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最新的 Nonprofit Cloud Consultant NP-Con-102 免費考試真題 (Q99-Q104):

問題 #99

The system administrator at a nonprofit wants to use Advanced Mapping for regular data imports of constituent and donation data. What is an important consideration of Advanced Mapping?

- A. The target objects must be NPSP objects.

- B. The target objects must directly relate to Accounts, Contacts, or Opportunities.
- C. Checkbox fields are unavailable to map to as target fields.
- D. The target fields can only be text, currency, number, date or address fields.

答案： B

解題說明：

Advanced Mapping in the Nonprofit Success Pack (NPSP) is a powerful tool that allows admins to customize how data from the NPSP Data Import staging object is pushed into target records. However, it operates within a specific architectural framework.

Key Architectural Considerations:

* Object Relationships: Advanced Mapping is designed to handle the core "Nonprofit Triangle" of data:

Accounts, Contacts, and Opportunities. For any additional or custom object to be eligible as a target in Advanced Mapping, it must have a direct lookup or master-detail relationship to one of these three primary objects. This is because the NPSP Data Importer logic relies on these "anchor" records to establish context and maintain data integrity.

* Mapping Groups: The tool organizes mappings into Object Groups. When you create a new group for a custom object (e.g., "Volunteer Hours"), the system validates that the custom object is related to a Contact or Account so it knows which record to link the new data to.

* Field Type Support: Contrary to Option A and C, Advanced Mapping supports a wide variety of field types, including Checkboxes, Picklists, and Lookups. The restriction isn't on the field type, but on the object's position in the data hierarchy.

* Custom Object Support: While the question asks about "NPSP objects" (Option D), Advanced Mapping can map to custom objects created by the organization, provided they follow the relationship rules mentioned above.

Understanding these relationship requirements is essential for a consultant during the data migration or integration design phase. It ensures that the staging file can successfully populate multiple related records in a single execution without custom Apex code.

問題 #100

A nonprofit wants its staff to spend most of their time in Salesforce, but the staff needs access to several other applications as well. The nonprofit wants a solution that allows staff to use other applications without leaving Salesforce. How should the consultant integrate these applications?

- A. Implement Distributed Marketing
- B. Configure External Data Sources
- C. Configure External Objects
- D. Implement Salesforce Canvas

答案： D

解題說明：

When a nonprofit organization needs to integrate external third-party applications into the Salesforce user interface while maintaining a seamless "single pane of glass" experience, Salesforce Canvas is the specialized tool designed for this purpose.

How Salesforce Canvas Works:

* Application Encapsulation: Canvas allows a consultant to take an existing external web application (such as a legacy accounting tool, a specialized document management system, or a custom program tracking app) and "embed" it directly within Salesforce.

* Authentication and Identity: Unlike a simple <iframe>, Canvas provides a secure way to handle authentication. It can pass the current Salesforce user's identity and session information to the external app, enabling Single Sign-On (SSO). This means staff don't have to log in a second time.

* Bi-directional Communication: Canvas provides a JavaScript API that allows the external application to communicate with the Salesforce record it is sitting on. For example, an external billing app embedded on a Person Account page can "read" the Account ID and "write" a status update back to Salesforce.

* Placement: The consultant can place the Canvas app in the Utility Bar, as a tab on a record page, or even within a Chatter feed.

Why other options are incorrect:

* External Objects/Data Sources (Option A & B): These are part of Salesforce Connect. They are used to view and query external data as if it were stored in Salesforce tables, but they do not provide a way to "use" the full interface and logic of the external application itself.

* Distributed Marketing (Option D): This is a specific tool for Marketing Cloud integration and has no relation to general application embedding.

By implementing Salesforce Canvas, the consultant ensures that staff remain productive within the Salesforce ecosystem while still having full access to the external tools necessary for their daily mission-driven work.

問題 #101

In the NPSP Data Import Template, the Account fields should contain which two types of information?
Choose 2 answers

- A. Contact's employer-related data
- B. Household-related data
- C. Business-related data
- D. Contact's address-related data

答案: B,C

解題說明:

The NPSP Data Import Template is a "flat file" structure designed to populate multiple objects in the NPSP data model simultaneously. Because NPSP uses a "Household-centric" model but also supports corporate and foundation giving, the Account fields in the template serve a dual purpose depending on the record being imported.

* Business-related data (A): If the nonprofit is importing donations from a corporation, foundation, or local business, the "Account" fields in the template (such as Account Name, Account Phone, etc.) are used to create or match an Organization Account. This allows the consultant to track the entity's history and give them "Hard Credit" for their donations.

