

NP-Con-102 Prüfungs & NP-Con-102 Prüfungsvorbereitung



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>> NP-Con-102 Prüfungs <<

NP-Con-102 Prüfungsvorbereitung - NP-Con-102 Schulungsunterlagen

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Salesforce Certified Nonprofit Cloud Consultant (NPC) NP-Con-102 Prüfungsfragen mit Lösungen (Q108-Q113):

108. Frage

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

Antwort: A

Begründung:

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.

109. Frage

The admin at a nonprofit is implementing Salesforce Shield in its org to enable field platform encryption.

What are three NPSP considerations when implementing Shield Platform Encryption? (Choose 3)

- A. NPSP Data Import is unable to perform Custom Unique Id matching on Accounts and Contacts with an encrypted field.
- B. The NPSP MergeContacts list button on Contact list views will fail if the Contact Name is encrypted.
- C. If the Role Name field is encrypted on the NPSP Partial Soft Credit object, the nightly Soft Credit rollups fail.
- D. Fields on the NPSP Address object can be encrypted, but encryption is unavailable for address fields on the Account and Contact object.
- E. The NPSP Data Import object supports encryption of all fields in the import batch.

Antwort: A,B,C

Begründung:

Salesforce Shield Platform Encryption provides high-level security, but it has significant "functional trade- offs" because the system cannot "read" encrypted data in the same way it reads plain text for certain automated processes.

Three Critical NPSP Considerations:

* Soft Credit Rollup Failure (C): NPSP's Customizable Rollups often use the Role Name on the Partial Soft Credit object to determine how to aggregate credits. Because encryption prevents the database from performing "Group By" or "Where" queries on that field effectively, the nightly rollup jobs will fail to process those credits.

* Merge Contacts Failure (D): The NPSP Contact Merge tool relies on identifying and comparing names. If the Contact Name is encrypted, the SOSL/SOQL queries used by the "Merge" button cannot properly index or find the records, rendering the specialized NPSP merge interface unusable.

* Data Import Matching (E): The NPSP Data Importer relies heavily on "Matching Rules." If you are trying to match a legacy donor ID or a custom unique ID that has been encrypted, the system cannot perform the "Exact Match" check needed to prevent duplicates during the import process.

Why other options are incorrect:

* Option A: Standard address fields on Account/Contact can be encrypted with Shield, so this is not a limitation.

* Option B: The Data Import object does not support "all fields" for encryption; like most objects, it has specific supported field types and limits.

110. Frage

A consultant is engaged by a nonprofit organization that wants to implement Nonprofit Cloud to digitize its siloed processes.

Currently, the processes are comprised mostly of spreadsheets, notepads, and inboxes. The organization wants to have a fixed budget and a fixed scope of work (SOW). The organization already understands what is required and will clearly define all deliverables upfront. Which project management methodology describes the organization approach?

- A. Agile
- B. Waterfall
- C. Kanban

Antwort: B

Begründung:

The organization's requirements-fixed budget, fixed scope, and deliverables defined upfront-are the classic characteristics of the Waterfall methodology.

In a Waterfall implementation for Nonprofit Cloud:

* Linear Progression: The project follows a strict sequence: Requirements -> Design -> Build -> Test -> Deploy. You do not move to the next phase until the previous one is "signed off."

* Upfront Requirements: As mentioned in the prompt, the organization believes they already know exactly what they need. A consultant spends a long "Discovery" phase at the beginning documenting every single field, report, and automation.

* Predictability: This model provides the nonprofit's board with a clear "end date" and a total cost, which is often attractive for organizations with rigid fiscal year budgets.

Why this is different from other methods:

* Agile (Option B): Agile assumes the scope will change as the users learn more about the system. It prioritizes flexibility over a fixed upfront scope.

* Kanban (Option C): Kanban is a "just-in-time" delivery system focused on visualizing work and managing flow. It is typically used for ongoing support or "business-as-usual" tasks rather than a structured implementation with a fixed SOW and predefined deliverables.

For a consultant, while the organization wants Waterfall, it is important to warn them that translating "spreadsheets and notepads" into a sophisticated cloud system often reveals new requirements that Waterfall's rigid structure may struggle to accommodate without costly "Change Orders."

111. Frage

A consultant is implementing Salesforce for a nonprofit client who is inexperienced with Salesforce. The nonprofit wants to assign an NPSP fundraising training module to their staff. Which training resource should the consultant recommend?

- **A. Learning Path**
- B. Salesforce Help and Training
- C. Trailblazer Community Dashboard
- D. AppExchange Report

Antwort: A

Begründung:

In the modern Salesforce Lightning experience, the Learning Path is the best tool for an admin or consultant to deliver targeted training directly within the flow of work.

What is a Learning Path?

A Learning Path allows a consultant to curate specific Trailhead modules, internal documents, or videos and assign them to specific users or groups based on the page they are currently viewing. For a nonprofit implementing NPSP, the consultant can:

* Curate Content: Select existing Trailhead modules like "Fundraising with Nonprofit Success Pack."

* Assign to Users: Target the training specifically to the "Fundraising" profile or "Gift Officer" team.

* In-App Access: Instead of forcing staff to leave Salesforce to search a separate help portal, the training appears in the "Learning" side panel (represented by the graduation cap icon) while they are actually looking at Opportunity or Contact records.

* Track Progress: Managers can see who has completed the assigned modules, making it a powerful tool for onboarding and change management.

Why other options are incorrect:

* Salesforce Help and Training (Option A): This is the documentation portal. While useful, it is a "pull" resource (staff have to go find it) rather than a "push" resource (assigned by the admin).

* Trailblazer Community (Option C): This is a forum for discussion and peer support, not a structured training assignment platform.

* AppExchange Report (Option D): The AppExchange is for downloading apps; there is no such thing as an "AppExchange Report" used for assigning training.

112. Frage

A nonprofit hired a consultant to restart a stalled implementation. The nonprofit identified needs by documenting its Salesforce vision and pain points and by defining specific goals with user stories. What are two components of a user story the nonprofit should consider? (Choose 2)

- **A. Assign a priority to each story.**
- **B. Align each story to the implementation vision.**
- C. Associate an epic to each story.

- D. Include configuration instructions on each story.

Antwort: A,B

Begründung:

User stories are the "building blocks" of an Agile implementation. A well-written user story follows the format: "As a [persona], I want to [action], so that [value/benefit]." To ensure a stalled project gets back on track, two critical components are alignment and prioritization.

* Vision Alignment (B): Every story must have a purpose that contributes to the overall Implementation Vision. If a nonprofit's vision is "Improving Donor Retention," but a user story is created for "Automating Facilities Management," the consultant must evaluate if that story is a distraction. Aligning stories to the vision ensures the consultant builds what the organization actually needs to succeed, rather than just what users want.

* Priority (C): In any implementation, there is limited time and budget. Assigning a priority (often using the MoSCoW method: Must have, Should have, Could have, Won't have) is essential. It allows the consultant and the nonprofit to focus on mission-critical features first, ensuring that if the project runs out of resources, the most valuable parts of the system are already delivered.

Why other options are less critical:

* Configuration Instructions (Option A): This is a mistake. User stories describe the requirement (the "What"), while technical documentation describes the solution (the "How"). Putting configuration steps in a user story makes it rigid and difficult for a developer to suggest better technical alternatives.

* Epics (Option D): While epics are useful for grouping stories, they are a structural tool for project management rather than a "component" of the story's internal logic or value definition. Alignment and Priority are what drive project success.

113. Frage

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