**Vendor:** Salesforce

**Exam Code:** NP-Con-102

**Exam Name:** Salesforce Certified Nonprofit Cloud Consultant (NPC)

**Version:** DEMO

**QUESTION 1**
A nonprofit organization wants to implement donor levels. The organization wants to see at-a-glance identifiers that show how often a donor donates and how much they have donated. What should the organization do in Nonprofit Cloud?

A. Configure Recency, Frequency, and Monetary Value (RFM) Scoring. Add the scoring fields to a Related Record Detail Display for the Donor Gift Summary object.
B. Configure a Record Alert FlexCard with the values for donor levels. Add the Record Alert component to the Person Account layouts.
C. Create custom donor level fields on the Contact Profile object. Add the scoring fields to a Related Record Detail Display for the Contact Profile object.

**Answer:** A
**Explanation:**
To implement "donor levels" based on behavior (frequency and amount), the modern Nonprofit Cloud utilizes the RFM Scoring framework. RFM stands for Recency (how recently they gave), Frequency (how often they give), and Monetary Value (how much they give). This is the standard industry method for segmenting donors into tiers like "Champion," "Loyal," or "At Risk."

Step-by-Step Implementation for the Consultant:

Configure RFM Scores: In the Setup menu, the consultant goes to Recency, Frequency, and Monetary Value (RFM) Score. Here, you define the "Source" objects (typically the Donor Gift Summary or Gift Transactions) and set the ranges. For example, you might define "Frequency" as: 1-2 gifts = Score 1; 3-5 gifts = Score 2; 5+ gifts = Score 3.

Calculate Scores: The consultant then schedules the RFM Data Processing Job. This job runs in the background, evaluates every donor's history, and assigns numerical scores to each category.

The Composite Score: The system can combine these into a Composite RFM Score (e.g., "3-3-3" for the best donors).

Displaying the Data: To make these scores "at-a-glance" identifiers, the consultant adds these fields to the Donor Gift Summary object. Using the Related Record Detail Display or a standard Record Detail component on the Person Account page, the staff can immediately see the donor's scores alongside their contact info.

**QUESTION 2**
A nonprofit organization is using Nonprofit Cloud for Fundraising. The organization wants to generate gift acknowledgement letters and have donations updated to include the date and status of the acknowledgement. Which Nonprofit Cloud feature should the organization use?

A. OmniStudio Document Generation
B. Einstein Activity Capture
C. Intelligent Document Automation

**Answer:** C

**QUESTION 3**
A nonprofit organization uses Nonprofit Cloud. The organization is shifting from a traditional community-based social services organization that delivers benefits to the community to an organization that focuses on delivering financial capital to other organizations operating in the community. Which Nonprofit Cloud license is needed to manage and track applications for

funding?

A. Outcome Management
B. Program Management
C. Grantmaking

**Answer:** C
**Explanation:**
When a nonprofit shifts its mission from direct service delivery (program management) to funding other entities, it moves into the role of a "Grantmaker." In the Salesforce Nonprofit Cloud ecosystem, this specific business process is supported by the Grantmaking module.

The Grantmaking license provides access to a specialized data model and set of features designed for the full grant lifecycle:

Funding Opportunities: Grantmakers use this object to define the available grants, including eligibility criteria, total funding amounts, and application deadlines.

Individual Applications: This is the core object for tracking incoming requests for funding. It allows the organization to manage the review process, due diligence, and scoring of applications from other nonprofits or community groups.

Funding Awards and Disbursements: Once an application is approved, the system tracks the Funding Award and schedules the actual payment of "financial capital" through Disbursements.

Grantee Portal: Grantmaking often utilizes an Experience Cloud site where applicants can submit their proposals, view their status, and submit required progress reports.

**QUESTION 4**
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 Account Account Relationship.
C. Create a new Party Role Relationship that has the Relationship Object Name field set to Contact Contact Relationship.

**Answer:** C
**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.

**QUESTION 5**
Which app included in Nonprofit Cloud for Fundraising is designed specifically for mass-market fundraising and campaign management processes?

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

**Answer:** A
**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.

**QUESTION 6**
A nonprofit organization needs to report outcomes for each of its programs. The organization just finished defining and creating records for each of its Outcomes in Nonprofit Cloud. The organization wants to link the Outcome objects to its Programs and Benefits to see how they are doing. What should the organization use?