* Household-related data (B): If the nonprofit is importing individual donors, the Account fields are used to define the Household Account. For example, if the template specifies "The Smith Household" in an Account field, NPSP logic will use that data to name the household record it creates for the associated contacts.

* Address Logic (C): While addresses are part of an account, in the NPSP Data Importer, address data is typically handled by specific Address fields that NPSP then intelligently routes to the Household or the Contact record.

* Employer Logic (D): Tracking an employer is usually handled via Affiliations. While the employer is an Account, the template has specific "Home" vs. "Work" logic to handle these relationships separately from the primary account being created.

In summary, the Account columns in the CSV template are the landing spot for any data related to the "Institutional" or "Household" entity that owns the donation or contains the contact.

問題 #102

A nonprofit fundraiser notices that some of the NPSP calculated donation summary fields on the Contact and Account records are displaying incorrect values when compared to the donations recorded for each donor.

What are three items the consultant should review to troubleshoot the issue? (Choose 3)

- A. NPSP Health Check²⁷
- B. Campaign Hierarchy²⁸
- C. Salesforce Optimizer report
- D. Opportunity Stages
- E. Customizable Rollups

答案: A,D,E

解題說明:

When donor totals (e.g., "Total Gifts This Year") are incorrect, the consultant must investigate the logic that aggregates those numbers. In NPSP, this involves a combination of configuration settings and system health tools.

Three Critical Areas to Troubleshoot:

* Customizable Rollups (B): This is the engine that calculates the totals. The consultant should check if the Filter Groups are correctly defined. For example, if a rollup is set to only count "Individual" gifts but the missing gifts are marked as "Major Gifts," the filter logic is the culprit.

* Opportunity Stages (C): NPSP rollups only include donations that are in a "Closed/Won" state. If the organization created a custom stage (e.g., "Received - Awaiting Acknowledgment") but didn't mark that stage as "Won" in the Stage picklist settings, those gifts will be ignored by the rollup engine.

* NPSP Health Check (D): This is the first place a consultant should look for system-wide issues. The Health Check will identify if the nightly rollup batch job is failing, if there are orphaned records, or if there are "Data Integrity" issues (like an Opportunity without an Account) that prevent the rollups from processing successfully.

Why other options are incorrect:

* Salesforce Optimizer (Option A): This is a general org health tool (checking limits, unused fields, etc.) and does not have the nonprofit-specific logic needed to troubleshoot NPSP rollups.

* Campaign Hierarchy (Option E): While hierarchies help with campaign reporting, they do not impact the "hard credit" rollups on Account and Contact records.

問題 #103

A nonprofit wants all Apex error messages to be sent to a specific system admin. How should the consultant configure NPSP to send error notifications only to this admin?

- A. Uncheck the Send Apex Warning Emails checkbox on all admins except for the specific admin.
- B. Set all users except the specific admin as disabled for receiving error notifications on the NPSP Settings tab under System Tools > Error Notifications.
- C. Change the profile for all users except the specific admin to something different than system admin.
- **D. Set the specific admin as the user to receive error notifications on the NPSP Settings tab under System Tools > Error Notifications.**

答案： D

解題說明：

In the Nonprofit Success Pack (NPSP), error handling is centralized to ensure that critical failures in background processes (like nightly rollups or asynchronous triggers) do not go unnoticed. By default, NPSP may be configured to send notifications to all System Administrators, which can lead to "notification fatigue" or sensitive technical data being sent to users who do not manage the system's backend.

To route these errors to a single, specific individual, a consultant must use the NPSP Settings interface.

Step-by-Step Configuration:

- * Navigate to NPSP Settings: Use the App Launcher to find the NPSP Settings tab.
- * Access Error Handling: In the sidebar, go to System Tools and then click on Error Notifications.
- * Edit Settings: Click the Edit button at the top of the page.
- * Change Recipient Type: Look for the field labeled Error Notifications To. By default, this might be set to "All System Administrators." Change this value to User.
- * Select the Admin: A new lookup field will appear. Search for and select the specific System Administrator who should be the point of contact for technical issues.
- * Save: Click Save.

Once this is configured, any Apex errors triggered by the NPSP framework (TDTM, Batch jobs, etc.) will generate an email sent exclusively to that selected user. This is a best practice for governance as it ensures a clear line of accountability for troubleshooting. Why other options are incorrect:

- * Option A: Standard Salesforce "Apex Warning Emails" in Setup are different from NPSP-specific framework errors.
- * Option B: There is no "disable" checkbox for individual users in the NPSP settings; the system uses a single designated recipient (User, Chatter Group, or Profile).
- * Option D: Changing profiles just to manage email notifications is an extreme and unnecessary security change that would disrupt the permissions of other administrators.

問題 #104

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