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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q10-Q15):

NEW QUESTION # 10

A human services nonprofit needs to track client goals and action items related to those goals. The nonprofit is unsure whether Program Management Module alone will meet its requirements. The nonprofit is considering whether to implement Nonprofit Cloud Case Management. What should the consultant discuss with the nonprofit?

- A. Case Management requires Experience Cloud licenses.
- B. Program Management Module has custom objects for calendars and activities.
- **C. Case Management has a custom object for tracking goals.**
- D. Program Management Module can track Case Plans and Action Items.

Answer: C

Explanation:

For a consultant, it is vital to distinguish between the Program Management Module (PMM) and Nonprofit Cloud Case Management (NCCM). While they work together, they serve different functional depths.

* PMM (Standard Service Tracking): PMM is designed for "Service Delivery." It tracks which clients are in which programs and when they received a service (e.g., "John attended the Food Bank on Tuesday"). It is excellent for high-volume, low-touch interactions.

* NCCM (Deep Clinical/Social Work): Nonprofit Cloud Case Management is designed for "high-touch" human services. It introduces a much more granular data model. Specifically, it includes custom objects like Goals and Action Items that are part of a Case Plan. These allow a caseworker to define a specific journey for a client (e.g., Goal: "Secure Employment," Action Item: "Draft Resume").

The Core Distinction:

The consultant should explain that while PMM tracks what was delivered, Case Management provides the specialized objects needed to track the client's long-term progress through Goal tracking.

* Option A: PMM does not have specialized calendar objects; it uses standard Salesforce Activities.

* Option C: This is incorrect. Case Plans and Action Items are features of Case Management, not the standard PMM.

* Option D: Case Management does not require Experience Cloud, though they are often used together for participant portals.

By highlighting the Goal and Action Item objects, the consultant helps the nonprofit understand that Case Management is the correct choice for their "care-centric" requirements.

NEW QUESTION # 11

A nonprofit hired a consultant to restart a stalled implementation. The nonprofit identified needs by documenting its Salesforce vision and pain points and by defining specific goals with user stories. What are two components of a user story the nonprofit should consider? (Choose 2)

- A. Include configuration instructions on each story.
- **B. Align each story to the implementation vision.**
- C. Associate an epic to each story.
- **D. Assign a priority to each story.**

Answer: B,D

Explanation:

User stories are the "building blocks" of an Agile implementation. A well-written user story follows the format: "As a [persona], I want to [action], so that [value/benefit]." To ensure a stalled project gets back on track, two critical components are alignment and prioritization.

* Vision Alignment (B): Every story must have a purpose that contributes to the overall Implementation Vision. If a nonprofit's vision is "Improving Donor Retention," but a user story is created for "Automating Facilities Management," the consultant must evaluate if that story is a distraction. Aligning stories to the vision ensures the consultant builds what the organization actually needs to succeed, rather than just what users want.

* Priority (C): In any implementation, there is limited time and budget. Assigning a priority (often using the MoSCoW method: Must have, Should have, Could have, Won't have) is essential. It allows the consultant and the nonprofit to focus on mission-critical features first, ensuring that if the project runs out of resources, the most valuable parts of the system are already delivered.

Why other options are less critical:

* Configuration Instructions (Option A): This is a mistake. User stories describe the requirement (the "What"), while technical documentation describes the solution (the "How"). Putting configuration steps in a user story makes it rigid and difficult for a developer to suggest better technical alternatives.

* Epics (Option D): While epics are useful for grouping stories, they are a structural tool for project management rather than a "component" of the story's internal logic or value definition. Alignment and Priority are what drive project success.

NEW QUESTION # 12

A nonprofit organization wants to customize the Gift Entry process in Nonprofit Cloud. Which features can be cloned and used in place of the standard version?

- A. Fundraising Invocable Actions
- B. Fundraising Lightning Web Components
- C. Fundraising Flows

Answer: C

Explanation:

The Gift Entry process in Nonprofit Cloud is designed to be flexible and extensible. Salesforce provides a set of standard Screen Flows that handle the user interface and logic for entering single gifts or batches of gifts.

For a consultant, the primary way to customize the "user experience" of gift entry without writing custom code is to leverage Salesforce Flow.

Customization Steps:

- * Locate Standard Flows: The consultant goes to Setup > Flows and finds the standard templates provided for Fundraising (e.g., the flow that powers the "New Gift" button).
- * Clone the Flow: Because standard flows provided by Salesforce are often protected or intended to be templates, the consultant clones the flow to create a "Save As" version.
- * Modify Logic and Fields: In the cloned flow, the consultant can add custom validation logic, remove unnecessary fields to simplify the UI for data entry clerks, or add a specific step to capture "Custom Metadata" unique to the organization's needs.
- * Activate and Override: Once the custom flow is active, the consultant updates the Action Buttons or Lightning Pages to point to the new custom flow instead of the standard one.

Why other options are incorrect:

- * Invocable Actions (Option A): These are modular pieces of Apex code that perform specific tasks (like "Calculate Tax"). While they can be used inside a flow, they cannot be "cloned" in the same way a flow can; they are fixed logic provided by the system.
- * Lightning Web Components (Option C): While LWCs can be custom-built, the standard NPC components (like the Gift Entry table) are managed by Salesforce and are not "clonable" by a consultant in the Setup menu. Cloned Flows provide the highest degree of declarative customization for the gift entry workflow.

NEW QUESTION # 13

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, edit, and delete access to all required objects and fields.
- C. Grant create and edit access to all required objects and fields.
- D. Grant access to BOI_BatchOverride and BOI_DataImport Visualforce pages.
- E. Grant visibility to the Gift Entry tab.

Answer: C,D,E

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 # 14

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

Answer: B,C

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 # 15

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