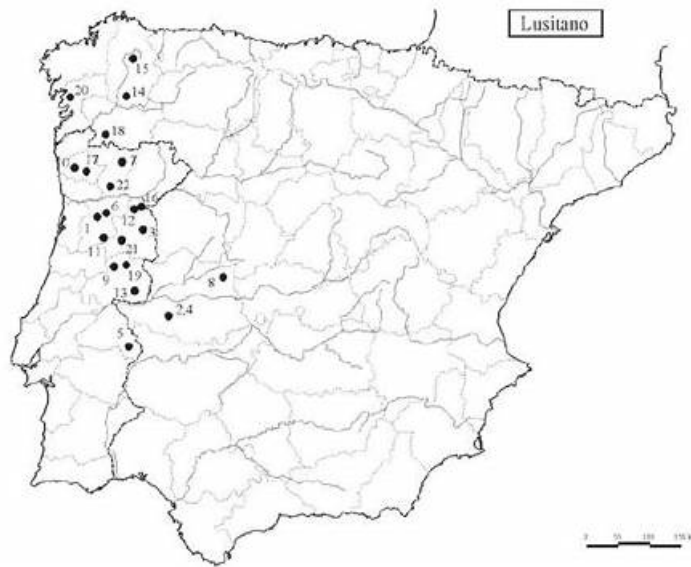# Printable NP-Con-102 PDF | Preparation NP-Con-102 Store

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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q104-Q109):

NEW QUESTION # 104
A nonprofit wants to make a substantial technology shift that will affect multiple teams and departments.
Which two initial steps should a consultant discuss with the nonprofit? (Choose 2)

- A. Summarize final technology implementation steps.
- B. Establish a sense of urgency.
- C. Form a powerful guiding coalition.
- D. Deploy features to meet departmental requirements.

Answer: B,C

Explanation:
For a "substantial technology shift," a consultant must apply Change Management principles, such as Kotter's 8-Step Process for Leading Change. Technology is only one part of the project; the human element is what determines success.
Initial Strategic Steps:
* Establish a Sense of Urgency (C): People are naturally resistant to change. The consultant must help the organization articulate why this shift is necessary now. This involves identifying the risks of staying with the current siloed systems (e.g., "We are losing 20% of our donors because our data is inaccurate") and the opportunities of the new system. Without urgency, the project will likely lose momentum.
* Form a Powerful Guiding Coalition (D): A technology shift cannot be led by the IT department alone. A consultant must encourage the formation of a team that includes Executive Sponsors (to provide budget and authority) and Departmental Champions (to provide ground-level influence). This coalition works together to overcome resistance and ensure the project remains aligned with the mission.
Why other options are incorrect:
* Summarizing final steps (Option A): This happens at the end of the project lifecycle.
* Deploying features (Option B): You cannot deploy features successfully until the groundwork for change has been laid. Jumping straight to deployment without leadership alignment is a leading cause of implementation failure.

NEW QUESTION # 105
For a Salesforce implementation project, what is the order of phases in a project lifecycle?

- A. Initiate, Plan, Execute, Monitor and Control, Close
- B. Plan, Initiate, Execute, Close, Monitor and Control
- C. Plan, Initiate, Execute, Monitor and Control, Close

Answer: A

Explanation:
A consultant must follow a structured project management methodology to ensure a Nonprofit Cloud implementation is delivered on time and within budget. The standard lifecycle, aligned with the Project Management Institute (PMI) and Salesforce best practices, consists of five distinct phases.
* Initiate: This is the "Discovery" and "Alignment" phase. The consultant identifies the key stakeholders, defines the high-level project goals (the "Why"), and secures the project charter. For a nonprofit, this often involves the "Power of Us" application and licensing verification.
* Plan: In this phase, the consultant defines the "How." This includes gathering detailed requirements, creating the Solution Design Document (SDD), mapping the data migration strategy, and finalizing the project schedule.
* Execute: This is the "Build" phase. The consultant and developers configure the Nonprofit Cloud (Objects, Flows, DPE, etc.), perform data migrations, and build any necessary integrations.
* Monitor and Control: This phase runs concurrently with Execute. The consultant tracks progress against the plan, manages "Scope Creep," performs User Acceptance Testing (UAT), and handles quality assurance. It ensures that the project doesn't deviate from the organization's mission-critical needs.
* Close: The final phase involves the formal "Go-Live," end-user training, handing over documentation to the nonprofit's admin, and conducting a "Lessons Learned" session.
Why Option B and C are incorrect: You cannot "Plan" (Phase 2) effectively until you have "Initiated" (Phase 1) the project and identified who the stakeholders are and what the project charter entails. Furthermore,
"Monitor and Control" must happen before you can officially "Close" the project.

NEW QUESTION # 106
A nonprofit organization uses direct mail as one of its communication channels and wants to track mailing and seasonal addresses for its donors. What should be included in the solution?

