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>> Valid NP-Con-102 Exam Syllabus <<

## 100% Pass Authoritative NP-Con-102 - Valid Salesforce Certified Nonprofit Cloud Consultant (NPC) Exam Syllabus

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## Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q64-Q69):

### NEW QUESTION # 64

A consultant is training a system admin to prepare for a new release of a particular open source Nonprofit Cloud product. Where are two places the system admin should look for release notes on the product? (Choose 2)

- A. The Nonprofit Hub group in the Trailblazer Community.
- B. The Salesforce Trust website.
- C. The Nonprofit Cloud release announcement group in the Trailblazer Community.
- D. The product's GitHub repository release page.

**Answer: C,D**

Explanation:

Managing releases for open-source products like NPSP, PMM, or V4S requires a different approach than standard Salesforce seasonal releases. Because these are managed packages developed in an open-source model, the documentation is found in specific community and developer locations.

The Two Primary Sources:

\* GitHub Repository Release Page (A): Most Nonprofit Cloud open-source products (like NPSP) are hosted on GitHub (e.g., under the SalesforceFoundation or SFDO-Community organizations). The Releases tab on the repository provides the most technical and immediate information, including the specific version number, bug fixes, and "New Feature" logic directly from the developers.

\* Nonprofit Cloud Release Announcement Group (C): This is the official Salesforce Trailblazer Community group for nonprofit customers. Salesforce product managers post "Push" schedules and high-level summaries of what is included in the upcoming package releases. This is where an admin finds out when the package will be automatically pushed to their sandboxes and production orgs.

Why other options are incorrect:

\* Nonprofit Hub (Option B): This is a general discussion group for networking and "How-To" questions, but it is not the official repository for release notes.

\* Salesforce Trust (Option D): This site monitors system performance, security alerts, and instance status (e.g., "Is NA123 down?"). It does not contain feature-level release notes for managed packages like NPSP.

### NEW QUESTION # 65

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. Automatic Campaign Member Management
- B. Sales Process
- C. Customizable Rollups
- D. Customizable Campaign Influence

**Answer: A**

Explanation:

In NPSP, the most efficient way to link a donation to a donor's campaign participation is through Automatic Campaign Member Management.<sup>31</sup> How the Feature Works:<sup>32</sup>

\* The Link:<sup>33</sup> 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 # 66

Which two objects in the Program Management Module are directly connected to objects in Nonprofit Cloud Case Management?  
Choose 2 answers

- A. Client Alert
- **B. Program**
- C. Case
- **D. Service Delivery**

**Answer: B,D**

Explanation:

The relationship between the Program Management Module (PMM) and Nonprofit Cloud Case Management (NCCM) is one of "broad service tracking" meeting "individualized care." While PMM provides the framework for what services an organization offers, NCCM provides the specific tools for caseworkers to manage a participant's journey.

Two objects serve as the primary "connectors" between these two modules:

\* Program (C): In PMM, the Program object defines the high-level initiative (e.g., "Housing First"). In Case Management, the Case Plan is often directly linked to a Program. When a caseworker creates a Case Plan for a client, they select the Program that the plan supports. This ensures that the individual's goals and action items are contextualized within the organization's broader mission.

\* Service Delivery (A): This is the functional link. PMM uses Service Deliveries to track when a service was provided. In NCCM, when a caseworker fulfills an Action Item that involves providing a specific service (like a "Counseling Session"), the system can automatically generate a Service Delivery record.

This allows the organization to see how specific case-managed activities contribute to overall program outputs.

Why other options are incorrect:

\* Case (Option B): While NCCM uses the standard Salesforce Case object, it is a base platform object.

The specific PMM objects are designed to link to the program-centric logic, not just the generic case container.

\* Client Alert (Option D): This is a specific feature of Case Management used to flag sensitive information (e.g., "Allergy" or "Safety Risk") on a contact record, but it does not have a direct architectural relationship with the PMM objects like Programs or Service Deliveries do.

### NEW QUESTION # 67

What is an element of a logic model or theory of change?

- A. Budget
- **B. Outputs**
- C. Progress

**Answer: B**

Explanation:

In the Salesforce Nonprofit Cloud (NPC) environment, particularly when configuring Outcome Management, understanding the components of a Logic Model or Theory of Change is fundamental. These frameworks help a nonprofit map out how their internal activities lead to the social impact they desire to achieve.

A standard Logic Model consists of five core elements:

\* Inputs: The resources invested, such as staff time, funding, or equipment.

\* Activities: The actual programs or services provided (e.g., "Hosting a job training workshop").

\* Outputs: These are the direct, measurable products of the activities. For example, if the activity is a workshop, the output might be "20 participants attended" or "100 hours of training delivered."

\* Outcomes: These are the specific changes in behavior, knowledge, or status (e.g., "15 participants gained new technical skills").

\* Impact: The long-term, systemic change (e.g., "Reduced unemployment in the local community").

When a consultant sets up Outcome Management, they translate these conceptual elements into Salesforce records. Outputs are often tracked as Indicator Results derived from Benefit Disbursements. While a

"Budget" (Option B) is a necessary operational resource (Input), it is not considered a structural element of the "logic" chain itself in the same way an Output is. "Progress" (Option C) is a state of being or a reportable metric, but it is not a defined structural component of the Theory of Change methodology. By focusing on Outputs, consultants can help organizations verify that their activities are happening as planned, providing the necessary data foundation to eventually measure higher-level Outcomes and Impact.

### NEW QUESTION # 68

A consultant is working on a data migration to NPSP that includes tens of millions of records across many objects. The migration needs to take place over a weekend to minimize system downtime. What should the consultant recommend?

- A. NPSP Data Import
- B. Data Import Wizard
- C. SOAP API
- **D. Bulk API**

**Answer: D**

Explanation:

When dealing with Large Data Volumes (LDV)-specifically in the range of "tens of millions of records"- standard import tools and standard APIs are insufficient due to governor limits and processing speeds. For a time-sensitive weekend migration, the Bulk API is the only architecturally sound recommendation.

Why Bulk API is Required:

\* **Parallel Processing:** Unlike the SOAP API (Option B), which processes records synchronously (one by one or in small serial batches), the Bulk API is designed for asynchronous processing. It breaks the data into large chunks (up to 10,000 records per batch) and processes them in parallel on the Salesforce application servers.

\* **Minimized API Calls:** Tens of millions of records would quickly exhaust an organization's daily SOAP API limits. The Bulk API is optimized to handle massive datasets with significantly fewer API calls.

\* **Weekend Constraint:** The "weekend" requirement implies a need for high throughput. The Bulk API is the fastest method available for moving data into Salesforce, making it possible to complete a multi- million record migration within a 48-hour window.

Why other options fail:

\* **NPSP Data Import (Option C):** While powerful for processing complex logic (like creating Accounts and Contacts at once), it is built on top of standard Apex processing and is significantly slower than the Bulk API for pure volume.

\* **Data Import Wizard (Option D):** This tool is limited to 50,000 records per session, making it impossible to use for a migration of this scale.

A consultant would typically use a tool like Data Loader (configured for Bulk mode) or a dedicated ETL tool (like Informatica or Mulesoft) that utilizes the Bulk API to achieve the necessary performance.

### NEW QUESTION # 69

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