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>> NP-Con-102最新試題 <<

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最新的 Nonprofit Cloud Consultant NP-Con-102 免費考試真題 (Q101-Q106):

問題 #101

A consultant began an implementation project with a nonprofit that is new to Salesforce. The nonprofit's leadership is hesitant to spend time at the beginning of the project on change management. What are three reasons the consultant can share to emphasize the value and importance of governance? (Choose 3)

- A. Technical interoperability
- B. Compliance

- C. Security
- D. Delivery Speed
- E. Cost savings

答案： B,C,E

解題說明：

Governance in a Salesforce project is the framework of rules and processes that ensure the system remains healthy, secure, and aligned with the mission. While leadership may view it as "bureaucracy," a consultant must frame it as risk management.

Three Core Pillars of Governance Value:

* Security (E): Without governance, users might be granted broad permissions "to move fast," leading to data breaches or the exposure of sensitive donor/client information. Governance ensures a "Principle of Least Privilege" is maintained through a structured review of Permission Sets and Sharing Rules.

* Compliance (C): Nonprofits are subject to strict regulations (e.g., GDPR, HIPAA, or IRS audit requirements). Governance provides the documentation and audit trail needed to prove that the organization is handling data according to legal standards.

* Cost Savings (B): This is often the most persuasive argument for leadership. Poor governance leads to "Technical Debt"—duplicate apps, messy data, and conflicting automations that require expensive consultant hours to fix later. By establishing a Change Control Board (CCB), the organization avoids wasting money on redundant tools or poorly designed features. While Delivery Speed (D) and Interoperability (A) are benefits of a well-run project, they are often the result of good governance rather than the primary strategic reasons to implement it. Security, Compliance, and Cost Savings are the fundamental justifications for a nonprofit's long-term sustainability on the platform.

問題 #102

A nonprofit wants to manage incoming donations, and provide a portal for its constituents and staff members.

The nonprofit also wants to create a new web experience for constituents. Which solution should a consultant recommend?

- A. NPSP with Account Engagement
- B. NPSP with Experience Cloud
- C. NPSP with Program Management Module
- D. NPSP with Accounting Subledger

答案： B

解題說明：

When a nonprofit requires a "portal" or a "web experience" for external users (constituents) to interact directly with Salesforce data, Experience Cloud (formerly Community Cloud) is the required solution.

How this solution meets the requirements:

* Incoming Donations (NPSP): NPSP provides the foundational data model for managing individual donors, household accounts, and the donation (Opportunity) pipeline.

* Constituent Portal (Experience Cloud): By implementing an Experience Cloud site (such as the Customer Service or Build Your Own template), the nonprofit can allow donors to:

* Log in to view their giving history.

* Download tax receipts.

* Update their contact information or communication preferences.

* Staff Management: While staff members typically use the internal Salesforce Lightning interface, Experience Cloud can also be configured for staff who need a simplified web interface for specific tasks.

* New Web Experience: Experience Cloud is a highly customizable CMS (Content Management System). It allows the nonprofit to build a branded, mobile-responsive web experience that looks and feels like their main website while being natively connected to their Salesforce data.

Why other options are incorrect:

* Program Management Module (Option A): This tracks service delivery, not web portals.

* Accounting Subledger (Option B): This is a back-office tool for finance reconciliation.

* Account Engagement (Option C): This is a marketing automation tool (Pardot) for sending emails and tracking engagement, but it does not provide a logged-in "portal" experience for constituents.

問題 #103

Donations made by nonprofit volunteers are captured on a spreadsheet monthly. The nonprofit utilizes NPSP and Volunteers for Salesforce. Which two NPSP Data Import features will streamline the import of these donations? (Choose 2)

- A. Create a Batch and match Contact on First and Last Name.
- B. Schedule a Batch by checking the Process Using Scheduled Job checkbox.
- C. Schedule a Batch by updating the NPSP Scheduled Batches.
- D. Create a Batch and map Opportunity Primary Contact on First and Last Name.

答案: A,D

解題說明:

The NPSP Data Importer is the most effective tool for handling recurring spreadsheet imports. When dealing with a list of volunteers (who are already Contacts in the system) and their donations, the consultant must configure the "Batch" settings to ensure the data is linked correctly without manual intervention.

Streamlining via Batch Configuration:

* Contact Matching (D): The first step in any import is identifying who the donor is. By creating an NPSP Data Import Batch and setting the contact matching rule to use First Name and Last Name (or email/phone), the system will automatically look for existing volunteers. This prevents the creation of duplicate contacts.

* Opportunity Primary Contact Mapping (C): In NPSP, every donation (Opportunity) should be linked to a Primary Contact to ensure rollups (like "Total Gifts") work correctly on the person's record.

Within the batch settings, the consultant can specify how to map the contact from the spreadsheet to the Opportunity Primary Contact field on the resulting donation record.

* Process: Once the batch is configured with these rules, the clerk simply uploads the file to the batch.

The system handles the "Lookup" logic automatically.

Why Option A and B are incorrect:

These options refer to scheduling the processing of the batch. While helpful, scheduling doesn't "streamline" the data quality or relationship mapping—the logic of matching and mapping names (Options C and D) is what actually automates the reconciliation of volunteers to their gifts.

問題 #104

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

答案: A

解題說明:

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."

問題 #105

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

答案：A

解題說明：

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.

問題 #106

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