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## Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q24-Q29):

## NEW QUESTION # 24

What is a consideration a consultant should be aware of when implementing Person Accounts in Nonprofit Cloud?

- A. All AppExchange Packages have been confirmed to be compatible with Person Accounts.
- B. All standard and custom Contact fields will have an API name that begins with Person when being referenced through a Person Account.
- **C. The Is Person Account field can be used to exclude Person Accounts from Automation Rules and Validation Rules on the Account object.**

**Answer: C**

Explanation:

When implementing the new Nonprofit Cloud (NPC), the shift toward Person Accounts as the default model for individual constituents is a significant change from the traditional Nonprofit Success Pack (NPSP) model. A consultant must understand how this architecture impacts system logic and data integrity.

The Is Person Account (API name: IsPersonAccount) field is a standard Boolean field on the Account object that automatically evaluates to true when an account record is a Person Account. This field is critical for consultants for several reasons:

\* Filtering Automation: Because Person Accounts live on the Account object alongside Business Accounts (like Foundation or Corporate partners), a single Flow or Apex Trigger on the Account object will fire for both. To ensure that "Company-specific" logic doesn't execute for an individual donor, a consultant uses the IsPersonAccount field as a decision element or entry criteria in Salesforce Flows.

\* Validation Rules: Validation rules intended for businesses (e.g., "Tax ID is required for all Corporate Accounts") would fail for individual donors if not properly scoped. By adding AND(NOT (IsPersonAccount), ...) to the formula, the consultant ensures the rule only applies to Business Accounts.

\* Reporting and List Views: This field is the primary way to segment data. While Person Accounts mimic Contacts, they are technically Accounts, so this flag is the only way to quickly differentiate individuals from organizations in global queries.

Regarding the other options: Option A is incorrect because while many packages support Person Accounts, it is not a universal guarantee, and a consultant must always verify compatibility during the design phase.

Option B is a common misconception; while some fields are prefixed in certain API contexts, standard contact fields on the Person Account record page often retain their standard labels, and custom fields created on the Contact object specifically for Person Accounts are suffixed with \_\_pc, not prefixed with "Person" for the API name.

## NEW QUESTION # 25

A nonprofit on Unlimited Edition uses direct mail extensively as a fundraising channel. The nonprofit wants to automate the search for duplicate contact records. What should the consultant recommend implementing?

- A. Matching Rules
- B. Duplicate Rules
- **C. Duplicate Jobs**
- D. Scheduled Apex Jobs

**Answer: C**

Explanation:

While Duplicate Rules and Matching Rules are essential for preventing new duplicates from being created, they do not help with a database that already contains existing duplicates (which is common after large direct mail imports).<sup>12</sup> The Solution for "Auto13mating the Search":

On Unlimited Edition, Salesforce provides a feature called Duplicate Jobs.

\* Scanning the Database: Unlike rules that fire during a save, a Duplicate Job runs a scan across the entire existing database (or a specific segment) to find existing duplicate records based on your Matching Rules.

\* Reporting: Once the job completes, it generates a list of "Duplicate Record Sets." This allows the nonprofit's data integrity team to review and merge records in bulk.

\* Use Case: For a direct mail organization, running a Duplicate Job before a large mailing ensures they aren't wasting money by sending two identical letters to the same household.

Why other options are incorrect:

\* Duplicate/Matching Rules (Options A & C): These act as "gatekeepers" during data entry. They find duplicates only when a record is created or edited; they do not proactively "search" the existing database.

\* Scheduled Apex (Option D): This is a custom coding solution. A consultant should always recommend native, declarative features like Duplicate Jobs before suggesting custom code.

### NEW QUESTION # 26

A nonprofit organization needs to report outcomes for each of its programs. The organization just finished defining and creating records for each of its Outcomes in Nonprofit Cloud. The organization wants to link the Outcome objects to its Programs and Benefits to see how they are doing. What should the organization use?

- A. Outcome Activity records with the Type field
- B. Indicator Definition records and Indicator Result records
- C. Indicator Performance Period records with the Baseline Value field

**Answer: A**

Explanation:

In Outcome Management, the Outcome record represents the "what" (the ultimate change desired).

However, an Outcome on its own is just a statement of intent. To make it operational, it must be connected to the "how"-the actual work being done.

The Outcome Activity object is the specific junction record used to create this connection. When a consultant configures Outcome Management, they use Outcome Activities to link an Outcome to a Program, a Goal, or a specific Benefit.

