION # 22
A nonprofit organization uses Action Plans to guide its work on client Care Plans. The organization needs to add more tasks to an active Action Plan Template. What should the organization do to update the Action Plan Template in Nonprofit Cloud?

- A. Deactivate the Action Plan Template, add tasks, and then publish the template.
- B. Clone the Action Plan Template, select "Let users add items to action plans", and then publish the template.
- C. Clone the Action Plan Template, add tasks, and then publish the template.

Answer: C

Explanation:
In Salesforce Nonprofit Cloud, Action Plan Templates are used to standardize repeatable processes, such as the steps required to onboard a new client or complete a grant application. To ensure data integrity and version control, Salesforce treats published Action Plan Templates as "locked" records.
When an organization needs to modify an "Active" or "Published" template-such as adding new tasks-the system does not allow direct editing of the existing record to prevent breaking current active Action Plans that were generated from that specific version.
The standard procedure for a consultant is as follows:
* Clone the Template: The user must select the existing Action Plan Template and use the Clone action. This creates a new "Draft" version of the template with all the existing tasks copied over.
* Modify the Draft: In the new draft record, the consultant can add the additional tasks, define their priority, set the number of days for completion, and assign roles or specific users to those tasks.
* Publish: Once the modifications are complete, the new template must be Published. Publishing makes the template available for users to generate new Action Plans.
* Retire the Old Template: Although not strictly required to make the new tasks work, it is best practice for a consultant to deactivate or rename the old version to ensure staff only use the most up-to-date process moving forward.
Option B is incorrect because Salesforce does not typically allow you to "deactivate and edit" the task structure of a template that has already been published. Option A describes a specific setting that allows end- users to add extra tasks to an individual instance of a plan, but it does not address the requirement of updating the master template itself.

NEW QUESTION # 23
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