




NP-Con-102 Online Tests & NP-Con-102 Exam Quiz


What is Alexithymia?

Core Characteristics of Alexithymia

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Difficulties identifying and describing feelings
- 

Difficulty differentiating between typical bodily processes (hunger cues, exhaustion) and emotions (anxiety, sadness)
- 

An externally oriented cognitive style (paying more attention to external things happening around you than to internal experiences)
- 

Challenges generating mental images and fantasies

Neurodivergent
insights

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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q25-Q30):

NEW QUESTION # 25

A nonprofit needs to track key information for grants it applies for and receives, such as deadline dates, activity completion dates, and descriptions. In addition, the nonprofit wants to track actions completed and view the next deadline date on the Opportunity. Which feature should the consultant recommend?

- A. Deliverables
- B. Tasks and Events
- C. Cases
- D. Engagement Plans

Answer: A

Explanation:

For a nonprofit engaged in Grant Seeking, the Deliverables object in NPSP is the specific tool designed to manage the high-stakes requirements of institutional funding.³⁴ Why Deliverables (D) are the best fit:⁵⁶

* Grant-Specific Metadata: Unlike standard Tasks, Deliverables include fields specific to the grant process, such as "Grantee Requirements," "Due Date," and "Requirement Description."

* Next Deadline Visibility: NPSP has built-in automation that identifies the "earliest" incomplete Deliverable and surfaces its date on the parent Opportunity record in the "Next Deliverable Date" field. This allows the fundraising team to see their upcoming deadlines at a glance without digging into related lists.

* Audit and Compliance: Deliverables allow the organization to track not just that a "Task" was finished, but that a specific legal or financial report was submitted. You can track "Submitted" and "Confirmed" dates, which are vital for maintaining good standing with a funder.

While Engagement Plans (Option A) and Tasks (Option B) can be used for general "Moves Management," they lack the specialized fields and the automated "Next Deadline" rollup logic that makes Deliverables the gold standard for grant management in NPSP.

NEW QUESTION # 26

The development director wants all users to only see Engagement Plans on Opportunity records for donations with an Amount greater than 10,000. How should this be accomplished?

- A. Create a tab and associate the Engagement Plan object to the tab. Add the Related List - Single Lightning component and set it to Engagement Plans. Give read access for the Engagement Plan object to all profiles.⁸

- B. Create a custom Lightning component that displays all Engagement Plans. Add the component to the Opportunity Lightning Page. Assign the Lightning Page as the Org Default and Activate it.
- C. Add the Related Lists component to the Opportunity Lightning page. Set the component visibility filter to ensure the Opportunity Amount field is greater than 10,000. Assign the page to the development director's profile.
- D. Add the Related List - Single Lightning component to the Opportunity Lightning page. Add a component visibility filter to display the Engagement Plan when the Opportunity Amount field is greater than 10,000.

Answer: D

Explanation:

To meet this requirement, a consultant should leverage Dynamic Lightning Pages, specifically using Component Visibility Filters. This allows for a declarative solution that does not require multiple page layouts or custom code.

Step-by-Step Implementation:

* Edit the Page: Navigate to an Opportunity record and select Edit Page from the Setup (gear) icon to open the Lightning App Builder.

* Add the Component: Drag the Related List - Single component onto the page layout.

* Configure the Component: In the component properties sidebar, set the Related List to "Engagement Plans."

* Set Visibility Filter: Scroll down to the Set Component Visibility section and click + Add Filter.

* Define Criteria: * Field: Amount

* Operator: Greater Than

* Value: 10,000

* Save and Activate: Save the page. When "All Users" (per the requirement) view an Opportunity, the Engagement Plan related list will simply be invisible if the amount is \$10,000 or less. If it is \$10,001 or more, the component will appear.

Why other options are incorrect:

* Option A: Assigning the page only to the development director's profile violates the requirement that "all users" should see it when the criteria is met.

* Option B: This is an overly complex and disjointed user experience that doesn't actually filter the view based on the specific Opportunity's amount.

* Option C: A custom component is unnecessary "Technical Debt" since standard functionality meets the requirement perfectly.

NEW QUESTION # 27

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

Answer: A

Explanation:

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.

NEW QUESTION # 28

A nonprofit wants to send an event cancellation notice to 150 Salesforce contacts without a separate email service provider. It wants to manage bounces, resend the notice as needed, and view the send history on the Contact record. Which option should a consultant recommend to meet the requirements?

- **A. Send List Email**
- B. Elevate
- C. Account Engagement
- D. Email-to-Case

Answer: A

NEW QUESTION # 29

A nonprofit wants to deploy Nonprofit Cloud Case Management into its production org. Which two prerequisites should be considered prior to installing Case Management? (Choose 2)

- A. Ensure Volunteers for Salesforce is properly configured
- **B. Ensure appropriate licenses are provisioned**
- **C. Enable My Domain**
- D. Install NPSP

Answer: B,C

Explanation:

Nonprofit Cloud Case Management (NCCM) is a managed package that extends the capabilities of Salesforce for human services. Like many high-end Salesforce industry solutions, it has specific technical and legal prerequisites that must be met before the installation can succeed.

Prerequisite 1: Provisioned Licenses (A):

NCCM is not a free, open-source tool like NPSP. It is a paid product that requires specific Permission Set Licenses (PSLs) to be provisioned in the org. A consultant must verify that the organization has purchased the necessary licenses through their Salesforce Account Executive. Without these licenses appearing in the "Company Information" section of Setup, the managed package will not function, and users will not be able to access the custom Case Management objects like Goals, Action Items, or Case Plans.

Prerequisite 2: My Domain (C):

NCCM relies heavily on modern Lightning components and OmniStudio features to power its interactive interfaces (such as the Case Plan Wizard). Salesforce requires My Domain to be enabled and deployed in any org that uses custom Lightning components. My Domain adds a unique prefix to the Salesforce URL (e.g., <https://my-nonprofit.my.salesforce.com>), which is necessary for the secure rendering of these components.

Why other options are incorrect:

* Volunteers for Salesforce (Option B): This is a completely separate application for managing volunteer shifts and is not required for Case Management to function.

* Install NPSP (Option D): While NCCM is often used alongside NPSP, the modern Nonprofit Cloud Case Management package can technically run on a standard Salesforce platform without NPSP, provided the necessary licenses are in place.

NEW QUESTION # 30

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