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## Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q100-Q105):

### NEW QUESTION # 100

An annual fund coordinator wants to create a report that identifies which individual donors have yet to make a gift toward the Annual Fund Campaign this year. It is important that the annual giving coordinator avoids soliciting any individuals who are attending an upcoming gala. The nonprofit uses Campaigns to track event attendance. What should a consultant add to the report to exclude gala attendees?

- A. Bucket field
- B. Filter logic
- **C. Cross filter**
- D. Summary formula

**Answer: C**

Explanation:

This is a "Who Has NOT" reporting requirement, which is the primary use case for Cross Filters in Salesforce.

How to build this report:

- \* Base Report: Create a report of Contacts (or "Contacts with Opportunities").
- \* Annual Fund Filter: Set the standard report filters to show only those who have \$0 in giving for the current year.
- \* The Exclusion (Cross Filter): Click the "Filters" dropdown and select Add Cross Filter.
- \* Configuration: \* Set the filter to: Contacts WITHOUT Campaign Members.
- \* Add a sub-filter to the cross filter: Campaign Name EQUALS [Upcoming Gala Name].
- \* Result: The report will now list only people who are donors but are not currently registered for the Gala.

Why other options are incorrect:

- \* Filter Logic (Option A): This is used for "AND/OR" statements between existing fields (e.g., 1 AND (2 OR 3)). It cannot easily look "across" to the Campaign Member object to check for the absence of a record.
- \* Summary Formula (Option C) and Bucket Field (Option D): These are used for calculating or grouping data that is present in the report; they cannot be used to exclude records based on their relationship to other objects.

#### NEW QUESTION # 101

A nonprofit organization wants to track participants who attend drop-in programs. Which Nonprofit Cloud feature should the organization use?

- A. Benefit Schedule Assignments
- B. Anonymous Benefit Disbursements
- **C. Ad Hoc Benefit Disbursements**

**Answer: C**

Explanation:

In Nonprofit Cloud's Program Management module, tracking how services are delivered to constituents is handled through Benefit Disbursements. When dealing with "drop-in" programs-where participants may arrive without a prior appointment or a recurring schedule-the system uses Ad Hoc Benefit Disbursements.

Step-by-Step implementation for Drop-in Programs:

- \* Identify the Benefit: The consultant first ensures a Benefit record exists (e.g., "Daily Hot Meal" or "Walk-in Counseling").
- \* Bulk Logging: For drop-in scenarios, the organization typically uses the New Ad Hoc Bulk Disbursement tool. This allows a staff member to select multiple individuals who showed up that day and record the benefit delivery in a single action.
- \* Walk-in Processing: Within the Ad Hoc tool, there is a specific "Walk-in" functionality. When a staff member records a benefit for someone who isn't yet enrolled in the program, the system can automatically create the Program Enrollment, Benefit Assignment, and the Benefit Disbursement simultaneously. This is the hallmark of a "drop-in" workflow, as it reduces the administrative burden of manually creating three separate records for every new visitor.

Why other options are incorrect:

- \* Anonymous Benefit Disbursements (Option A): This is used only when the organization wants to track the quantity of benefits given (e.g., 50 coats distributed) but does not record who received them.

The question specifically mentions tracking "participants," implying that their identities should be recorded.

- \* Benefit Schedule Assignments (Option B): This is intended for structured, recurring sessions where you know who is coming in advance (e.g., a 10-week GED course). Drop-in programs by definition lack a rigid pre-assigned schedule for specific participants. Using Ad Hoc Benefit Disbursements ensures that the organization maintains a complete history of every interaction a participant has with their programs, which is vital for calculating the "Total Units Delivered" and evaluating the individual's progress over time.

#### NEW QUESTION # 102

A nonprofit receives a donation from a family foundation. What should the consultant recommend to ensure the donation is reflected on the family's household record?

- **A. Use Account Soft Credits to credit the household.**

- B. Use a GAU Allocation to credit the donation to the household.
- C. Add an additional Account lookup field on the Opportunity for the household.
- D. Add an Account lookup field on the Payment for the Opportunity for the household.

**Answer: A**

Explanation:

In NPSP, we must distinguish between "Hard Credit" (legal ownership) and "Soft Credit" (influence /relationship). When a family foundation (a Business Account) gives a donation, the Foundation gets the Hard Credit. However, the organization wants the Household Account (the family themselves) to receive credit for that gift in their "Total Giving" history.

The Solution: Account Soft Credits:

\* Hard Credit: The Opportunity is created with the Family Foundation Account in the Account Name field. This is the legal donor.

