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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q55-Q60):

NEW QUESTION # 55
A nonprofit organization wants to implement donor levels. The organization wants to see at-a-glance identifiers that show how often a donor donates and how much they have donated. What should the organization do in Nonprofit Cloud?

- A. Configure Recency, Frequency, and Monetary Value (RFM) Scoring. Add the scoring fields to a Related Record Detail

Display for the Donor Gift Summary object.

- B. Create custom donor level fields on the Contact Profile object. Add the scoring fields to a Related Record Detail Display for the Contact Profile object.
- C. Configure a Record Alert FlexCard with the values for donor levels. Add the Record Alert component to the Person Account layouts.

Answer: A

Explanation:
To implement "donor levels" based on behavior (frequency and amount), the modern Nonprofit Cloud utilizes the RFM Scoring framework. RFM stands for Recency (how recently they gave), Frequency (how often they give), and Monetary Value (how much they give). This is the standard industry method for segmenting donors into tiers like "Champion," "Loyal," or "At Risk." Step-by-Step Implementation for the Consultant:
* Configure RFM Scores: In the Setup menu, the consultant goes to Recency, Frequency, and Monetary Value (RFM) Score. Here, you define the "Source" objects (typically the Donor Gift Summary or Gift Transactions) and set the ranges. For example, you might define "Frequency" as: 1-
2 gifts = Score 1; 3-5 gifts = Score 2; 5+ gifts = Score 3.
* Calculate Scores: The consultant then schedules the RFM Data Processing Job. This job runs in the background, evaluates every donor's history, and assigns numerical scores to each category.
* The Composite Score: The system can combine these into a Composite RFM Score (e.g., "3-3-3" for the best donors).
* Displaying the Data: To make these scores "at-a-glance" identifiers, the consultant adds these fields to the Donor Gift Summary object. Using the Related Record Detail Display or a standard Record Detail component on the Person Account page, the staff can immediately see the donor's scores alongside their contact info.
This approach provides a dynamic, data-driven way to identify donor levels without manual updates. Option B is incorrect because Record Alerts are for transient warnings (e.g., "Do not call") rather than persistent behavioral metrics. Option C is incorrect because while the Contact Profile stores donor attributes, the specific engine for calculating and displaying frequency/monetary "levels" is designed to work with the Donor Gift Summary object within the NPC Fundraising architecture.

NEW QUESTION # 56
A case manager wants to assign a group of services to a client. What should the consultant ensure is configured prior to the case manager using the Case Plan Wizard?

- A. A Program with Action Item Templates
- B. A Program with Goals and Action Item Templates
- C. A new Case Plan
- D. A Program with Goals

Answer: B

Explanation:
The Case Plan Wizard in Nonprofit Cloud Case Management is a tool that allows caseworkers to quickly build a customized care plan for a participant. To make this "wizard" efficient and automated, the underlying
"templates" must be set up beforehand.
Required Pre-configuration:
To "assign a group of services" effectively through the wizard, the consultant must ensure that the Program record is populated with:
* Goals: These are the objectives the client wants to reach. In the wizard, the caseworker can select from these pre-defined goals rather than typing them from scratch.
* Action Item Templates: These are the specific tasks or "steps" required to reach a goal. By creating Action Item Templates and linking them to a Goal within a Program, the consultant enables the
"grouping" logic. When a caseworker selects a Goal in the wizard, the associated Action Items automatically appear as suggested tasks.
Workflow for the Consultant:
* Navigate to the Program record.
* Use the Goals related list to create standard goals for that program.
* Use the Action Item Templates related list to define the repeatable steps for those goals.
* Ensure the Case Plan Wizard component is added to the Contact or Case record page.
Why other options are insufficient:
* Option A and B: If you only have Goals or only have Action Items, the wizard loses its primary value of providing a "ready-made" plan for the caseworker.
* Option D: A "New Case Plan" is the result of using the wizard, not a prerequisite for the wizard's configuration.

NEW QUESTION # 57
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. Data Import Wizard
- B. Workbench
- C. NPSP Data Importer
- D. Data Loader

Answer: C

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 # 58
A nonprofit organization needs to organize a portfolio of major donation prospects based on the prospect status to engage the most promising relationships. Which Nonprofit Cloud feature should the organization use?

