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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q98-Q103):

NEW QUESTION # 98

A human services nonprofit needs to track client goals and action items related to those goals. The nonprofit is unsure whether Program Management Module alone will meet its requirements. The nonprofit is considering whether to implement Nonprofit Cloud Case Management. What should the consultant discuss with the nonprofit?

- A. Program Management Module can track Case Plans and Action Items.
- B. Case Management requires Experience Cloud licenses.
- C. Program Management Module has custom objects for calendars and activities.
- **D. Case Management has a custom object for tracking goals.**

Answer: D

Explanation:

For a consultant, it is vital to distinguish between the Program Management Module (PMM) and Nonprofit Cloud Case Management (NCCM). While they work together, they serve different functional depths.

* PMM (Standard Service Tracking): PMM is designed for "Service Delivery." It tracks which clients are in which programs and when they received a service (e.g., "John attended the Food Bank on Tuesday"). It is excellent for high-volume, low-touch interactions.

* NCCM (Deep Clinical/Social Work): Nonprofit Cloud Case Management is designed for "high-touch" human services. It introduces a much more granular data model. Specifically, it includes custom objects like Goals and Action Items that are part of a Case Plan. These allow a caseworker to define a specific journey for a client (e.g., Goal: "Secure Employment," Action Item: "Draft Resume").

The Core Distinction:

The consultant should explain that while PMM tracks what was delivered, Case Management provides the specialized objects needed to track the client's long-term progress through Goal tracking.

* Option A: PMM does not have specialized calendar objects; it uses standard Salesforce Activities.

* Option C: This is incorrect. Case Plans and Action Items are features of Case Management, not the standard PMM.

* Option D: Case Management does not require Experience Cloud, though they are often used together for participant portals.

By highlighting the Goal and Action Item objects, the consultant helps the nonprofit understand that Case Management is the correct choice for their "care-centric" requirements.

NEW QUESTION # 99

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

Answer: A

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 # 100

A Nonprofit Cloud consultant has been informed that the Donor Gift Summary data is out of date. What is the first step the consultant should take to identify the root cause?

- A. Ensure that the logged in user has the appropriate field-level security on the Donor Gift Summary object.

- B. Navigate to Monitor Workflow Services and identify the failures in the Data Processing Engine definition that calculates the data.
- C. Ensure that the record-triggered flow that updates the Donor Gift Summary is active.

Answer: B

Explanation:

The calculation of giving totals (e.g., Lifetime Giving, Last Gift Date) in Nonprofit Cloud is a major departure from the older NPSP. In NPC, these summaries are not updated by real-time code or flows; they are managed by the Data Processing Engine (DPE). Because DPE is a batch-based processing tool, the data is only as "up to date" as the last successful run of the engine. If a user reports that the data is stale, the issue is almost certainly a failure in the background job rather than a UI or security issue.

Step-by-Step Troubleshooting for the Consultant:

- * Monitor Workflow Services: This is the "Command Center" for all Industry Cloud background processes. The consultant should search for this in the Setup menu.
- * Locate the Job: Within the monitor, find the entry for the specific Data Processing Engine definition responsible for Fundraising summaries (often titled something like "Calculate Donor Gift Summary").
- * Check the Status: Look for runs marked as "Failed" or "Completed with Errors."
- * Analyze Error Logs: Clicking into a failed run will reveal the specific technical reason for the failure (e.g., "System Limit Exceeded," "Data Mapping Error," or "Inactive Picklist Value").
- * Rerun: Once the underlying data or configuration issue is resolved, the consultant can manually trigger the DPE run from this screen to bring the summaries up to date immediately.

Option A is incorrect because there is no standard record-triggered flow for these rollups in NPC. Option B is a valid check for visibility, but the question specifically states the data is "out of date" (meaning it exists but is wrong), suggesting a calculation/sync failure.

NEW QUESTION # 101

A nonprofit considers risk mitigation to be vital to the success of its implementation project. What are three elements impacted by change that cause risk?

- A. Time, governance, people
- B. People, processes, cost
- C. Quality, processes, time
- D. Cost, quality, time

Answer: D

Explanation:

In project management and Salesforce implementation strategy, the Triple Constraint (also known as the Iron Triangle) defines the three most critical elements that are impacted by any change to a project's scope.

These three elements are Cost, Quality, and Time.

- * Cost: This refers to the financial budget and resources allocated to the project. If a nonprofit decides to add a new "Impact Dashboard" mid-implementation, the cost will likely increase as more consultant hours are required.
- * Time: This is the schedule or deadline for the project. Adding features or facing technical hurdles usually extends the timeline. If the "Time" cannot be moved (e.g., a "Go-Live" before a major fundraising gala), then Cost or Quality must be adjusted.
- * Quality (or Scope): This represents the robustness and functionality of the final solution. If a project is running over time and over budget, the organization might decide to "cut corners" or reduce the complexity of certain automations to meet the deadline, which negatively impacts the quality of the system.

Risk Mitigation Strategy: A consultant's job is to manage the balance between these three. If one changes, at least one of the others will be impacted. For example, if a nonprofit wants to speed up the Time to go-live, they must either increase the Cost (hiring more people) or decrease the Quality (reducing the initial scope).

Understanding these three risks is essential for setting realistic

NEW QUESTION # 102

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 # 103

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