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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q106-Q111):

NEW QUESTION # 106

A gift officer is entering donations and wants to track that the donor responded to the most recent direct mail campaign. Which feature should the consultant configure to record the donor's campaign response?

- **A. Automatic Campaign Member Management**
- B. Customizable Campaign Influence
- C. Customizable Rollups
- D. Sales Process

Answer: A

Explanation:

In NPSP, the most efficient way to link a donation to a donor's campaign participation is through Automatic Campaign Member Management.³¹ How the Feature Works:³²

- * **The Link:**³³ When an Opportunity (donation) is created, it has a Primary Campaign Source field.
- * **The Automation:** If Automatic Campaign Member Management is enabled in NPSP Settings, the system automatically looks at the Primary Contact on the donation and checks if they are already a Campaign Member of that campaign.
- * **Status Update:** If they are already a member, the system can automatically update their Member Status (e.g., from "Sent" to "Responded").
- * **Creation:** If they are not yet a member, the system can automatically create a new Campaign Member record for that donor with a "Responded" status.

Why other options are incorrect:

- * **Customizable Rollups (Option B):** These summarize financial totals but do not handle the "Status" or "Response" logic on a campaign.
- * **Customizable Campaign Influence (Option C):** This is a Sales Cloud feature used to attribute "Influence" across multiple campaigns for a single deal. While relevant to high-level ROI, it is not the primary mechanism for simply recording that a donor "responded" to a specific direct mail appeal.
- * **Sales Process (Option D):** This defines the "Stages" an Opportunity goes through (Pledged, Won, etc.) and has no role in campaign response tracking.

NEW QUESTION # 107

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. Elevate
- **C. Send List Email**
- D. Email-to-Case

Answer: C

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 # 108

What is a consideration a consultant should be aware of when implementing Person Accounts in Nonprofit Cloud?

- A. All AppExchange Packages have been confirmed to be compatible with Person Accounts.
- B. All standard and custom Contact fields will have an API name that begins with Person when being referenced through a Person Account.
- C. The Is Person Account field can be used to exclude Person Accounts from Automation Rules and Validation Rules on the Account object.

Answer: C

Explanation:

When implementing the new Nonprofit Cloud (NPC), the shift toward Person Accounts as the default model for individual constituents is a significant change from the traditional Nonprofit Success Pack (NPSP) model. A consultant must understand how this architecture impacts system logic and data integrity.

The Is Person Account (API name: IsPersonAccount) field is a standard Boolean field on the Account object that automatically evaluates to true when an account record is a Person Account. This field is critical for consultants for several reasons:

* Filtering Automation: Because Person Accounts live on the Account object alongside Business Accounts (like Foundation or Corporate partners), a single Flow or Apex Trigger on the Account object will fire for both. To ensure that "Company-specific" logic doesn't execute for an individual donor, a consultant uses the IsPersonAccount field as a decision element or entry criteria in Salesforce Flows.

* Validation Rules: Validation rules intended for businesses (e.g., "Tax ID is required for all Corporate Accounts") would fail for individual donors if not properly scoped. By adding AND(NOT (IsPersonAccount), ...) to the formula, the consultant ensures the rule only applies to Business Accounts.

* Reporting and List Views: This field is the primary way to segment data. While Person Accounts mimic Contacts, they are technically Accounts, so this flag is the only way to quickly differentiate individuals from organizations in global queries.

Regarding the other options: Option A is incorrect because while many packages support Person Accounts, it is not a universal guarantee, and a consultant must always verify compatibility during the design phase.

Option B is a common misconception; while some fields are prefixed in certain API contexts, standard contact fields on the Person Account record page often retain their standard labels, and custom fields created on the Contact object specifically for Person Accounts are suffixed with __pc, not prefixed with "Person" for the API name.

NEW QUESTION # 109

What are two benefits of using Agile project management?

- A. Iterative planning and hands-on stakeholder involvement
- B. All risks defined early in the project and the result is a single deliverable
- C. A linear sequence of steps and carefully controlled change

Answer: A

Explanation:

In the context of a Nonprofit Cloud implementation, the Agile methodology is often preferred over traditional methods because it accounts for the evolving needs of mission-driven organizations. Unlike a rigid framework, Agile focuses on delivering value in small, manageable increments called "Sprints." Two of the most significant benefits of this approach are:

* Iterative Planning: Rather than trying to document every single requirement for a complex feature like

"Outcome Management" at the very start, Agile allows for continuous planning. The consultant and the nonprofit stakeholders prioritize a "Backlog" of work. At the start of each sprint, the team plans only the work for that cycle. This allows the organization to pivot if, for example, a new grant requirement is announced mid-project that changes how they need to track benefits.

* Hands-on Stakeholder Involvement: Agile requires constant collaboration. Stakeholders (such as Program Managers or Gift Officers) are involved in "Sprint Reviews" where they see live demonstrations of the work completed. This "fail-fast" or "learn-early" model ensures that if a consultant builds a Gift Entry flow that doesn't quite match the staff's physical workflow, it is caught and corrected within weeks rather than months.

Why other options are incorrect:

* Option A: Defining all risks early and producing a "single deliverable" is a hallmark of the Waterfall method. In Agile, risks are identified continuously, and deliverables are produced incrementally.

* Option C: A "linear sequence" and "carefully controlled change" describes a rigid Waterfall environment. In contrast, Agile is non-linear and embraces change as a way to improve the final product's relevance to the nonprofit's mission.

NEW QUESTION # 110

A Salesforce admin changes an Engagement Plan Template as requested by the development team. The development manager expects to see the changes reflected on an existing Engagement Plan using that Template on a campaign. Why is the development manager unable to see the Template changes?

- A. The development manager requires additional permissions for the new Engagement Plan Template changes.12
- **B. Changes to Engagement Plan Templates only affect new Engagement Plans.56**
- C. Engagement Plan Template changes must be accepted by the user on the Template detail record first.34
- D. Engagement Plan Template changes need to propagate through the platform.

Answer: B

Explanation:

In NPSP, Engagement Plans are used to automate the creation of a set of tasks when a specific goal is identified (e.g., "Major Donor Stewardship"). It is critical to understand the relationship between the Template and the Instance.

The Logic of Decoupling:

* The Template: This is the "blueprint" that defines which tasks should be created, who should own them, and what their due dates are relative to the start date.

* The Engagement Plan (Instance): When a user applies a template to a Contact or Campaign, the system "explodes" the template and creates actual Task records and an Engagement Plan record.

* Persistence: Once those tasks are created, they become independent records. If an admin modifies the original Engagement Plan Template (e.g., adding a new task or changing a deadline), NPSP does not retroactively update existing tasks or plans that were already generated. This is intentional to prevent disrupting ongoing workflows or overwriting manual changes staff may have made to their active tasks.

* Result: Any modifications to the template will only be visible on new Engagement Plans created after the change was saved.

To update existing plans, the manager would have to delete the current Engagement Plan and re-apply the updated template, or manually add the new tasks to the current records.

NEW QUESTION # 111

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