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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q57-Q62):

NEW QUESTION # 57

A nonprofit needs to track key information for grants it applies for and receives, such as deadline dates, activity completion dates,

and descriptions. In addition, the nonprofit wants to track actions completed and view the next deadline date on the Opportunity. Which feature should the consultant recommend?

- A. Cases
- **B. Deliverables**
- C. Tasks and Events
- D. Engagement Plans

Answer: B

Explanation:

For a nonprofit engaged in Grant Seeking, the Deliverables object in NPSP is the specific tool designed to manage the high-stakes requirements of institutional funding.³⁴ Why Deliverables (D) are the best fit:⁵⁶

* Grant-Specific Metadata: Unlike standard Tasks, Deliverables include fields specific to the grant process, such as "Grantee Requirements," "Due Date," and "Requirement Description."

* Next Deadline Visibility: NPSP has built-in automation that identifies the "earliest" incomplete Deliverable and surfaces its date on the parent Opportunity record in the "Next Deliverable Date" field. This allows the fundraising team to see their upcoming deadlines at a glance without digging into related lists.

* Audit and Compliance: Deliverables allow the organization to track not just that a "Task" was finished, but that a specific legal or financial report was submitted. You can track "Submitted" and

"Confirmed" dates, which are vital for maintaining good standing with a funder.

While Engagement Plans (Option A) and Tasks (Option B) can be used for general "Moves Management," they lack the specialized fields and the automated "Next Deadline" rollup logic that makes Deliverables the gold standard for grant management in NPSP.

NEW QUESTION # 58

A gift officer is entering donations and wants to track that the donor responded to the most recent direct mail campaign. Which feature should the consultant configure to record the donor's campaign response?

- A. Sales Process
- B. Customizable Campaign Influence
- **C. Automatic Campaign Member Management**
- D. Customizable Rollups

Answer: C

Explanation:

In NPSP, the most efficient way to link a donation to a donor's campaign participation is through Automatic Campaign Member Management.³¹ How the Feature Works:³²

* The Link:³³ When an Opportunity (donation) is created, it has a Primary Campaign Source field.

* The Automation: If Automatic Campaign Member Management is enabled in NPSP Settings, the system automatically looks at the Primary Contact on the donation and checks if they are already a Campaign Member of that campaign.

* Status Update: If they are already a member, the system can automatically update their Member Status (e.g., from "Sent" to "Responded").

* Creation: If they are not yet a member, the system can automatically create a new Campaign Member record for that donor with a "Responded" status.

Why other options are incorrect:

* Customizable Rollups (Option B): These summarize financial totals but do not handle the "Status" or "Response" logic on a campaign.

* Customizable Campaign Influence (Option C): This is a Sales Cloud feature used to attribute "Influence" across multiple campaigns for a single deal. While relevant to high-level ROI, it is not the primary mechanism for simply recording that a donor "responded" to a specific direct mail appeal.

* Sales Process (Option D): This defines the "Stages" an Opportunity goes through (Pledged, Won, etc.) and has no role in campaign response tracking.

NEW QUESTION # 59

A nonprofit organization currently tracks one-time donations in Nonprofit Cloud. The organization wants to expand its fundraising to include recurring donations. Which additional Nonprofit Cloud objects should be used to establish recurring donations?

- **A. Gift Commitment and Gift Commitment Schedule**

- B. Opportunity and Gift Commitment Schedule
- C. Gift Designation and Gift Commitment

Answer: A

Explanation:

The fundraising data model in the new Nonprofit Cloud (NPC) differs significantly from the older NPSP "Recurring Donations" object. NPC utilizes the Fundraising feature set, which is built on a high-performance architecture shared with other Industry Clouds.

To manage recurring giving, two primary objects are required:

* **Gift Commitment:** This object represents the donor's "promise" or agreement to give a certain amount over time. It stores high-level information such as the total amount of the commitment, the donor (Person Account), and the status (e.g., Active, Paused, or Fulfilled).

* **Gift Commitment Schedule:** This is the engine that drives the frequency of the gift. It defines when and how often the donation should be processed (e.g., Monthly on the 15th, or Weekly on Mondays). A single Gift Commitment can actually have multiple schedules if a donor has a complex giving plan.

The Workflow for a Consultant:

* **Create the Gift Commitment:** When a donor signs up for a monthly giving program, the consultant (or the automated system) creates a Gift Commitment record.

* **Define the Schedule:** A Gift Commitment Schedule record is then linked to that commitment, specifying the recurring transaction amount and the transaction period.

* **Automated Processing:** Once these are active, the Nonprofit Cloud's Gift Processing engine uses the schedule to automatically generate Gift Transaction records (which are the equivalent of "received" donations) on the specified dates.

Option A is incorrect because "Opportunity" is part of the legacy NPSP model or standard Sales Cloud; while NPC can use Opportunities, the specific recurring logic in NPC is handled by Gift Commitments. Option C is incorrect because Gift Designation is used to track the fund or purpose the money is for (e.g., "Scholarship Fund"), which is applicable to both one-time and recurring gifts, but is not the object that establishes the recurring nature of the gift.

NEW QUESTION # 60

A nonprofit wants to convert from Legacy Recurring Donations to Enhanced Recurring Donations. What are two considerations the nonprofit should take into account before making the switch? (Choose 2)

- A. Enhanced Recurring Donations introduces a new custom object.
- B. Data Loader is required to revert to Legacy Recurring Donations.
- **C. Reverting to Legacy Recurring Donations is unsupported.**
- **D. All existing integrations should be reviewed for compatibility.**

Answer: C,D

Explanation:

The move from Legacy Recurring Donations to Enhanced Recurring Donations (ERD) is a significant architectural upgrade in NPSP. While ERD offers better performance and more flexible scheduling, it changes how data is processed and stored.

Key Considerations:

* **Integration Compatibility (A):** Enhanced Recurring Donations changes the underlying logic of how installments (Opportunities) are created and managed. If the nonprofit uses third-party apps (like an external payment gateway or a custom web form) that rely on the legacy npe03__Recurring_Donation__c fields or the old "Monthly" vs. "Custom" picklist values, those integrations may break. A consultant must perform a thorough audit of all APIs and managed packages before the conversion.

* **No Revert Path (D):** This is a "one-way door." Salesforce documentation explicitly states that reverting to Legacy Recurring Donations is unsupported once the upgrade process has been completed. The conversion process modifies the database schema and migrates records in a way that cannot be easily undone. Therefore, testing in a full sandbox is a non-negotiable prerequisite.

Clarifying Other Points:

* **New Custom Object (Option B):** This is incorrect. Enhanced Recurring Donations actually uses the same custom object as the legacy version (npe03__Recurring_Donation__c), but it utilizes new fields, new page layouts, and a completely different set of Apex triggers and batch jobs.

* **Data Loader (Option C):** Since the process is unsupported, Data Loader is not a viable or recommended way to "revert" the complex architectural changes.

NEW QUESTION # 61

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 # 62

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