A. Indicator Definition records and Indicator Result records
B. Indicator Performance Period records with the Baseline Value field
C. Outcome Activity records with the Type field

**Answer:** A

**QUESTION 7**
A Nonprofit Cloud organization has Automatic Person Account Mailing Address Synchronization enabled. A staff member removes the Is Primary flag from a linked address. What occurs to the address?

A. The address is archived automatically and the end date is set.
B. The address is removed from the Person Account Mailing Address field.
C. The address is marked Inactive.

**Answer:** B
**Explanation:**
Automatic Person Account Mailing Address Synchronization is a powerful feature in Nonprofit Cloud that ensures the standard mailing address fields on the Person Account stay perfectly in sync with the Contact Point Address related records.

In this model, the Person Account's "Mailing Address" fields (Street, City, State, etc.) are essentially a "mirrored reflection" of whichever Contact Point Address record is marked as Is Primary.

The Synchronization Logic:

Setting a Primary: When a user checks the IsPrimary box on a Contact Point Address, the system automatically copies that data into the Person Account's standard mailing fields.

Removing the Flag: If a staff member unchecks the IsPrimary flag, the "bridge" between that specific address record and the Account fields is broken. Because there is no longer a designated primary address for that account, Salesforce clears the standard Mailing Address fields on the Person Account to prevent outdated or incorrect information from remaining in the primary display.

Data Retention: It is important to note that the Contact Point Address record itself is not deleted or archived. It remains in the related list; it simply loses its "Primary" status and is no longer pushed to the main Account header.

**QUESTION 8**
A consultant wants to enable Person Accounts as part of the Nonprofit Cloud setup process. What is a limitation when using Person Accounts?

A. Person Account formulas cannot reference custom formula fields from Contacts.
B. Person Accounts cannot be invited to events or associated with activities.
C. Person Accounts do not work with Opportunity Contact Roles.

**Answer:** C

**QUESTION 9**

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 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:** C

**QUESTION 10**
A nonprofit organization wants to track constituents who helped solicit donations. Which object should the organization use to track this influence in Nonprofit Cloud?

A. Gift Tribute
B. Gift Soft Credit
C. Gift Designation

**Answer:** B
**Explanation:**
In fundraising, it is essential to distinguish between the person who physically wrote the check (the "Hard Credit") and the person who influenced the gift (the "Soft Credit"). In Nonprofit Cloud for Fundraising, this influence is tracked using the Gift Soft Credit object.

How a Consultant Configures Influence Tracking:

The Transaction: A Gift Transaction is created for the donor who made the payment.

The Influence: If a board member or a volunteer solicitor was responsible for bringing in that gift, a Gift Soft Credit record is created and linked to that Gift Transaction.

Soft Credit Roles: The consultant can define different types of soft credits using the Role field. Common roles include "Solicitor," "Peer-to-Peer Fundraiser," or "Household Member."

Reporting: By using this object, the organization can run reports on "Total Influence" per volunteer. This is vital for donor recognition programs where "Solicitors" are honored for the total funds they helped raise, even if they didn't donate the money personally.

**QUESTION 11**
A Nonprofit Cloud consultant is troubleshooting Accounting Subledger records that are not being created as expected. What should the consultant use to see which jobs have run recently and whether there have been any errors?

A. Scheduled Jobs
B. Event Monitoring Analytics App
C. Monitor Workflow Services

**Answer:** A

**QUESTION 12**
A nonprofit organization provides funding to partners that work directly with the community to provide one-on-one nutritional counseling. The organization wants to make a dynamic, multi-section application that applicants can fill out on their Experience Cloud site to request funding. The organization plans to use the Form Overview and Form Review components included in the Grantmaking Experience Cloud template. What should the organization do?

A. Create a grantmaking application form on the Individual Application object by using Form Framework.
B. Create a Field Set and use Dynamic Forms on the Individual Application object to create sections for information.
C. Create a grantmaking application form on the Individual Application object by using Dynamic Assessments and Discovery Framework.

**Answer:** C
**Explanation:**
To create a sophisticated, multi-section grant application in Nonprofit Cloud for Grantmaking, Salesforce leverages the Discovery Framework and Dynamic Assessments. This combination allows a consultant to build an interactive digital experience that goes far beyond simple data entry.

