

Verified and Updated Salesforce NP-Con-102 Exam Questions and Answers

**Salesforce Admin Certification Exam|
Questions and Verified Answers| 100%
Correct| Already Grade A (2023/ 2024
Updated)**

Q: Which of the following actions cannot be completed on the Company Information page? (Select 2)

A. Edit the city in which your organization is located
B. Modify the type of licenses your organization has
C. Edit the default locale for your organization
D. Restrict access to currency settings
E. Add or remove licenses

Answer:
BD

Q: Locale settings control which of the following? (Select 1)

A. Time Zone
B. Number format
C. Name order
D. All of the above

Answer:
D

Q: It is possible to switch to a standard fiscal year from a custom fiscal year.

A. True
B. False

Answer:
B

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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q54-Q59):

NEW QUESTION # 54

A nonprofit stores a government-issued personal identification number on each constituent's Contact record in an encrypted field. What should a consultant enable on a Permission Set to ensure the personal identification number is fully accessible by a subset of org users?¹

- A. Manage Encryption Keys system permission³
- B. View All Contact object permission⁵
- C. View All Data system permission²
- D. **View Encrypted Data system permission⁴**

Answer: D

Explanation:

In Salesforce, sensitive data like Social Security Numbers or Tax IDs is often protected using Classic Encryption or Shield Platform Encryption. When a field is encrypted, it appears as masked (e.g., XXXX- XX-1234) to most users, even if they have "Read" access to the Contact object.

To allow a specific subset of users (such as the HR Director or a high-level Compliance Officer) to see the actual, unmasked data, the View Encrypted Data system permission must be utilized.

Step-by-Step Implementation:

* Create a Permission Set: The consultant should create a specific Permission Set named "PII Access" or similar.

* Enable System Permission: Under the System Permissions section of the Permission Set, the consultant must locate and check the box for View Encrypted Data.

* Assign to Users: This Permission Set is then assigned only to the specific users who require access to the sensitive identification numbers.

* Security Principle: This follows the "Principle of Least Privilege." Users with this permission can see the data in plain text in reports, list views, and record pages, while all other users see the masked version.

Why other options are incorrect:

* View All Data (Option A): This is a very broad and dangerous permission that grants access to almost all data in the org, but even "View All Data" does not automatically unmask encrypted fields unless View Encrypted Data is also present.

* Manage Encryption Keys (Option B): This is a highly technical administrative permission for managing the security certificates and keys; it does not grant the ability to view field data.

* View All Contacts (Option D): This provides object-level visibility but respects field-level security and masking.

NEW QUESTION # 55

A nonprofit wants to run an enrollment report for its education classes. Which Program Management Module object should the consultant use to build the report?

- A. Program Cohort
- **B. Program Engagement**
- C. Service
- D. Service Delivery

Answer: B

Explanation:

In the Salesforce Program Management Module (PMM), tracking the relationship between a person and a specific program is handled by the Program Engagement object. This object is the "enrollment" record that bridges the gap between a Contact (or Person Account) and a Program.

* Architecture of Enrollment: When a student signs up for an education class, they aren't just a name in a database; they are an "engaged" participant in a specific initiative. The Program Engagement record stores critical enrollment data, such as the Stage (Applied, Enrolled, Completed, Withdrawn), the Start Date, and the Role of the participant.

* Reporting Strategy: To build an enrollment report, the consultant uses the "Program Engagements with Contacts" or "Programs with Program Engagements" report types. This allows the organization to see exactly how many people are currently active in their classes.

* Contextual Objects: * Service (Option B): This represents the specific activity (e.g., "Math Tutoring") rather than the overall enrollment.

* Program Cohort (Option C): This is used to group engagements into segments (e.g., "Spring 2025 Class"), but it doesn't represent the individual's enrollment status itself.

* Service Delivery (Option D): This tracks the attendance or the actual provision of the service (e.g., "John attended the class on Tuesday").

By centering the report on Program Engagements, the consultant ensures the nonprofit can track their "Enrollment Pipeline"-identifying how many people move from application to successful completion of their education classes.

NEW QUESTION # 56

A nonprofit wants all donations related to a new direct mail appeal to be assigned to a designated restricted fund. How should the consultant advise the nonprofit to achieve this?

- A. Create a campaign for the appeal and add a lookup field for the GAU for the designated fund.
- **B. Create a campaign for the appeal and use the Manage Allocations functionality to assign the fund.**
- C. Enable Default Allocations and specify the designated fund as the default GAU.
- D. Run Batch Create Default Allocations bulk data process and specify the designated fund as the default.

