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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q13-Q18):

NEW QUESTION # 13

A nonprofit fundraiser notices that some of the NPSP calculated donation summary fields on the Contact and Account records are displaying incorrect values when compared to the donations recorded for each donor.

What are three items the consultant should review to troubleshoot the issue? (Choose 3)

- **A. Opportunity Stages**
- B. Campaign Hierarchy²⁸
- **C. NPSP Health Check²⁷**
- D. Salesforce Optimizer report
- **E. Customizable Rollups**

Answer: A,C,E

Explanation:

When donor totals (e.g., "Total Gifts This Year") are incorrect, the consultant must investigate the logic that aggregates those numbers. In NPSP, this involves a combination of configuration settings and system health tools.

Three Critical Areas to Troubleshoot:

- * Customizable Rollups (B): This is the engine that calculates the totals. The consultant should check if the Filter Groups are correctly defined. For example, if a rollup is set to only count "Individual" gifts but the missing gifts are marked as "Major Gifts," the filter logic is the culprit.
- * Opportunity Stages (C): NPSP rollups only include donations that are in a "Closed/Won" state. If the organization created a custom stage (e.g., "Received - Awaiting Acknowledgment") but didn't mark that stage as "Won" in the Stage picklist settings, those gifts will be ignored by the rollup engine.
- * NPSP Health Check (D): This is the first place a consultant should look for system-wide issues. The Health Check will identify if the nightly rollup batch job is failing, if there are orphaned records, or if there are "Data Integrity" issues (like an Opportunity without an Account) that prevent the rollups from processing successfully.

Why other options are incorrect:

- * Salesforce Optimizer (Option A): This is a general org health tool (checking limits, unused fields, etc.) and does not have the nonprofit-specific logic needed to troubleshoot NPSP rollups.
- * Campaign Hierarchy (Option E): While hierarchies help with campaign reporting, they do not impact the "hard credit" rollups on Account and Contact records.

NEW QUESTION # 14

A nonprofit organization has received 50 donations from a peer-to-peer fundraising event. When entering the donations, the organization wants to ensure that both the team organizer and the donor get equal attribution for each donation, so the organization can send them acknowledgements later. How should the donation attributions be entered in Nonprofit Cloud?

- **A. Create a Gift Soft Credit for the team organizer and attribute the Gift Transaction to Donor.**
- B. Enter the donor donation total in the Donor Cover Amount on the Gift Transaction and create a Gift Transaction Designation for the event.
- C. Create an Opportunity Contact Role for the donor and create a Gift Tribute for the team organizer.

Answer: A

Explanation:

In Nonprofit Cloud for Fundraising, correctly attributing "Hard Credit" and "Soft Credit" is essential for accurate financial reporting and donor stewardship.

In a peer-to-peer (P2P) scenario, the person who actually gave the money is the Donor. They receive the legal "Hard Credit" for tax purposes. The Team Organizer (the solicitor) is the influencer who motivated the gift.

They receive the "Soft Credit" for recognition purposes.

Step-by-Step Entry Process:

- * Create the Gift Transaction: The consultant (or the automated P2P integration) creates a Gift Transaction record. The Donor field is populated with the Person Account of the individual who made the payment. This is the Hard Credit.
- * Assign the Soft Credit: To recognize the team organizer, a Gift Soft Credit record is created and linked to that specific Gift Transaction.
- * The Soft Credit Recipient is the Team Organizer's Person Account.
- * The Role is set to "Solicitor" or "P2P Organizer."
- * Automation: When these gifts are entered in bulk, the consultant can use a Gift Batch where a default "Soft Credit" can be applied to all transactions in the batch if they all belong to the same organizer.
- * Acknowledgment: By having both names linked to the transaction—one as the primary donor and one as a soft credit recipient—the organization can run two separate acknowledgment runs. One generates a "Tax Receipt" for the donor, and the other generates a "Thank You/Influence Alert" for the organizer.

Why other options are incorrect:

- * Option A: "Donor Cover Amount" is used for tracking when a donor pays for the credit card processing fees, not for attribution to a third party.
- * Option B: Gift Tribute is for "In Memory Of" or "In Honor Of" designations, which are purely sentimental and do not represent the solicitation influence of a peer-to-peer organizer. Gift Soft Credit is the standard NPC object for this business requirement.

NEW QUESTION # 15

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

Answer: B

Explanation:

For a small volume of contacts (150) and a simple one-off requirement like an event cancellation, standard Salesforce functionality is the most cost-effective and efficient choice. Send List Email is a native Lightning Experience feature that meets all the organization's criteria without the complexity of a third-party marketing tool.

How Send List Email Meets the Requirements:

* Direct Send: Users can select up to 2,000 contacts from a list view or a campaign and click Send List Email. This uses Salesforce's internal mail servers (or the organization's connected Office 365/Gmail account).