- A. Actionable Lists
- B. Action Plans
- C. Contact Profiles

Answer: A

Explanation:
For Major Gift Officers (MGOs), efficiency is driven by the ability to prioritize and segment their donor portfolio. In the modern Nonprofit Cloud, the feature designed specifically for this high-volume, high- priority organization is Actionable Segmentation and the resulting Actionable Lists.
An Actionable List is more than just a standard list view or report; it is a dynamic work queue that allows fundraisers to group prospects based on specific data points, such as Prospect Status, Wealth Tier, or Last Gift Date.
How a Consultant Implements Actionable Lists:
* Define the Dataset: The consultant first identifies the criteria using Actionable Segmentation. For major gift prospects, this might involve filtering Person Accounts who have a "Qualified" prospect status and a high net worth indicator on their Contact Profile.
* Create the List: Once the segment is defined, it is published as an Actionable List.
* Assign and Engage: MGOs can then access this list from their Donor Engagement or Philanthropy & Partnerships app. The list provides an optimized view where the officer can see key details and immediately trigger actions, such as making a phone call, sending an email, or assigning an Action Plan

.

* Real-Time Status Tracking: As the officer engages with a prospect, they can update the status directly within the list view. This allows the organization to track the "Movement" of a prospect through the solicitation pipeline in real time.
While Contact Profiles (Option C) provide the underlying data (wealth and personal attributes), and Action Plans (Option B) provide the tasks once the prospect is engaged, the Actionable List is the foundational

"organizing" feature that allows the officer to manage their entire portfolio effectively. It ensures that the "most promising relationships" are always at the top of the officer's daily priority list.

NEW QUESTION # 59

A board member introduced a high-net-worth individual to the work of the nonprofit. The individual made a donation at an event. The fundraising manager wants to record this information in Salesforce. It is important the donation is hard credited to the individual while ensuring this donation, as well as any future donations from the individual, are soft-credited to the board member. The board member and the individual already exist as contacts in Salesforce. How should the data be entered?

- A. Create a relationship between the individual and the board member with a Related Opportunity Contact Role of Soft Credit. Create the donation opportunity for the individual.
- B. Create the donation opportunity for the individual. Add the board member as a Soft Credit contact role for the donation. Create a relationship between the board member and the individual.
- C. Create a relationship between the individual and the board member. Create the donation opportunity for the individual. Add the board member as a Soft Credit contact role to the donation.
- D. Create a relationship between the individual and the board member. Create the donation opportunity for the individual. Enter a Partial Soft Credit for the board member.

Answer: A

Explanation:
This requirement involves two parts: a one-time transaction and an automated long-term "influence" tracking.
In NPSP, this is best accomplished by using the Relationship object's advanced soft-credit capabilities.
Step-by-Step Implementation:
* Define the Automated Soft Credit: The consultant should create a Relationship record between the Board Member and the Donor.
* Set the Related Opportunity Contact Role: On this Relationship record, there is a field called Related Opportunity Contact Role. The consultant should select Soft Credit (or a custom role like
"Solicitor").
* The Automation Logic: By setting this field on the relationship, NPSP's trigger framework is instructed that every time a donation is created where the donor is the "Primary Contact," the person on the other end of the relationship should automatically be added to that donation as an Opportunity Contact Role with the specified soft 3credit role.45
* Result: When the fundraiser creates the current donation, the board member is automatically soft- credited. For every future donation the do6nor makes, the system will continue to grant that soft credit automatically, satisfying th7e requirement to track all future gifts without manual intervention.
Why other options are incorrect:
* Option A and D: These suggest adding the soft credit manually to the current donation. While this works for the current gift, it does not address the "any future donations" requirement, which would require the fundraiser to remember to do it every single time.
* Option C: Partial Soft Credits are used for splitting gifts among multiple people (e.g., $50 to person A, $50 to person B). It is more complex than needed here and does not have the automated "future" triggering logic found in the Relationship-based soft credit model.

NEW QUESTION # 60

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