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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q74-Q79):

NEW QUESTION # 74

What does a consultant need to enable and deploy before using Advanced Mapping in NPSP?

- A. Customizable Rollups
- B. Delegated Administration
- C. Custom triggers
- D. My Domain

Answer: A

Explanation:

Advanced Mapping is the powerful engine behind NPSP Gift Entry and the NPSP Data Importer. It allows consultants to map fields from a staging record to multiple objects (Account, Contact, Opportunity, etc.) simultaneously.

However, Advanced Mapping is architecturally dependent on the newer NPSP framework components.

Specifically, Salesforce documentation states that Customizable Rollups must be enabled and deployed before Advanced Mapping can be activated.

Step-by-Step Dependency Logic:

* Modernization: Customizable Rollups replaced the legacy "Legacy Rollups" and provide a more flexible way to calculate donor totals.

* Infrastructure: Both Customizable Rollups and Advanced Mapping utilize a shared set of underlying NPSP code resources.

Enabling Customizable Rollups updates the database schema and triggers the necessary background processes that Advanced Mapping requires to function.

* Enabling Advanced Mapping: Once Customizable Rollups are active, the consultant can go to NPSP Settings > Bulk Data Processes > Advanced Mapping and toggle the feature on. The system will then perform a "deployment" of the mapping logic.

My Domain (Option C) is a general Salesforce requirement for Lightning components but is not the specific functional prerequisite for this NPSP feature. Custom Triggers (Option A) and Delegated Administration (Option B) are unrelated to the internal NPSP mapping engine dependencies.

NEW QUESTION # 75

A nonprofit organization is using Care Plans in Nonprofit Cloud to manage interactions with clients. The organization has standard Care Plan Templates set up but must often add additional elements to a Care Plan based on a client's specific needs. What can be manually added directly to a Care Plan?

- A. Document Checklists and Document Templates
- B. Programs and Program Enrollments
- C. Goal Assignments and Benefit Assignments

Answer: C

Explanation:

In Nonprofit Cloud Case Management, a Care Plan is the central roadmap for a client's journey toward a specific outcome. While Care Plan Templates provide a standardized starting point, the philosophy of person-centered care requires that these plans be customizable to the unique circumstances of each participant.

A Care Plan is structurally composed of two primary "actionable" building blocks:

* Goal Assignments: These represent the milestones the client is working toward (e.g., "Secure Stable Housing" or "Complete GED"). While a template might include five standard goals, a caseworker can manually add a sixth Goal Assignment that is unique to that client's specific barriers.

* Benefit Assignments: These are the services or resources provided to help the client achieve their goals (e.g., "Rental Assistance" or "Weekly Tutoring"). A caseworker can manually link additional Benefits to a Care Plan to ensure the participant has the specific support they need.

Step-by-Step Customization Workflow:

* Template Application: The caseworker begins by applying a standard template, which populates the Care Plan with a set of pre-defined goal and benefit assignments.

* Assessment Review: After a Dynamic Assessment, the caseworker identifies an unmet need.

* Manual Entry: Within the Care Plan interface, the caseworker clicks "New" on the Goal Assignment related list to create a custom

goal. They then do the same for Benefit Assignments to link the client to a specific service.

* Linking: The caseworker can then link the manual Benefit Assignment to the manual Goal Assignment to show exactly how that service contributes to the client's progress.

Option B is incorrect because Programs and Program Enrollments are the broader containers that a client is part of. While a Care Plan exists within the context of an enrollment, you don't "add an enrollment" to a plan; rather, the plan is a subset of the enrollment. Option A refers to compliance and document tracking, which are managed via Action Plans, not the core clinical/social service logic of the Care Plan itself.

NEW QUESTION # 76

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

Answer: A,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 # 77

A large nonprofit is a social enterprise that functions like a for-profit corporation. The funding the nonprofit tracks in Salesforce only comes from corporations. The nonprofit needs to manage Leads and track its Opportunity pipeline. Which account model should the consultant recommend?

- A. Standard Account Model without NPSP
- B. One-to-One Account Model in NPSP
- C. Individual Account Model in NPSP
- D. Person Account Model without NPSP

Answer: A

Explanation:

This is a "Solution Design" question where the organization's business model dictates the architecture. While NPSP is the default for most nonprofits, it is specifically designed for Individual and Household giving.

If an organization functions like a B2B (Business-to-Business) corporation and only receives funding from other corporations:

* Simplification: They do not need the "Household" or "One-to-One" complexity of NPSP. These models are designed to "wrap" a contact in an account to support individual donations.

* Standard Sales Cloud: The Standard Account Model (where a Contact belongs directly to an Account/Corporation) is exactly

how Salesforce was originally designed to work for corporate sales.

* Lead/Pipeline Management: By using Standard Salesforce (without NPSP), they get the cleanest experience for Lead conversion and Opportunity management, as all the NPSP-specific automation (like Household naming) would be unnecessary overhead for a purely corporate funding model.

Option A (Person Accounts) is also a specialty model, but it is intended for B2C (Business-to-Consumer) interactions. For a social enterprise dealing with corporations, Standard Accounts provide the best "out-of-the-box" fit.

NEW QUESTION # 78

A nonprofit organization wants board members to be able to review details of the grant applications received by the organization. Which component included on the Grantmaking Experience Cloud template should the organization use?

- A. Batch Assign Reviews
- **B. Form Review**
- C. Form Overview

Answer: B

Explanation:

In Nonprofit Cloud for Grantmaking, the "Reviewer" persona (often a board member or external expert) needs a specialized interface to look at submitted data without accidentally changing it.

Salesforce provides a specific Lightning component in the Grantmaking Experience Cloud template called Form Review.

How the Form Review Component Works:

* Read-Only Presentation: This component is designed to render the data captured via the Discovery Framework (the application questions) in a clean, read-only format. It ensures the board member sees the applicant's responses exactly as they were submitted.

* Integration with Assessments: The Form Review component works in tandem with the Dynamic Assessment records. It "pulls" the answers from the assessment and displays them in a structured layout on the portal page.

* Use Case: When a board member logs into the portal to evaluate a grant, they click on an application.

The page they land on includes the Form Review component, allowing them to scroll through the project description, budget summaries, and impact goals.

Why other options are incorrect:

* Form Overview (Option C): This component is typically used by the applicant to see a "Table of Contents" or a status summary of their own application (e.g., "Section 1: Complete, Section 2: In Progress").

* Batch Assign Reviews (Option B): This is an administrative tool used by the internal Grant Manager to distribute applications to different reviewers; it is not the component used by the reviewer to actually see the application details.

By using the Form Review component, a consultant provides a professional and secure evaluation experience for the board, ensuring they have all the context needed to make funding decisions.

NEW QUESTION # 79

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