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## Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q56-Q61):

### NEW QUESTION # 56

A consultant is engaged by a nonprofit organization during the planning phase of a Nonprofit Cloud implementation project. What should the consultant consider when identifying the business value of the project?

- A. Increased fundraising performance cannot be considered because there is no guarantee that donations will increase.
- **B. The organization's stakeholders define the business value, but the consultant should have a plan to measure it.**
- C. A change in the project schedule will not impact the business value, but a change in the project cost will.

**Answer: B**

Explanation:

In the Nonprofit Implementation Strategy phase, defining "Business Value" is critical for securing executive buy-in and ensuring the project delivers meaningful results. Unlike a simple technical installation, a successful implementation must align with the nonprofit's mission-driven goals.

The principle here is that Business Value is subjective and must be defined by the stakeholders (the Executive Director, Board of Directors, Program Managers, etc.). They are the ones who understand what

"success" looks like for their specific mission-whether that is reducing the time it takes to onboard a foster child, increasing the retention rate of first-time donors, or improving the accuracy of grant reporting.

The Consultant's Role:

\* Discovery: The consultant conducts workshops to extract these goals from the stakeholders.

\* Measurement Planning: Once the value is defined (e.g., "We want to save staff time"), the consultant must establish a plan to measure it. This involves identifying Key Performance Indicators (KPIs) and creating a "before and after" baseline. For instance, if the value is "Efficiency," the consultant might track the hours spent on manual data entry before NPC vs. after the automation is implemented.

\* Dashboards and Reporting: The consultant configures Salesforce Dashboards to surface these metrics, providing the organization with a real-time view of the business value being realized.

Why other options are incorrect:

\* Option A is incorrect because "Expected Business Value" often includes performance forecasts. While not "guaranteed," it is a perfectly valid target to aim for.

\* Option B is incorrect because the project schedule directly impacts business value. If a project is delayed (e.g., missing a major year-end giving season), the value lost in potential donations can be immense, regardless of the software cost.

### NEW QUESTION # 57

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

**Answer: A**

Explanation:

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.

### NEW QUESTION # 58

The admin at a nonprofit wants to delegate authority to two specific users to process gift entries. Which three permissions should the consultant add to a permission set so the users can perform this work with only the necessary level of access? (Choose 3)

- A. Grant the View All Data permission.
- B. Grant create and edit access to all required objects and fields.
- C. Grant visibility to the Gift Entry tab.
- D. Grant access to BOI\_BatchOverride and BOI\_DataImport Visualforce pages.
- E. Grant create, edit, and delete access to all required objects and fields.

**Answer: B,C,D**

Explanation:

When delegating access to Gift Entry in NPSP, a consultant must follow the "Principle of Least Privilege." This means granting enough access to do the job without exposing the entire system.

Three Essential Permissions:

\* Object and Field Access (B): Users must be able to Create and Edit the records involved in the gift entry process. This includes the NPSP Data Import (the staging object), Accounts, Contacts, Opportunities, and GAU Allocations. Note that Delete (Option E) is usually not a "necessary level of access" for a standard entry clerk; they only need to enter and modify records.

\* Tab Visibility (C): A user cannot use a feature if they cannot find it. The Gift Entry tab must be set to "Default On" or "Visible" within the permission set so the users can access the interface.

\* Visualforce Page Access (D): NPSP Gift Entry is built using a custom interface. To run this interface, the user's profile or permission set must explicitly have access to the underlying Visualforce pages that power the tool, specifically those related to the Batch Object Importer (BOI). Without access to BOI\_BatchOverride and BOI\_DataImport, the user will see an "insufficient privileges" error when they try to open the Gift Entry tool.

Option A is incorrect because View All Data is a powerful administrative permission that bypasses all security and is never appropriate for a standard data entry role.

### NEW QUESTION # 59

What is a consideration a consultant should be aware of when implementing Person Accounts in Nonprofit Cloud?

