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Salesforce Customer-Data-Platform *Salesforce Customer Data Platform*

Answer: A,B

NEW QUESTION # 176

What can cause a published schedule to be skipped?

- A. Too many schedules at same time
- B. Activation schedule is paused
- C. Segment criteria is not correct
- D. Segment has 0 records

Answer: A

NEW QUESTION # 177

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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q80-Q85):

NEW QUESTION # 80

A nonprofit organization provides funding to partners that work directly with the community to provide one- on-one nutritional counseling. The organization wants to make a dynamic, multi-section application that applicants can fill out on their Experience Cloud site to request funding. The organization plans to use the Form Overview and Form Review components included in the Grantmaking Experience Cloud template.

What should the organization do?

- A. Create a grantmaking application form on the Individual Application object by using Form Framework.
- B. Create a grantmaking application form on the Individual Application object by using Dynamic Assessments and Discovery Framework.
- C. Create a Field Set and use Dynamic Forms on the Individual Application object to create sections for information.

Answer: B

Explanation:

To create a sophisticated, multi-section grant application in Nonprofit Cloud for Grantmaking, Salesforce leverages the Discovery Framework and Dynamic Assessments. This combination allows a consultant to build an interactive digital experience that goes far beyond simple data entry.

Step-by-Step Application Build:

- * Discovery Framework: The consultant starts by creating the individual "Questions" in the Discovery Framework. Each question (e.g., "Number of individuals served" or "Geographic focus") is a reusable record.
 - * Assessment Definition: These questions are then organized into an Assessment Task or Assessment Definition.
 - * OmniScript Design: Using OmniStudio, the consultant builds an OmniScript that serves as the "Dynamic Assessment" engine. This is where the multi-section logic is defined. For example, a "Counseling Details" section might only appear if the applicant selects "One-on-one Counseling" as their service type.
 - * Mapping: Using DataRaptors, the data entered into the form is mapped directly to the Individual Application object and its related records (like Budget or Contact Profile).
 - * Experience Cloud Integration: Finally, the consultant places the Assessment component on the Grantmaking portal. The Form Overview and Form Review components (part of the Grantmaking template) work specifically with this Discovery Framework/OmniScript data to show the applicant their progress and allow them to review their answers before a final submission.
- Why other options are incorrect:
- * Option A: "Form Framework" is not a standard, named feature in NPC; the required technology is Discovery Framework.
 - * Option B: While Dynamic Forms (and Field Sets) work for internal record pages, they do not support the complex multi-step, branching logic or the specialized "Overview/Review" components required for a public-facing Grantmaking portal application. Using Discovery Framework is the architecturally correct way to provide a professional and compliant grant seeking experience.

NEW QUESTION # 81

A Household Account has Contacts with Affiliations, Relationships, and Closed/Won donations associated with it. What is the outcome when a system admin attempts to delete this Household Account record?

- A. The Household Account record and its standard related records remain.
- B. Since Affiliations and Relationships are associated with the Contacts in this Account, an error message displays.
- C. Since Closed/Won donations are associated with the Account record, an error message displays.
- D. The Household Account record and its standard related records are deleted.

Answer: C

Explanation:

In the Nonprofit Success Pack (NPSP), Salesforce implements strict data integrity guardrails to prevent the accidental loss of financial history. One of the most critical protections involves the deletion of Account records that have associated "financial" records.

According to NPSP documentation and standard database behavior:

- * Opportunity Protection: An Account cannot be deleted if it has any associated Opportunity (Donation) records that are in a

"Closed/Won" stage. This is a hard-coded safety feature in NPSP's trigger framework.

* The Error Message: When a user attempts to delete the Household Account, the system will halt the operation and display an error message such as: "This Account has Opportunities. You must delete all Opportunities before you can delete this Account."

* Audit Integrity: This ensures that the organization's total revenue figures remain accurate. If a household gave \$1,000 last year, deleting that account would "orphan" or delete those gifts, leading to a reconciliation nightmare in the general ledger.

Regarding other objects:

* Affiliations and Relationships (Option C): These are child records of the Contact, not the Account. If you were deleting a Contact, these might be impacted, but they do not typically prevent the deletion of the parent Account directly; the primary blocker is the financial transaction.

* Option A and B: These are incorrect because they imply the operation would either complete silently or be ignored without feedback. Salesforce always provides a clear error when a trigger validation (like NPSP's Opportunity check) fails.

To successfully delete such an account, the admin would first have to delete (or re-parent) the Closed/Won Opportunities.

NEW QUESTION # 82

Donations made by nonprofit volunteers are captured on a spreadsheet monthly. The nonprofit utilizes NPSP and Volunteers for Salesforce. Which two NPSP Data Import features will streamline the import of these donations? (Choose 2)

- A. Schedule a Batch by checking the Process Using Scheduled Job checkbox.
- B. **Create a Batch and match Contact on First and Last Name.**
- C. **Create a Batch and map Opportunity Primary Contact on First and Last Name.**
- D. Schedule a Batch by updating the NPSP Scheduled Batches.

