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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q79-Q84):

NEW QUESTION # 79

A nonprofit organization plans to use Program and Case Management to track its substance abuse services.

When the Case Managers log in, they cannot see any of the Program and Benefit records that have been set up. What should the organization do to resolve the issue?

- A. Assign the Advanced Program Management permission set to the users.
- B. Assign the Outcome Management permission set to the users.
- C. Mark all the Program and Benefit records as Active.

Answer: A

Explanation:

In Nonprofit Cloud, access to core functionality is governed by specific industry-aligned permission sets. If Case Managers are unable to see Program and Benefit records, it is typically a matter of missing object-level and feature-level permissions.

The Advanced Program Management permission set is a critical requirement for users who need to interact with the full program lifecycle.

Permissions included in Advanced Program Management:

* Object Access: It grants Read, Create, Edit, and Delete access (depending on the specific assignment) to the Program, Benefit, Benefit Type, and Benefit Schedule objects.

* Functional Access: It allows users to manage Program Enrollments and track Benefit Disbursements

* Visibility: Without this permission set (or a Permission Set Group containing it), the objects remain hidden from the user's navigation bar and global search, even if the records are marked as "Active." Step-by-Step Resolution:

* The Admin should navigate to Setup > Users.

* Select the Case Manager users.

* Click Permission Set Assignments > Edit Assignments.

* Add Advanced Program Management to the assigned list.

* Note: If the organization wants to limit Case Managers to "Read-Only," they would use this permission set in conjunction with a Muting Permission Set within a Permission Set Group.

Why other options are incorrect:

* Outcome Management (Option A): This grants access to impact tracking (Outcomes, Indicator Definitions) but does not provide the primary access to the Program and Benefit service delivery objects.

* Status Marking (Option C): While a record should be active for operational use, "Active" status on a record does not override Salesforce security. If the user doesn't have object-level permissions via a permission set, they cannot see the record regardless of its status.

NEW QUESTION # 80

A consultant began an implementation project with a nonprofit that is new to Salesforce. The nonprofit's leadership is hesitant to spend time at the beginning of the project on change management. What are three reasons the consultant can share to emphasize the value and importance of governance? (Choose 3)

- A. Technical interoperability
- B. Delivery Speed
- C. Cost savings
- D. Security
- E. Compliance

Answer: C,D,E

Explanation:

Governance in a Salesforce project is the framework of rules and processes that ensure the system remains healthy, secure, and aligned with the mission. While leadership may view it as "bureaucracy," a consultant must frame it as risk management.

Three Core Pillars of Governance Value:

* Security (E): Without governance, users might be granted broad permissions "to move fast," leading to data breaches or the exposure of sensitive donor/client information. Governance ensures a "Principle of Least Privilege" is maintained through a structured review of Permission Sets and Sharing Rules.

* Compliance (C): Nonprofits are subject to strict regulations (e.g., GDPR, HIPAA, or IRS audit requirements). Governance provides the documentation and audit trail needed to prove that the organization is handling data according to legal standards.

* Cost Savings (B): This is often the most persuasive argument for leadership. Poor governance leads to "Technical Debt"-duplicate apps, messy data, and conflicting automations that require expensive consultant hours to fix later. By establishing a Change Control Board (CCB), the organization avoids wasting money on redundant tools or poorly designed features. While Delivery Speed (D) and Interoperability (A) are benefits of a well-run project, they are often the result of good governance

rather than the primary strategic reasons to implement it. Security, Compliance, and Cost Savings are the fundamental justifications for a nonprofit's long-term sustainability on the platform.

NEW QUESTION # 81

A nonprofit organization serves many families in their programs and want to track each family as a household. The organization serves diverse types of families, including blended families and split families, where some of the children divide their time between multiple households. How should the organization track these different family types?

- A. Create a Person Account for each family member. Create Contact Contact Relationship records between the family members.
- B. Create an Account for each family and Contacts for each family member. Create Party Role Relationship records between the family members.
- C. Create a Person Account for each family member. Use the New Group flow to simplify the necessary record creation.

Answer: C

Explanation:

In the new Nonprofit Cloud, the "Household" concept is managed using the Group (Account) and Account Account Relationship model, underpinned by Person Accounts for individuals. This is a departure from the NPSP "Household Account" model. To handle complex, modern family structures-such as children living in two separate households (split families) or blended families-the consultant follows a specific workflow:

* Individual Representation: Every family member is created as an individual Person Account. This ensures that their data (milestones, benefits, medical records) stays with them regardless of which household they are currently associated with.