Answer: B

Explanation:

In NPSP, the tracking of restricted funds is managed through the General Accounting Unit (GAU) and GAU Allocations. When a nonprofit launches a specific appeal (like a direct mail campaign) for a restricted fund, the system can automate the allocation of every gift received through that appeal.

Step-by-Step Implementation:

* The GAU: Ensure the restricted fund is created as a General Accounting Unit record.

* The Campaign: Create a Campaign record representing the "Direct Mail Appeal."

* Manage Allocations: On the Campaign record, a consultant uses the Manage Allocations button (a specialized NPSP interface).

* The Link: In this interface, the consultant selects the designated GAU and assigns it to the Campaign (usually at 100%).

* Automation: Because of NPSP's built-in logic, any time a donation is created and linked to this Campaign (as the Primary Campaign Source), the system will automatically create a GAU Allocation record for that donation, linking it to the restricted fund.

Why other options are incorrect:

* Option D: Setting a "Default GAU" is an org-wide setting. If you set the restricted fund as the default, then every gift in the system (even unrestricted ones) would go to that fund.

* Option C: Simply adding a custom lookup field to the Campaign does not trigger the complex NPSP automation needed to create the Allocation records on the Opportunity. You must use the "Manage Allocations" feature to "connect" the campaign to the GAU logic.

NEW QUESTION # 57

A nonprofit has employed a contract developer for work involving objects that contain personal and personally identifiable information. The contractor is working in a full copy sandbox. What should the consultant recommend to ensure the contractor is unable to access this sensitive data?

- A. Configure the contractor's Profile to prevent access to the sensitive data.
- B. Implement Salesforce Shield and apply it to the sensitive data.
- **C. Implement Salesforce Data Mask and mask the sensitive data.**
- D. Encrypt all fields containing sensitive data with Classic Encryption.

Answer: C

Explanation:

When a nonprofit uses a Full Copy Sandbox, the sandbox contains an exact replica of all the production data, including sensitive donor PII (Personally Identifiable Information). Giving a contractor access to this data is a significant security and compliance risk.

The Solution: Salesforce Data Mask:

* Anonymization: Salesforce Data Mask is a powerful managed package that allows an admin to "scrub" or "mask" sensitive data in a sandbox.

* Methods: It can replace real names with random names (Anonymization), replace characters with "X" (Deletion), or shuffle values within a column (Pseudonymization).

* Developer Experience: The contractor can still see the structure of the data and write code against it, but the actual "John Doe at

Main St" becomes "Sam Smith at 999 West Rd."

* Security: This ensures that even if the developer's local machine or account is compromised, no real constituent data is exposed.

Why other options are incorrect:

* Encryption (Options A & C): This protects data at rest but does not help if the developer has the permissions to view the decrypted data for testing purposes.

* Profiles (Option D): This is insufficient because a developer often needs access to the fields themselves to write code; Data Mask allows them to see the field while hiding the sensitive content.

NEW QUESTION # 58

A nonprofit organization is starting a new program that connects high school youths to college mentors. The organization wants to track this specific relationship in Nonprofit Cloud. How should the organization accomplish this goal?

- A. Create new picklist values for the Role field on the Person Account object.
- B. **Create a new Party Role Relationship that has the Relationship Object Name field set to Contact Contact Relationship.**
- C. Create a new Party Role Relationship that has the Relationship Object Name field set to Account Account Relationship.

Answer: B

Explanation:

In Nonprofit Cloud (NPC), individual constituents (like students and mentors) are modeled as Person Accounts. To track relationships between these individuals, Salesforce utilizes the Party Relationship Model

When a consultant needs to define a new type of connection-such as "Mentor" to "Student"-they must configure the Party Role Relationship object. This object defines the metadata for how two parties interact.

Step-by-Step Configuration:

* Navigate to Party Role Relationships: The consultant creates a new record in this object.

* Define Roles: You specify the roles involved, such as "Mentor" and "Mentee."

* Select the Relationship Object: This is the most critical step. Since the relationship is between two individual people (modeled as Person Accounts), the consultant must set the Relationship Object Name field to Contact Contact Relationship.

* Note: Even though the records are technically Person Accounts, NPC uses the ContactContactRelation object for person-to-person ties.

* Inverse Relationships: The consultant also defines the inverse role (e.g., if Person A is the Mentor of Person B, then Person B is the Mentee of Person A) to ensure the relationship is visible and logical from both records.

Why Option B is incorrect: Account Account Relationship is used for connections between two Business Accounts (e.g., a "Parent Company" and its "Subsidiary") or between a Person Account and a Business Account (e.g., an "Employee" and their "Employer"). For a mentor-student program where both parties are individual people, Contact Contact Relationship is the architecturally correct choice for the Party Role Relationship configuration.

NEW QUESTION # 59

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