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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q40-Q45):

NEW QUESTION # 40

A nonprofit organization wants to implement donor levels. The organization wants to see at-a-glance identifiers that show how often a donor donates and how much they have donated. What should the organization do in Nonprofit Cloud?

- A. Configure a Record Alert FlexCard with the values for donor levels. Add the Record Alert component to the Person Account layouts.

- B. Create custom donor level fields on the Contact Profile object. Add the scoring fields to a Related Record Detail Display for the Contact Profile object.
- **C. Configure Recency, Frequency, and Monetary Value (RFM) Scoring. Add the scoring fields to a Related Record Detail Display for the Donor Gift Summary object.**

Answer: C

Explanation:

To implement "donor levels" based on behavior (frequency and amount), the modern Nonprofit Cloud utilizes the RFM Scoring framework. RFM stands for Recency (how recently they gave), Frequency (how often they give), and Monetary Value (how much they give). This is the standard industry method for segmenting donors into tiers like "Champion," "Loyal," or "At Risk." Step-by-Step Implementation for the Consultant:

* Configure RFM Scores: In the Setup menu, the consultant goes to Recency, Frequency, and Monetary Value (RFM) Score. Here, you define the "Source" objects (typically the Donor Gift Summary or Gift Transactions) and set the ranges. For example, you might define "Frequency" as: 1-

2 gifts = Score 1; 3-5 gifts = Score 2; 5+ gifts = Score 3.

* Calculate Scores: The consultant then schedules the RFM Data Processing Job. This job runs in the background, evaluates every donor's history, and assigns numerical scores to each category.

* The Composite Score: The system can combine these into a Composite RFM Score (e.g., "3-3-3" for the best donors).

* Displaying the Data: To make these scores "at-a-glance" identifiers, the consultant adds these fields to the Donor Gift Summary object. Using the Related Record Detail Display or a standard Record Detail component on the Person Account page, the staff can immediately see the donor's scores alongside their contact info.

This approach provides a dynamic, data-driven way to identify donor levels without manual updates. Option B is incorrect because Record Alerts are for transient warnings (e.g., "Do not call") rather than persistent behavioral metrics. Option C is incorrect because while the Contact Profile stores donor attributes, the specific engine for calculating and displaying frequency/monetary "levels" is designed to work with the Donor Gift Summary object within the NPC Fundraising architecture.

NEW QUESTION # 41

A nonprofit wants to use Volunteers for Salesforce for volunteer management. Which action should a consultant take before installing the package?

- **A. Compare usage of roll-up summary fields to limits.**
- B. Apply for license donation for Volunteers for Salesforce.
- C. Ensure the Program Management Module is already installed.
- D. Check that the nonprofit has the most recent NPSP release.

Answer: A

Explanation:

Volunteers for Salesforce (V4S) is a powerful application, but it is "resource-heavy." One of its primary functions is to roll up volunteer hours from the Volunteer Hours object to the Volunteer Job, the Volunteer Shift, and the Contact record.

The Limit Consideration:

* Roll-up Summary Limits: Salesforce has a hard limit on the number of roll-up summary fields allowed per object (typically 40).

* Impact of V4S: When you install V4S, it automatically attempts to create several roll-up summary fields on the Contact and other objects. If the nonprofit has already used many custom roll-up fields for fundraising or programs, the V4S installation will fail because it will exceed the object's field limit.

* Best Practice: A consultant should always audit the current field usage on the Contact and Account objects before installing V4S to ensure there is "headroom" for the new package's fields.

Why other options are incorrect:

* Option B: V4S is independent of PMM.

* Option C: While being on a recent NPSP is good, V4S can actually run on a standard Salesforce org without NPSP entirely.

* Option D: V4S is a free, open-source package; there are no licenses to "apply" for.

NEW QUESTION # 42

A nonprofit organization has a successful company match donation process. The development team wants to attribute the grouped check to the company, but also ensure that individual donors are credited for their individual match. How should the organization accomplish this goal in Nonprofit Cloud?