* The New Group Flow: Salesforce provides a standard, guided flow called the New Group flow. When a consultant or caseworker uses this flow, it automates the creation of a "Business" Account with a record type of Group (representing the Household). It simultaneously creates the Account Account Relationship records that link the individual Person Accounts to that Group.

* Handling Split Families: Because the system uses a junction-based relationship model (Account Account Relationship), a single child (Person Account) can be linked to multiple Group Accounts (Household A and Household B). One can be marked as the "Primary" household, while the other is "Secondary."

* Role Definition: Within these relationships, you can specify roles (e.g., "Parent," "Dependent," "Step- Parent") using the Party Role Relationship configuration.

Option B is insufficient because while it tracks person-to-person ties, it fails to aggregate the individuals into a "Household" unit (Group) for reporting and program enrollment. Option C is incorrect because it suggests using the legacy Account/Contact model, which is not the recommended best practice for individuals in the modern Nonprofit Cloud.

NEW QUESTION # 82

What does a consultant need to enable and deploy before using Advanced Mapping in NPSP?

- A. Delegated Administration
- B. My Domain
- C. Customizable Rollups
- D. Custom triggers

Answer: C

Explanation:

Advanced Mapping is the powerful engine behind NPSP Gift Entry and the NPSP Data Importer. It allows consultants to map fields from a staging record to multiple objects (Account, Contact, Opportunity, etc.) simultaneously.

However, Advanced Mapping is architecturally dependent on the newer NPSP framework components.

Specifically, Salesforce documentation states that Customizable Rollups must be enabled and deployed before Advanced Mapping can be activated.

Step-by-Step Dependency Logic:

* Modernization: Customizable Rollups replaced the legacy "Legacy Rollups" and provide a more flexible way to calculate donor totals.

* Infrastructure: Both Customizable Rollups and Advanced Mapping utilize a shared set of underlying NPSP code resources. Enabling Customizable Rollups updates the database schema and triggers the necessary background processes that Advanced Mapping requires to function.

* Enabling Advanced Mapping: Once Customizable Rollups are active, the consultant can go to NPSP Settings > Bulk Data Processes > Advanced Mapping and toggle the feature on. The system will then perform a "deployment" of the mapping logic. My Domain (Option C) is a general Salesforce requirement for Lightning components but is not the specific functional prerequisite for this NPSP feature. Custom Triggers (Option A) and Delegated Administration (Option B) are unrelated to the internal NPSP mapping engine dependencies.

NEW QUESTION # 83

Which app included in Nonprofit Cloud for Fundraising is designed specifically for mass-market fundraising and campaign management processes?

- A. Fundraising Strategy
- **B. Donor Engagement**
- C. Philanthropy & Partnerships

Answer: B

Explanation:

Salesforce Nonprofit Cloud for Fundraising is organized into several distinct Lightning Apps, each tailored to a specific fundraising persona or business process. For consultants, understanding which app supports which business function is essential for user enablement.

* Donor Engagement: This app is the hub for mass-market fundraising. It is designed for team members who manage large-scale outreach, direct mail, digital campaigns, and high-volume donor acquisition. It includes features for Campaign Management, Source Codes, and segmenting large lists of donors for automated outreach. This app focuses on "one-to-many" relationships where the goal is efficiency and broad engagement.

* Philanthropy & Partnerships: In contrast, this app is designed for "high-touch" or major gift fundraising. It focuses on "one-to-one" relationship management, tracking major donors, foundation partners, and corporate sponsors. It highlights tools like the Donor Profile, Wealth Screening data, and moves management stages.

* Fundraising Strategy: This app (and its associated dashboards) is intended for leadership and data analysts. It provides high-level insights into fundraising performance, RFM (Recency, Frequency, Monetary) scoring trends, and overall revenue health, rather than day-to-day campaign execution.

By assigning the Donor Engagement app to the marketing and direct response teams, a consultant ensures they have immediate access to the Campaigns, Outreach Source Codes, and segments they need to run mass-market appeals effectively without being distracted by the specialized major gift tools found in the Philanthropy app.

NEW QUESTION # 84

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