Answer: B,C

Explanation:

The NPSP Data Importer is the most effective tool for handling recurring spreadsheet imports. When dealing with a list of volunteers (who are already Contacts in the system) and their donations, the consultant must configure the "Batch" settings to ensure the data is linked correctly without manual intervention.

Streamlining via Batch Configuration:

* Contact Matching (D): The first step in any import is identifying who the donor is. By creating an NPSP Data Import Batch and setting the contact matching rule to use First Name and Last Name (or email/phone), the system will automatically look for existing volunteers. This prevents the creation of duplicate contacts.

* Opportunity Primary Contact Mapping (C): In NPSP, every donation (Opportunity) should be linked to a Primary Contact to ensure rollups (like "Total Gifts") work correctly on the person's record.

Within the batch settings, the consultant can specify how to map the contact from the spreadsheet to the Opportunity Primary Contact field on the resulting donation record.

* Process: Once the batch is configured with these rules, the clerk simply uploads the file to the batch.

The system handles the "Lookup" logic automatically.

Why Option A and B are incorrect:

These options refer to scheduling the processing of the batch. While helpful, scheduling doesn't "streamline" the data quality or relationship mapping—the logic of matching and mapping names (Options C and D) is what actually automates the reconciliation of volunteers to their gifts.

NEW QUESTION # 83

A nonprofit admin notices the nightly NPSP batch jobs are suddenly taking significantly longer to complete than they did a month earlier. What are two factors the consultant should tell the system admin to consider?

(Choose 2)

- **A. A new Flow was activated.**
- B. A new node tree was added to the role hierarchy.
- **C. A new customizable rollup was added in NPSP Settings.**
- D. A new standard roll-up summary field was added to an object.

Answer: A,C

Explanation:

Nightly batch jobs in NPSP, particularly the Rollup Donors batch, process thousands or millions of records.

Any increase in the "workload" per record will result in a measurable increase in total processing time.

Two Primary Performance Factors:

* New Flows (A): Salesforce Flows (especially Record-Triggered Flows) are highly powerful but resource-intensive. If a new Flow was activated on the Opportunity or Account object, it will fire every time the NPSP batch job updates a record. If the batch job updates 100,000 Accounts, the Flow runs

100,000 times. If the Flow contains "In-Loop" queries or complex logic, it can drastically slow down the batch execution time or even cause it to hit governor limits.

* New Customizable Rollups (C): Every time you add a new Customizable Rollup in NPSP Settings, you are adding another calculation that the batch job must perform for every record. If the new rollup has complex filters (e.g., "Total Gifts from 3 years ago excluding In-Kind and Grants"), the system must query more data and perform more evaluations per record, extending the batch window.

Why other options are less likely:

* Standard Roll-up Summary (Option B): These are calculated by the Salesforce platform kernel and are generally more efficient than Apex-based rollups. While they add some overhead, they usually do not cause the "significant" slowdowns seen with custom logic or complex NPSP settings.

* Role Hierarchy (Option D): While changes to the hierarchy trigger sharing recalculations, this typically affects record visibility and sharing performance rather than the execution speed of a data-processing batch job.

NEW QUESTION # 84

The admin at a nonprofit is implementing Salesforce Shield in its org to enable field platform encryption.

What are three NPSP considerations when implementing Shield Platform Encryption? (Choose 3)

- A. Fields on the NPSP Address object can be encrypted, but encryption is unavailable for address fields on the Account and Contact object.
- B. If the Role Name field is encrypted on the NPSP Partial Soft Credit object, the nightly Soft Credit rollups fail.
- C. The NPSP Data Import object supports encryption of all fields in the import batch.
- D. NPSP Data Import is unable to perform Custom Unique Id matching on Accounts and Contacts with an encrypted field.
- E. The NPSP MergeContacts list button on Contact list views will fail if the Contact Name is encrypted.

Answer: B,D,E

Explanation:

Salesforce Shield Platform Encryption provides high-level security, but it has significant "functional trade-offs" because the system cannot "read" encrypted data in the same way it reads plain text for certain automated processes.

Three Critical NPSP Considerations:

* Soft Credit Rollup Failure (C): NPSP's Customizable Rollups often use the Role Name on the Partial Soft Credit object to determine how to aggregate credits. Because encryption prevents the database from performing "Group By" or "Where" queries on that field effectively, the nightly rollup jobs will fail to process those credits.

* Merge Contacts Failure (D): The NPSP Contact Merge tool relies on identifying and comparing names. If the Contact Name is encrypted, the SOSL/SOQL queries used by the "Merge" button cannot properly index or find the records, rendering the specialized NPSP merge interface unusable.

* Data Import Matching (E): The NPSP Data Importer relies heavily on "Matching Rules." If you are trying to match a legacy donor ID or a custom unique ID that has been encrypted, the system cannot perform the "Exact Match" check needed to prevent duplicates during the import process.

Why other options are incorrect:

* Option A: Standard address fields on Account/Contact can be encrypted with Shield, so this is not a limitation.

* Option B: The Data Import object does not support "all fields" for encryption; like most objects, it has specific supported field types and limits.

NEW QUESTION # 85

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