- A. All standard and custom Contact fields will have an API name that begins with Person when being referenced through a Person Account.
- B. The Is Person Account field can be used to exclude Person Accounts from Automation Rules and Validation Rules on the Account object.
- C. All AppExchange Packages have been confirmed to be compatible with Person Accounts.

**Answer: B**

Explanation:

When implementing the new Nonprofit Cloud (NPC), the shift toward Person Accounts as the default model for individual constituents is a significant change from the traditional Nonprofit Success Pack (NPSP) model. A consultant must understand how this architecture impacts system logic and data integrity.

The Is Person Account (API name: IsPersonAccount) field is a standard Boolean field on the Account object that automatically

evaluates to true when an account record is a Person Account. This field is critical for consultants for several reasons:

- \* Filtering Automation: Because Person Accounts live on the Account object alongside Business Accounts (like Foundation or Corporate partners), a single Flow or Apex Trigger on the Account object will fire for both. To ensure that "Company-specific" logic doesn't execute for an individual donor, a consultant uses the IsPersonAccount field as a decision element or entry criteria in Salesforce Flows.

- \* Validation Rules: Validation rules intended for businesses (e.g., "Tax ID is required for all Corporate Accounts") would fail for individual donors if not properly scoped. By adding AND(NOT (IsPersonAccount), ...) to the formula, the consultant ensures the rule only applies to Business Accounts.

- \* Reporting and List Views: This field is the primary way to segment data. While Person Accounts mimic Contacts, they are technically Accounts, so this flag is the only way to quickly differentiate individuals from organizations in global queries.

Regarding the other options: Option A is incorrect because while many packages support Person Accounts, it is not a universal guarantee, and a consultant must always verify compatibility during the design phase.

Option B is a common misconception; while some fields are prefixed in certain API contexts, standard contact fields on the Person Account record page often retain their standard labels, and custom fields created on the Contact object specifically for Person Accounts are suffixed with \_\_pc, not prefixed with "Person" for the API name.

### NEW QUESTION # 60

A Nonprofit Cloud consultant has been informed that the Donor Gift Summary data is out of date. What is the first step the consultant should take to identify the root cause?

- A. Ensure that the logged in user has the appropriate field-level security on the Donor Gift Summary object.
- **B. Navigate to Monitor Workflow Services and identify the failures in the Data Processing Engine definition that calculates the data.**
- C. Ensure that the record-triggered flow that updates the Donor Gift Summary is active.

**Answer: B**

Explanation:

The calculation of giving totals (e.g., Lifetime Giving, Last Gift Date) in Nonprofit Cloud is a major departure from the older NPSP. In NPC, these summaries are not updated by real-time code or flows; they are managed by the Data Processing Engine (DPE). Because DPE is a batch-based processing tool, the data is only as "up to date" as the last successful run of the engine. If a user reports that the data is stale, the issue is almost certainly a failure in the background job rather than a UI or security issue.

Step-by-Step Troubleshooting for the Consultant:

- \* Monitor Workflow Services: This is the "Command Center" for all Industry Cloud background processes. The consultant should search for this in the Setup menu.

- \* Locate the Job: Within the monitor, find the entry for the specific Data Processing Engine definition responsible for Fundraising summaries (often titled something like "Calculate Donor Gift Summary").

- \* Check the Status: Look for runs marked as "Failed" or "Completed with Errors."

- \* Analyze Error Logs: Clicking into a failed run will reveal the specific technical reason for the failure (e.g., "System Limit Exceeded," "Data Mapping Error," or "Inactive Picklist Value").

- \* Rerun: Once the underlying data or configuration issue is resolved, the consultant can manually trigger the DPE run from this screen to bring the summaries up to date immediately.

Option A is incorrect because there is no standard record-triggered flow for these rollups in NPC. Option B is a valid check for visibility, but the question specifically states the data is "out of date" (meaning it exists but is wrong), suggesting a calculation/sync failure.

### NEW QUESTION # 61

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