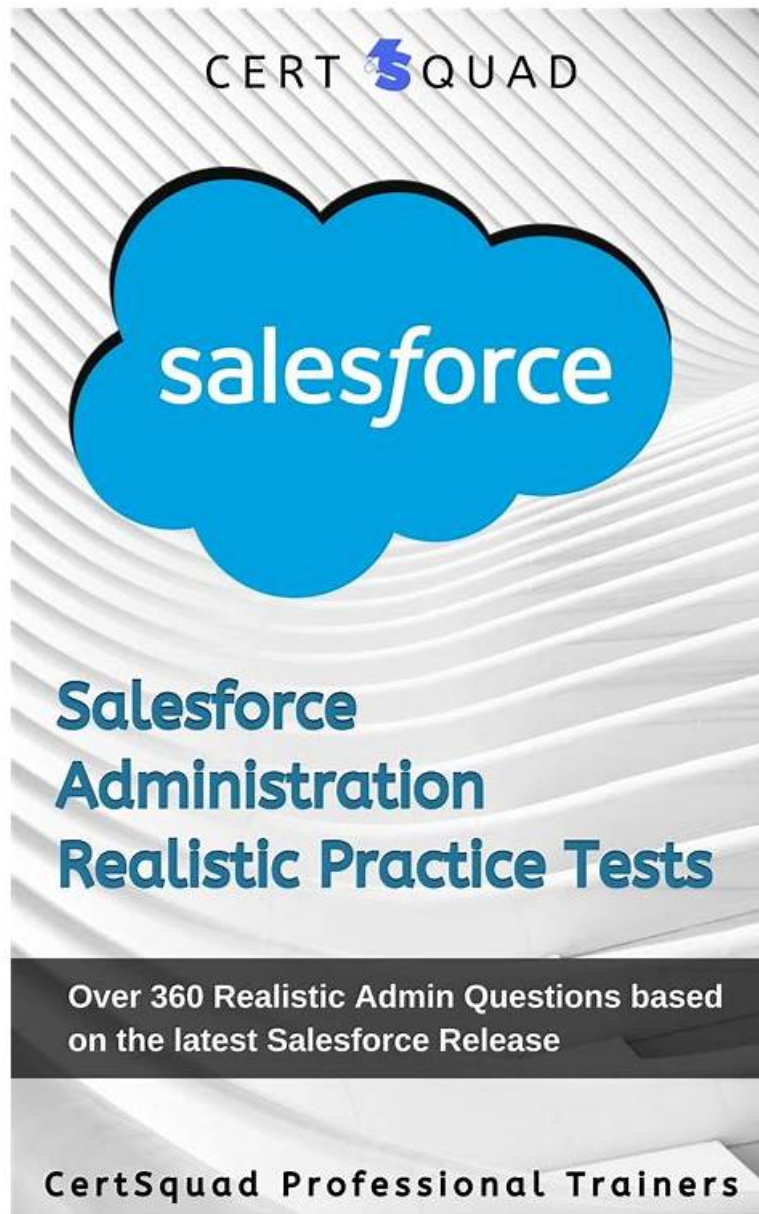


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Salesforce Certified Nonprofit Cloud Consultant (NPC) Sample Questions (Q45-Q50):

NEW QUESTION # 45

A nonprofit wants all Apex error messages to be sent to a specific system admin. How should the consultant configure NPSP to send error notifications only to this admin?

- A. Change the profile for all users except the specific admin to something different than system admin.
- **B. Set the specific admin as the user to receive error notifications on the NPSP Settings tab under System Tools > Error Notifications.**
- C. Set all users except the specific admin as disabled for receiving error notifications on the NPSP Settings tab under System Tools > Error Notifications.
- D. Uncheck the Send Apex Warning Emails checkbox on all admins except for the specific admin.

Answer: B

Explanation:

In the Nonprofit Success Pack (NPSP), error handling is centralized to ensure that critical failures in background processes (like nightly rollups or asynchronous triggers) do not go unnoticed. By default, NPSP may be configured to send notifications to all System Administrators, which can lead to "notification fatigue" or sensitive technical data being sent to users who do not manage the system's backend.

To route these errors to a single, specific individual, a consultant must use the NPSP Settings interface.

Step-by-Step Configuration:

- * Navigate to NPSP Settings: Use the App Launcher to find the NPSP Settings tab.
- * Access Error Handling: In the sidebar, go to System Tools and then click on Error Notifications.
- * Edit Settings: Click the Edit button at the top of the page.
- * Change Recipient Type: Look for the field labeled Error Notifications To. By default, this might be set to "All System Administrators." Change this value to User.
- * Select the Admin: A new lookup field will appear. Search for and select the specific System Administrator who should be the point of contact for technical issues.
- * Save: Click Save.