- A. Multiple Contact Point Address records
- B. Multiple Person Account records
- C. Multiple custom Address fields

Answer: A

Explanation:

Managing complex constituent movement-such as "Snowbirds" who live in Florida for the winter and New York for the summer-is a classic nonprofit challenge. In the modern Nonprofit Cloud, the data model has shifted away from the simple "Mailing Address" fields on the Account/Contact toward the Contact Point Address (CPA) object.

How a Consultant Implements Seasonal Addresses:

* Contact Point Address Object: Instead of adding custom fields to the Person Account, the consultant uses the related Contact Point Address object. A single donor (Person Account) can have multiple CPA records (e.g., "Summer Home" and "Winter Home").

* Seasonal Fields: The CPA object includes standard fields specifically for this purpose: Seasonal Start Month/Day and Seasonal End Month/Day.

* Address Synchronization: When the current date falls within the "Winter" range, the Automatic Person Account Mailing Address Synchronization can ensure that the "Winter" address is marked as Is Primary, which then mirrors that address into the standard mailing fields on the Person Account record for use in direct mail exports.

* Usage Type: Each CPA record can be categorized using the Usage Type field (e.g., Home, Work, Temporary).

Using Multiple Contact Point Address records is the architecturally sound approach because it maintains a single "source of truth" for the person (one Person Account) while allowing for an unlimited history of geographic locations. Option A (Custom fields) is difficult to report on and scale, while Option B (Multiple records for the same person) causes data duplication and fragments the donor's giving history.

NEW QUESTION # 107

A nonprofit organization provides funding to partners that work directly with the community to provide one- on-one nutritional counseling. The organization wants to make a dynamic, multi-section application that applicants can fill out on their Experience Cloud site to request funding. The organization plans to use the Form Overview and Form Review components included in the Grantmaking Experience Cloud template.

What should the organization do?

- A. Create a Field Set and use Dynamic Forms on the Individual Application object to create sections for information.
- B. Create a grantmaking application form on the Individual Application object by using Dynamic Assessments and Discovery Framework.
- C. Create a grantmaking application form on the Individual Application object by using Form Framework.

Answer: B

Explanation:

To create a sophisticated, multi-section grant application in Nonprofit Cloud for Grantmaking, Salesforce leverages the Discovery Framework and Dynamic Assessments. This combination allows a consultant to build an interactive digital experience that goes far beyond simple data entry.

Step-by-Step Application Build:

* Discovery Framework: The consultant starts by creating the individual "Questions" in the Discovery Framework. Each question (e.g., "Number of individuals served" or "Geographic focus") is a reusable record.

* Assessment Definition: These questions are then organized into an Assessment Task or Assessment Definition.

* OmniScript Design: Using OmniStudio, the consultant builds an OmniScript that serves as the
"Dynamic Assessment" engine. This is where the multi-section logic is defined. For example, a
"Counseling Details" section might only appear if the applicant selects "One-on-one Counseling" as their service type.

* Mapping: Using DataRaptors, the data entered into the form is mapped directly to the Individual Application object and its related records (like Budget or Contact Profile).

* Experience Cloud Integration: Finally, the consultant places the Assessment component on the Grantmaking portal. The Form Overview and Form Review components (part of the Grantmaking template) work specifically with this Discovery Framework/OmniScript data to show the applicant their progress and allow them to review their answers before a final submission.

Why other options are incorrect:

* Option A: "Form Framework" is not a standard, named feature in NPC; the required technology is Discovery Framework.

* Option B: While Dynamic Forms (and Field Sets) work for internal record pages, they do not support the complex multi-step, branching logic or the specialized "Overview/Review" components required for a public-facing Grantmaking portal application. Using Discovery Framework is the architecturally correct way to provide a professional and compliant grant seeking experience.

NEW QUESTION # 108

A consultant has installed NPSP and is setting up Relationships using List Settings. The nonprofit wants the reciprocal relationship to be selected automatically based on gender. On which object should the consultant create the custom "Gender" field?

- A. Relationship
- B. Contact
- C. Affiliation
- D. Account

Answer: B

Explanation:
NPSP's Relationship framework has built-in logic to handle Reciprocal Relationships (e.g., if Person A is the "Son" of Person B, Person B is the "Father"). To make this work automatically, the system needs to know the gender of the individuals involved.
Implementation Logic:
* Source of Truth: Gender is a characteristic of a person, not 16of the relationship itself. Therefore, the Gender field must reside on the Contact object.
* NPSP Settings: The consultant then navigates to NPSP Settings > Relationships > Reciprocal Relationships.
* Field Mapping: The consultant tells NPSP which field on the Contact object should be used for gender logic (e.g., the custom Gender__c field).
* List Settings: In the "Relationship Reciprocal Settings," you define the mappings. For example:
* If the relationship is "Parent" and the Contact's gender is "Female," the reciprocal is "Mother."
* If the gender is "Male," the reciprocal is "Father."
Without the field on the Contact record, NPSP would only be able to use "Gender Neutral" reciprocals (like "Parent/Child"). Placing it on the Contact allows the system to dynamically select the most appropriate social role for the reciprocal link.

NEW QUESTION # 109
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