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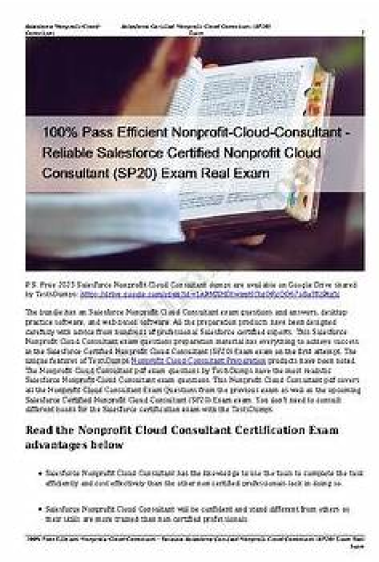

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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q83-Q88):

NEW QUESTION # 83
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. One-to-One Account Model in NPSP
- B. Standard Account Model without NPSP
- C. Person Account Model without NPSP
- D. Individual Account Model in NPSP

Answer: B

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 # 84
A nonprofit receives a lot of grants, many of which are renewals of previous grants from the same funder. The nonprofit wants to easily access the previous grant information. How should the consultant capture this in Salesforce?

- A. Fill in the "Previous Grant/Gift Opportunity" lookup field on the Opportunity for the new grant and check the "Is Grant Renewal" field.
- B. Create a child Opportunity for the renewal grant from the original grant using the Renewal Grant Opportunity record type.
- C. Create a Campaign for the funder and add all Opportunities including the original grant and any renewal grants to the Campaign.
- D. When naming the Opportunity for the renewal grant, ensure "Renewal" and the name of the funder are included.

Answer: A

Explanation:
Managing the "Grant Seeking" lifecycle in NPSP involves tracking multi-year relationships with funders. To provide the "easy access" to history that the nonprofit requires, NPSP provides specific, standard fields on the Opportunity object designed for this exact scenario.
The NPSP Standard Solution:
* Previous Grant/Gift Opportunity: This is a standard NPSP lookup field on the Opportunity. When a consultant creates a renewal grant, they should populate this field with the Original Grant record. This creates a direct "link" or "chain" between the two records, allowing a user to click from the current grant back to the previous one instantly.
* Is Grant Renewal: This is a checkbox field. Checking this box allows the nonprofit to run reports specifically on "Renewed Revenue" vs. "New Revenue," which is a key metric for many development directors.
* Data Integrity: Using a lookup field (Option C) is superior to naming conventions (Option B) because naming is prone to typos and does not provide a clickable link. It is also superior to Campaigns (Option A) because a campaign shows a "pool" of gifts but doesn't specifically define the chronological

"Renewal" relationship between two specific grants.
By utilizing these standard NPSP fields, the consultant ensures that the nonprofit can see the "Evolution of a Grant" over time, making it easy to reference past project descriptions, budgets, and reporting requirements from the previous funding cycle.

NEW QUESTION # 85
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. Customizable Rollups
- B. Automatic Campaign Member Management
- C. Sales Process
- D. Customizable Campaign Influence

Answer: B

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 # 86
A consultant is helping a nonprofit diagnose and address some issues they have with NPSP. The consultant sees the customer is hitting governor limit errors on a particular job. Which action should the consultant take to resolve the issue?

- A. Schedule that job to run more frequently.
- B. Decrease the batch size for that job.
- C. Increase the batch size for that job.
- D. Reschedule that nightly job.

Answer: B

Explanation:
Salesforce operates in a multi-tenant environment, which means all organizations share the same underlying computing resources. To prevent one organization's code from hogging all the power, Salesforce enforces Governor Limits (e.g., limits on CPU time, memory, or the number of database queries).
When a "Batch Job" (such as NPSP's nightly rollup calculation) hits a governor limit, it usually means the system is trying to process too much data at once within a single transaction "chunk." The Solution: Decreasing Batch Size:
* How it Works: In NPSP, batch jobs are broken into segments. If the batch size is set to 200 (the default), the system tries to process 200 records at a time. If those 200 records are complex (e.g., they have dozens of triggers, flows, and related records), the system may run out of memory or time.
* The Fix: By decreasing the batch size (e.g., from 200 down to 50 or 25), the consultant reduces the workload of each individual transaction. While the overall job might take longer to complete, each "chunk" is more likely to stay within the allowed governor limits.
* Implementation: The consultant can adjust these settings in NPSP Settings > Bulk Data Processes > Batch Control, or by updating the specific batch size in the Apex code or job configuration.

Why other options are incorrect:
* Increasing Batch Size (Option A): This would worsen the problem by putting more strain on each transaction.
* Rescheduling (Option B & C): Changing when the job runs does not change how much data is processed per chunk, so it will still hit the same technical limits.

NEW QUESTION # 87
A married couple has each donated to a nonprofit organization. The organization wants to track that they are part of the same household. Which step must be performed in Nonprofit Cloud as part of the solution?

- A. Create an Opportunity Contact Role record for each household member.
- B. Create one Person Account to track the household members together.
- C. Create a Party Relationship Group whose type is Household.

Answer: C

Explanation:
In Nonprofit Cloud, the way we model groups of people-such as households, families, or boards-has been standardized using the Group Membership feature set.
To represent a "Household," the system uses a combination of a Business Account (as the container) and a Party Relationship Group (as the definition).
Step-by-Step Implementation:
* Individual Accounts: First, ensure each spouse has their own Person Account. This is crucial for tracking individual giving history, life milestones, and program participation.
* The Group Record: The consultant creates a Business Account with a record type of "Group."
* The Party Relationship Group: Crucially, a Party Relationship Group record is created and linked to that Business Account. The Type field on this record must be set to Household. This tells the system that this specific group is a domestic unit rather than a professional association or board.
* Relationship Mapping: Finally, the consultant uses the Account Contact Relationship object to link the two Person Accounts to the Household Business Account. Roles (e.g., "Primary Member,"
"Spouse") are assigned here.
Option C is a "data silo" mistake; you should never track two distinct people in one record as it breaks reporting for birthdays, emails, and individual engagement. Option B is an old NPSP concept; while NPC still uses Contact Roles, they are a result of the relationship model, not the method used to "track that they are part of a household."

NEW QUESTION # 88
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