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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q85-Q90):

NEW QUESTION # 85

A nonprofit offers courses that grant teachers credit toward maintaining their teaching certification. Teachers can enroll in an annual cohort to complete the course modules together. The nonprofit needs to track the courses each teacher completes and the credits awarded to them. Which solution should a consultant recommend?

- A. Service Cloud
- **B. Program Management Module**
- C. Self-Service Portal
- D. Engagement Plans

Answer: B

Explanation:

The Program Management Module (PMM) is the standard industry solution for tracking the delivery of mission-centric services. In this scenario, the "Courses" are the services, and the "Teachers" are the participants.

Mapping the Requirement to PMM Objects:

- * The Course (Program/Service): Each certification course is modeled as a Program. Individual modules or sessions within that course are modeled as Services.
 - * Annual Cohorts (Program Cohort): PMM has a standard Program Cohort object. This is perfectly suited for tracking a group of teachers who start and move through the certification modules together on an annual basis.
 - * Tracking Completion (Service Delivery): When a teacher completes a module, a Service Delivery record is created. The consultant can add a custom field to the Service Delivery object to track the "Credits Awarded" for that specific session.
 - * Teacher Enrollment (Program Engagement): The teacher's overall progress toward their certification is tracked via the Program Engagement record, which rolls up the total number of credits earned from the related Service Deliveries.
- While a Self-Service Portal (Option D) might be the interface the teachers use, and Service Cloud (Option B) provides the base infrastructure, the Program Management Module provides the specific data model (Programs, Cohorts, and Deliveries) required to track credits and educational progress out-of-the-box.

NEW QUESTION # 86

A nonprofit organization uses Nonprofit Cloud. The organization is shifting from a traditional community-based social services organization that delivers benefits to the community to an organization that focuses on delivering financial capital to other organizations operating in the community. Which Nonprofit Cloud license is needed to manage and track applications for funding?

- A. Program Management
- B. Outcome Management
- C. Grantmaking

Answer: C

Explanation:

When a nonprofit shifts its mission from direct service delivery (program management) to funding other entities, it moves into the role of a "Grantmaker." In the Salesforce Nonprofit Cloud ecosystem, this specific business process is supported by the Grantmaking module.

The Grantmaking license provides access to a specialized data model and set of features designed for the full grant lifecycle:

- * Funding Opportunities: Grantmakers use this object to define the available grants, including eligibility criteria, total funding amounts, and application deadlines.
- * Individual Applications: This is the core object for tracking incoming requests for funding. It allows the organization to manage the review process, due diligence, and scoring of applications from other nonprofits or community groups.
- * Funding Awards and Disbursements: Once an application is approved, the system tracks the Funding Award and schedules the actual payment of "financial capital" through Disbursements.
- * Grantee Portal: Grantmaking often utilizes an Experience Cloud site where applicants can submit their proposals, view their status, and submit required progress reports.

While Program Management (Option B) is used for direct services (like running a food bank), and Outcome Management (Option A) is used to measure the impact of those services, Grantmaking is the specific functional area required for "delivering financial capital" and managing funding applications. For a consultant, identifying this shift in business model is key to ensuring the organization has the correct objects- such as Budget, Funding Opportunity, and Application-available in their org.

NEW QUESTION # 87

For a Salesforce implementation project, what is the order of phases in a project lifecycle?

- A. Plan, Initiate, Execute, Close, Monitor and Control
- B. Plan, Initiate, Execute, Monitor and Control, Close
- C. Initiate, Plan, Execute, Monitor and Control, Close

Answer: C

Explanation:

A consultant must follow a structured project management methodology to ensure a Nonprofit Cloud implementation is delivered on time and within budget. The standard lifecycle, aligned with the Project Management Institute (PMI) and Salesforce best practices, consists of five distinct phases.

* **Initiate:** This is the "Discovery" and "Alignment" phase. The consultant identifies the key stakeholders, defines the high-level project goals (the "Why"), and secures the project charter. For a nonprofit, this often involves the "Power of Us" application and licensing verification.

* **Plan:** In this phase, the consultant defines the "How." This includes gathering detailed requirements, creating the Solution Design Document (SDD), mapping the data migration strategy, and finalizing the project schedule.

* **Execute:** This is the "Build" phase. The consultant and developers configure the Nonprofit Cloud (Objects, Flows, DPE, etc.), perform data migrations, and build any necessary integrations.

* **Monitor and Control:** This phase runs concurrently with Execute. The consultant tracks progress against the plan, manages "Scope Creep," performs User Acceptance Testing (UAT), and handles quality assurance. It ensures that the project doesn't deviate from the organization's mission-critical needs.

* **Close:** The final phase involves the formal "Go-Live," end-user training, handing over documentation to the nonprofit's admin, and conducting a "Lessons Learned" session.

Why Option B and C are incorrect: You cannot "Plan" (Phase 2) effectively until you have "Initiated" (Phase 1) the project and identified who the stakeholders are and what the project charter entails. Furthermore, "Monitor and Control" must happen before you can officially "Close" the project.

NEW QUESTION # 88

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 # 89

The development director at a nonprofit needs to track grant lifecycles using NPSP, including assigning actions to staff members, tracking applications, reporting deadlines, and summarizing the total amount awarded with payments. How should the consultant model payments, applications, reporting deadlines, and actions in NPSP for the grant seeking institution?

- A. Payments = Recurring Donations with Opportunities; Applications = Deliverables; Reporting deadlines = Deliverables; Actions = Activities
- **B. Payments = Opportunities with Payments; Applications = Deliverables; Reporting deadlines = Deliverables; Actions = Activities**
- C. Payments = Opportunities with Payments; Applications = Activities; Reporting deadlines = Activities

Answer: B

Explanation:

Tracking the "Grant Seeking" process in NPSP requires a specific mapping of business requirements to the NPSP data model. Unlike "outbound" grantmaking, "inbound" grant seeking uses the Opportunity object as the primary record for each grant proposal. Mapping the Lifecycle:

* Applications & Reporting Deadlines (Deliverables): In NPSP, the Deliverable object is specifically designed to track milestones associated with a grant Opportunity. An "Application Submission" is a deliverable (the first milestone), and "Mid-Year Report" or "Final Report" are subsequent deliverables with specific due dates. This allows the development director to see a calendar of all upcoming grant requirements.

* Payments (Opportunities with Payments): While the Opportunity tracks the total amount awarded, the Payment object in NPSP tracks the actual cash coming in. Since grants are often paid in multiple installments (multi-year grants), using the related Payments list is the standard way to reconcile the total award against what has actually been deposited in the bank.

* Actions (Activities): Standard Salesforce Activities (Tasks and Events) are used to track the day-to-day engagement steps, such as "Draft Narrative," "Call Program Officer," or "Review Budget." These are the "internal" actions assigned to staff members.

Why other options are incorrect:

* Option A: Recurring Donations are for open-ended, sustaining gifts (like monthly donors), not for specific fixed-amount grant awards with a set payment schedule.

* Option C: Using Activities for reporting deadlines is a poor practice because activities are easily deleted or closed without the formal tracking and field-level detail (like "Grantee Requirements") that the Deliverable object provides.

NEW QUESTION # 90

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