\* Soft Credit: To reflect this gift on the Family's Household, the consultant uses the Account Soft Credit feature.

\* Relationship Tracking: A record is created in the Account Soft Credit related list on the Opportunity.

The "Account" is the Family's Household Account, and the "Role" is set to something like "Family Foundation."

\* Rollups: NPSP's rollup engine will then pick up this soft credit. The family's Household record will now show this gift in fields like "Total Account Soft Credits" or "Total Gifts" (if the organization includes soft credits in their summary).

Why other options are incorrect:

\* GAU Allocation (Option A): This tracks the fund or purpose of the money (e.g., "Building Fund"), not the donor or household credit.

\* Lookup Fields (Options B & D): Adding custom lookup fields does not trigger NPSP's complex rollup logic. Only the standard Account Soft Credit object is recognized by the NPSP engine for aggregating influence-based giving to an account.

### NEW QUESTION # 103

A Salesforce admin changes an Engagement Plan Template as requested by the development team. The development manager expects to see the changes reflected on an existing Engagement Plan using that Template on a campaign. Why is the development manager unable to see the Template changes?

- A. Engagement Plan Template changes must be accepted by the user on the Template detail record first.34
- B. The development manager requires additional permissions for the new Engagement Plan Template changes.12
- C. Engagement Plan Template changes need to propagate through the platform.
- **D. Changes to Engagement Plan Templates only affect new Engagement Plans.56**

**Answer: D**

Explanation:

In NPSP, Engagement Plans are used to automate the creation of a set of tasks when a specific goal is identified (e.g., "Major Donor Stewardship"). It is critical to understand the relationship between the Template and the Instance.

The Logic of Decoupling:

\* The Template: This is the "blueprint" that defines which tasks should be created, who should own them, and what their due dates are relative to the start date.

\* The Engagement Plan (Instance): When a user applies a template to a Contact or Campaign, the system "explodes" the template and creates actual Task records and an Engagement Plan record.

\* Persistence: Once those tasks are created, they become independent records. If an admin modifies the original Engagement Plan Template (e.g., adding a new task or changing a deadline), NPSP does not retroactively update existing tasks or plans that were already generated. This is intentional to prevent disrupting ongoing workflows or overwriting manual changes staff may have made to their active tasks.

\* Result: Any modifications to the template will only be visible on new Engagement Plans created after the change was saved.

To update existing plans, the manager would have to delete the current Engagement Plan and re-apply the updated template, or manually add the new tasks to the current records.

### NEW QUESTION # 104

A nonprofit organization plans to use Program and Case Management to track its substance abuse services.

When the Case Managers log in, they cannot see any of the Program and Benefit records that have been set up. What should the organization do to resolve the issue?

- **A. Assign the Advanced Program Management permission set to the users.**
- B. Mark all the Program and Benefit records as Active.
- C. Assign the Outcome Management permission set to the users.

**Answer: A**

Explanation:

In Nonprofit Cloud, access to core functionality is governed by specific industry-aligned permission sets. If Case Managers are unable to see Program and Benefit records, it is typically a matter of missing object-level and feature-level permissions.

The Advanced Program Management permission set is a critical requirement for users who need to interact with the full program lifecycle.

Permissions included in Advanced Program Management:

\* Object Access: It grants Read, Create, Edit, and Delete access (depending on the specific assignment) to the Program, Benefit, Benefit Type, and Benefit Schedule objects.

\* Functional Access: It allows users to manage Program Enrollments and track Benefit Disbursements

\* Visibility: Without this permission set (or a Permission Set Group containing it), the objects remain hidden from the user's navigation bar and global search, even if the records are marked as "Active." Step-by-Step Resolution:

\* The Admin should navigate to Setup > Users.

\* Select the Case Manager users.

\* Click Permission Set Assignments > Edit Assignments.

\* Add Advanced Program Management to the assigned list.

\* Note: If the organization wants to limit Case Managers to "Read-Only," they would use this permission set in conjunction with a Muting Permission Set within a Permission Set Group.

Why other options are incorrect:

\* Outcome Management (Option A): This grants access to impact tracking (Outcomes, Indicator Definitions) but does not provide the primary access to the Program and Benefit service delivery objects.

\* Status Marking (Option C): While a record should be active for operational use, "Active" status on a record does not override Salesforce security. If the user doesn't have object-level permissions via a permission set, they cannot see the record regardless of its status.

## NEW QUESTION # 105

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