Once this is configured, any Apex errors triggered by the NPSP framework (TDTM, Batch jobs, etc.) will generate an email sent exclusively to that selected user. This is a best practice for governance as it ensures a clear line of accountability for troubleshooting. Why other options are incorrect:

- * Option A: Standard Salesforce "Apex Warning Emails" in Setup are different from NPSP-specific framework errors.
- * Option B: There is no "disable" checkbox for individual users in the NPSP settings; the system uses a single designated recipient (User, Chatter Group, or Profile).
- * Option D: Changing profiles just to manage email notifications is an extreme and unnecessary security change that would disrupt the permissions of other administrators.

NEW QUESTION # 46

A nonprofit receives a donation from a family foundation. What should the consultant recommend to ensure the donation is reflected on the family's household record?

- A. Use a GAU Allocation to credit the donation to the household.
- **B. Use Account Soft Credits to credit the household.**
- C. Add an Account lookup field on the Payment for the Opportunity for the household.
- D. Add an additional Account lookup field on the Opportunity for the household.

Answer: B

Explanation:

In NPSP, we must distinguish between "Hard Credit" (legal ownership) and "Soft Credit" (influence /relationship). When a family foundation (a Business Account) gives a donation, the Foundation gets the Hard Credit. However, the organization wants the Household Account (the family themselves) to receive credit for that gift in their "Total Giving" history.

The Solution: Account Soft Credits:

- * Hard Credit: The Opportunity is created with the Family Foundation Account in the Account Name field. This is the legal donor.

- * Soft Credit: To reflect this gift on the Family's Household, the consultant uses the Account Soft Credit feature.

- * Relationship Tracking: A record is created in the Account Soft Credit related list on the Opportunity.

The "Account" is the Family's Household Account, and the "Role" is set to something like "Family Foundation."

- * Rollups: NPSP's rollup engine will then pick up this soft credit. The family's Household record will now show this gift in fields like "Total Account Soft Credits" or "Total Gifts" (if the organization includes soft credits in their summary).

Why other options are incorrect:

- * GAU Allocation (Option A): This tracks the fund or purpose of the money (e.g., "Building Fund"), not the donor or household credit.

- * Lookup Fields (Options B & D): Adding custom lookup fields does not trigger NPSP's complex rollup logic. Only the standard Account Soft Credit object is recognized by the NPSP engine for aggregating influence-based giving to an account.

NEW QUESTION # 47

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

Answer: B

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 # 48

A nonprofit needs to send automated renewal emails on a 30/60/90/180-day cadence. Each email template needs to be different based on the members' website visits. Which solution should a consultant recommend?

- A. Flow
- B. Engagement Plans
- C. Apex

- **D. Account Engagement**

Answer: D

Explanation:

This requirement involves complex Marketing Automation that goes beyond the capabilities of standard Salesforce transactional tools. While Salesforce Flow (Option C) can handle time-based triggers, it cannot natively track and react to specific "website visits" or web behavior without significant custom coding or integration.

Account Engagement (formerly Pardot) is the ideal solution for this scenario because of its specialized feature set:

- * Website Tracking: Account Engagement uses a tracking code (cookie) to monitor constituent behavior on the nonprofit's website. This allows the system to "know" which pages a member visited (e.g., a

- "Benefits" page vs. a "Donate" page).

- * Engagement Studio: This is a visual journey builder. A consultant can create an "Automated Renewal Program" where the system waits 30, 60, 90, and 180 days.

- * Dynamic Content: At each step of the 30/60/90/180-day cadence, the system can use Dynamic Content to swap out parts of the email template. If a member visited the "Member Events" page recently, the renewal email can automatically include a section about upcoming events to increase the relevancy of the appeal.

- * Recency and Frequency: The tool can segment members based on how recently they visited the site, ensuring the messaging is timely and tailored to their current level of engagement.

Why other options are incorrect:

- * Engagement Plans (Option B): These create internal Tasks for staff, not automated external emails with web-tracking logic.

- * Flow (Option C): While it can send emails, it lacks the built-in web-tracking and high-volume marketing analytics provided by Account Engagement.

- * Apex (Option A): This would be an expensive, high-maintenance custom solution for a problem that is solved out-of-the-box by a marketing automation platform.

NEW QUESTION # 49

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

Answer: A

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 # 50

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