* Send History: Every list email sent is automatically recorded in the Activity History (specifically the "HTML Email Status" or "Emails" related list) on the Contact record. This satisfies the requirement to "view the send history."

* Manage Bounces: Salesforce has a native "Email Bounce Management" feature. If an email address is invalid, a warning icon appears next to the email address on the Contact record, and the staff can see the "Bounce Reason."

* Resending: Because the send history is logged as an activity, staff can easily identify who didn't receive the message and trigger a follow-up email manually or by creating a filtered list of "bounced" contacts.

Why other options are incorrect:

* Elevate (Option A): This is a payment processing platform for fundraising and has no native bulk email capabilities for event management.

* Email-to-Case (Option B): This is a support tool for receiving incoming emails and turning them into tickets; it is not for proactive event outreach.

* Account Engagement (Option D): Formerly known as Pardot, this is a robust marketing automation platform. While it could do this, it is considered "overkill" for a one-off 150-person email and requires a separate, significant license and technical setup.

NEW QUESTION # 16

A nonprofit uses Volunteers for Salesforce. The nonprofit has volunteers who work the same schedule every week. The volunteer manager wants to avoid asking these ongoing volunteers to sign up for the same shift every time. How should the consultant configure Salesforce to meet the requirement?

- **A. Use the Volunteer Recurrence Schedules in Volunteers for Salesforce to create the volunteers' schedules.**
- B. Enter all volunteer IDs and schedules on a spreadsheet and use an ETL tool to create volunteer hours records in Volunteers for Salesforce.
- C. Use the Job Recurrence Schedule functionality in Volunteers for Salesforce to create the volunteers' schedules.
- D. Install a grid app from the AppExchange to mass enter volunteer hours based on each volunteer's schedule.

Answer: A

Explanation:

In Volunteers for Salesforce (V4S), managing "ongoing" or "reliable" volunteers is handled through a specific automation feature called Volunteer Recurrence Schedules (VRS).

How VRS Works:

* Automated Enrollment: While a Job Recurrence Schedule (JRS) is used to create the empty shifts (the "slots" on the calendar), a Volunteer Recurrence Schedule is used to link a specific person (Contact) to those slots on a repeating basis.

* Configuration: The volunteer manager navigates to the Volunteer Job and finds the Volunteer Recurrence Schedules related list. They create a new record for the volunteer (e.g., "Jane Doe").

* Setting the Frequency: They specify the recurrence (e.g., "Every Monday" or "The 1st and 3rd Friday of every month").

* Batch Processing: V4S runs a nightly batch job (or it can be triggered manually via "Process Recurrence Schedules"). This job looks ahead (typically 4 months) and automatically creates Volunteer Hours records with a status of "Confirmed" for that person on every date that matches their schedule.

Why Option C is incorrect: A Job Recurrence Schedule creates the "container" for work (the shifts) but does not automatically assign a specific person to them. Why Option A and D are incorrect: These are manual workarounds. The purpose of using a specialized package like V4S is to utilize its native automation rather than relying on external spreadsheets or additional paid AppExchange tools.

By using Volunteer Recurrence Schedules, the nonprofit saves hundreds of hours of manual data entry and ensures that their "regular" volunteers are always accounted for on the roster.

NEW QUESTION # 17

The system admin at a nonprofit has set up automated soft credits to grant to the solicitor of each donation. The development director wants a report to show who the solicitor is for each donor. Which report type does the system admin need to use to create the requested report?

- A. Contacts with Relationships
- B. Opportunities with Partial Soft Credits and Contacts
- **C. Opportunities with Contact Roles**
- D. Accounts with Contact Roles and Household

Answer: C

Explanation:

In NPSP, soft credits are fundamentally based on the Opportunity Contact Role (OCR) object. Even if "Partial Soft Credits" are used for splitting a gift, the primary mechanism for attributing a "Solicitor" to a donation is assigning them a specific role on the Opportunity.

Reporting Logic:

- * The Junction: The Opportunity Contact Role acts as the bridge between the Opportunity (the donation) and the Contact (the solicitor).
 - * Standard Report Type: The standard report type Opportunities with Contact Roles allows the user to see the donor (the Account) and all related contacts who have a role on that gift.
 - * Filtering: The Admin can filter this report by the "Role" field (e.g., Role EQUALS Solicitor). This surfaces exactly who the solicitor was for every donor's transaction.
- Why other options are incorrect:
- * Option D: Partial Soft Credits is a more complex object used when multiple people get different dollar amounts of credit for a single gift. For a standard report showing "who the solicitor is," the Contact Role is the simpler and more standard starting point.
 - * Option A: Relationships track person-to-person ties (like "Spouse" or "Coworker"), not who influenced a specific financial transaction.
 - * Option B: This focuses on the Household structure rather than the individual donation influence history.

NEW QUESTION # 18

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