Step-by-Step Linking Process:

\* Define the Outcome: Create the high-level goal (e.g., "Increased Food Security").

\* Create the Outcome Activity: On the Outcome record, navigate to the related list for Outcome Activities.

\* Set the Type and Link: Select the Type (e.g., "Program" or "Benefit") and then look up the specific record (e.g., the "Community Gardening Program").

\* Contextual Reporting: By creating these links, the system can now surface how many participants in that specific program are successfully achieving the linked outcome.

Why other options are incorrect:

\* Indicator Definitions (Option A) are used to define how you measure progress (the metric), but they do not define the structural link between the Outcome and the Program itself; that logic is held in the Outcome Activity.

\* Indicator Performance Periods (Option B) define the when (the timeframe) for measurement but are not used to establish the initial relationship between the Program and the Outcome.

Using Outcome Activities allows for a "many-to-many" relationship structure where one Program can contribute to multiple Outcomes, and one Outcome can be supported by several different Programs or Benefits.

### NEW QUESTION # 27

A nonprofit organization wants to customize the Gift Entry process in Nonprofit Cloud. Which features can be cloned and used in place of the standard version?

- A. Fundraising Flows
- B. Fundraising Invocable Actions
- C. Fundraising Lightning Web Components

**Answer: A**

Explanation:

The Gift Entry process in Nonprofit Cloud is designed to be flexible and extensible. Salesforce provides a set of standard Screen Flows that handle the user interface and logic for entering single gifts or batches of gifts.

For a consultant, the primary way to customize the "user experience" of gift entry without writing custom code is to leverage Salesforce Flow.

Customization Steps:

\* Locate Standard Flows: The consultant goes to Setup > Flows and finds the standard templates provided for Fundraising (e.g., the flow that powers the "New Gift" button).

\* Clone the Flow: Because standard flows provided by Salesforce are often protected or intended to be templates, the consultant clones the flow to create a "Save As" version.

\* Modify Logic and Fields: In the cloned flow, the consultant can add custom validation logic, remove unnecessary fields to simplify the UI for data entry clerks, or add a specific step to capture "Custom Metadata" unique to the organization's needs.

\* Activate and Override: Once the custom flow is active, the consultant updates the Action Buttons or Lightning Pages to point to the new custom flow instead of the standard one.

Why other options are incorrect:

\* Invocable Actions (Option A): These are modular pieces of Apex code that perform specific tasks (like "Calculate Tax"). While they can be used inside a flow, they cannot be "cloned" in the same way a flow can; they are fixed logic provided by the system.

\* Lightning Web Components (Option C): While LWCs can be custom-built, the standard NPC components (like the Gift Entry table) are managed by Salesforce and are not "clonable" by a consultant in the Setup menu. Cloned Flows provide the highest degree of declarative customization for the gift entry workflow.

### NEW QUESTION # 28

A nonprofit has its organization-wide sharing settings for all objects set to Private and is using Program Management Module to track Service Deliveries. A subset of Service Delivery records should be visible to selected staff. How should a consultant meet this requirement?

- A. Create a criteria-based sharing rule.
- B. Create and assign a new profile.
- C. Update default sharing to Public Read/Write.
- D. Update the assigned Permission Set.

**Answer: A**

Explanation:

When an organization uses a Private sharing model (Organization-Wide Defaults), users can only see records they own or records owned by their subordinates in the role hierarchy. To open up visibility to a "subset" of records for a "selected" group of staff, the consultant must use a Sharing Rule.

Implementing the Solution:

\* Criteria-Based Logic: Since only a subset of Service Deliveries (e.g., those related to "Mental Health" or a specific "Program") needs to be shared, the consultant should use a Criteria-Based Sharing Rule.

\* Definition: The rule might state: "Share Service Delivery records where Program Name EQUALS ' Youth Outreach' with the 'Program Staff' Public Group."

\* Access Level: The consultant defines the level of access (Read Only or Read/Write).

\* Public Groups: The "selected staff" should be added to a Public Group. The sharing rule then targets this group.

Why other options are incorrect:

\* Public Read/Write (Option B): This would expose all records to all users, violating the nonprofit's strict security requirements.

\* Permission Sets / Profiles (Options C & D): These grant the functional ability to use the object (CRUD), but in a Private sharing model, they do not grant access to specific records owned by others.

Sharing rules are the primary tool for record-level visibility in Salesforce.

### NEW QUESTION # 29

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