- A. Record the company as the donor on the Gift Transaction of the grouped check. Create a Gift Designation for each

individual donor and their respective amounts.

- B. Record the individual as the donor on the Gift Transactions for their respective amount of the grouped check. Create a Gift Soft Credit for the company on each of those gifts.
- **C. Record the company as the donor on the Gift Transaction of the grouped check. Create a Gift Soft Credit for each individual donor and their respective amounts.**

Answer: C

Explanation:

In the context of a Solution Design for corporate giving, a consultant must balance the "Hard Credit" (legal /accounting ownership of the funds) with the "Soft Credit" (relationship and influence credit).

When a company sends a single "grouped check" that represents the matching funds for multiple employees, the legal donor is the Company. Therefore, according to standard accounting principles, the Hard Credit must be assigned to the company's Business Account.

Step-by-Step Solution Workflow:

* Create the Gift Transaction: The consultant records a single Gift Transaction (or a batch gift) where the Donor field points to the Business Account of the company. This ensures that the organization's financial reports correctly show that the cash came from the corporation.

* Identify the Individuals: The consultant then identifies the individual employees whose gifts triggered the match.

* Assign Gift Soft Credits: For each individual donor, a Gift Soft Credit record is created and linked to the company's Gift Transaction.

* The Soft Credit Recipient is the individual's Person Account.

* The Amount is the specific portion of the matching check that applies to them.

* The Role can be set to "Matched Donor."

* Reporting: When the organization runs its "Total Giving" reports for individuals, it can include "Soft Credit" amounts. This allows the development team to recognize the individuals for their influence in bringing in the matching funds, even though the company technically provided the money.

Why other options are incorrect:

* Option B: This would incorrectly attribute the "Hard Credit" (the legal ownership of the money) to the individuals. This would cause issues with tax receipts and financial reconciliation, as the individual did not personally write the check for the matching portion.

* Option C: Gift Designations are used to track which internal fund the money is for (e.g., "Education Fund"); they are not used to credit people or organizations for their involvement in a gift. Using Soft Credits is the correct architectural approach in NPC for influence and matching-gift recognition.

NEW QUESTION # 43

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

Answer: C,D

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 # 44

A nonprofit organization needs to report outcomes for each of its programs. The organization just finished defining and creating records for each of its Outcomes in Nonprofit Cloud. The organization wants to link the Outcome objects to its Programs and Benefits to see how they are doing. What should the organization use?

- A. Indicator Performance Period records with the Baseline Value field
- B. Indicator Definition records and Indicator Result records
- C. **Outcome Activity records with the Type field**

Answer: C

Explanation:

In Outcome Management, the Outcome record represents the "what" (the ultimate change desired). However, an Outcome on its own is just a statement of intent. To make it operational, it must be connected to the "how"-the actual work being done.

The Outcome Activity object is the specific junction record used to create this connection. When a consultant configures Outcome Management, they use Outcome Activities to link an Outcome to a Program, a Goal, or a specific Benefit.

Step-by-Step Linking Process:

- * Define the Outcome: Create the high-level goal (e.g., "Increased Food Security").
- * Create the Outcome Activity: On the Outcome record, navigate to the related list for Outcome Activities.
- * Set the Type and Link: Select the Type (e.g., "Program" or "Benefit") and then look up the specific record (e.g., the "Community Gardening Program").
- * Contextual Reporting: By creating these links, the system can now surface how many participants in that specific program are successfully achieving the linked outcome.

Why other options are incorrect:

- * Indicator Definitions (Option A) are used to define how you measure progress (the metric), but they do not define the structural link between the Outcome and the Program itself; that logic is held in the Outcome Activity.
- * Indicator Performance Periods (Option B) define the when (the timeframe) for measurement but are not used to establish the initial relationship between the Program and the Outcome.

Using Outcome Activities allows for a "many-to-many" relationship structure where one Program can contribute to multiple Outcomes, and one Outcome can be supported by several different Programs or Benefits.

NEW QUESTION # 45

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