Step-by-Step Application Build:

Discovery Framework: The consultant starts by creating the individual "Questions" in the Discovery Framework. Each question (e.g., "Number of individuals served" or "Geographic focus") is a reusable record.

Assessment Definition: These questions are then organized into an Assessment Task or Assessment Definition.

OmniScript Design: Using OmniStudio, the consultant builds an OmniScript that serves as the "Dynamic Assessment" engine. This is where the multi-section logic is defined. For example, a "Counseling Details" section might only appear if the applicant selects "One-on-one Counseling" as their service type.

Mapping: Using DataRaptors, the data entered into the form is mapped directly to the Individual Application object and its related records (like Budget or Contact Profile).

Experience Cloud Integration: Finally, the consultant places the Assessment component on the Grantmaking portal. The Form Overview and Form Review components (part of the Grantmaking template) work specifically with this Discovery Framework/OmniScript data to show the applicant their progress and allow them to review their answers before a final submission.

**QUESTION 13**
A nonprofit organization wants to enter both one-off gifts and batch gifts in Nonprofit Cloud for Fundraising. What Nonprofit Cloud features should the organization use?

A. Gift Entry and Gift Batches
B. Gift Entry and Data Import Wizard
C. Gift Commitment Schedule and Gift Batches

**Answer:** A
**Explanation:**

In the Nonprofit Cloud (NPC) Fundraising module, the process of recording incoming revenue is managed through a modernized interface designed for high-speed data entry and accuracy. The two primary features used for this purpose are Gift Entry and Gift Batches.

1. Gift Entry (One-off Gifts):

The Gift Entry feature is a specialized Lightning interface (often powered by a Screen Flow) that allows a user to record a single donation quickly. It provides a "guided" experience where the user can search for a donor (Person Account), enter the amount, select the payment method, and designate the gift to a specific fund. It is optimized for "real-time" entry, such as when a donor calls in a gift over the phone.

2. Gift Batches (Batch Gifts):

When a nonprofit receives a large stack of checks in the mail (e.g., after a year-end appeal), they use Gift Batches. A Gift Batch is a container that allows the data entry clerk to process multiple transactions as a single unit.

Control Totals: The clerk enters the total number of checks and the total dollar amount expected in the batch.

Data Grid: The batch interface provides a spreadsheet-like grid for rapid-fire entry.

Validation: Before the batch is "processed" or "committed," the system ensures that the individual gifts match the control totals, reducing the risk of clerical error.

Post-Processing: Once the batch is committed, the system automatically creates individual Gift

Transaction records and updates the donor's summary history.

**QUESTION 14**
A nonprofit organization has a successful company match donation process. The development team wants to attribute the grouped check to the company, but also ensure that individual donors are credited for their individual match. How should the organization accomplish this goal in Nonprofit Cloud?

A. Record the company as the donor on the Gift Transaction of the grouped check. Create a Gift Soft Credit for each individual donor and their respective amounts.
B. Record the individual as the donor on the Gift Transactions for their respective amount of the grouped check. Create a Gift Soft Credit for the company on each of those gifts.
C. Record the company as the donor on the Gift Transaction of the grouped check. Create a Gift Designation for each individual donor and their respective amounts.

**Answer:** A
**Explanation:**
In the context of a Solution Design for corporate giving, a consultant must balance the "Hard Credit" (legal/accounting ownership of the funds) with the "Soft Credit" (relationship and influence credit).

When a company sends a single "grouped check" that represents the matching funds for multiple employees, the legal donor is the Company. Therefore, according to standard accounting principles, the Hard Credit must be assigned to the company's Business Account.

Step-by-Step Solution Workflow:

Create the Gift Transaction: The consultant records a single Gift Transaction (or a batch gift) where the Donor field points to the Business Account of the company. This ensures that the organization's financial reports correctly show that the cash came from the corporation.

Identify the Individuals: The consultant then identifies the individual employees whose gifts triggered the match.

Assign Gift Soft Credits: For each individual donor, a Gift Soft Credit record is created and linked to the company's Gift Transaction.

The Soft Credit Recipient is the individual's Person Account.

The Amount is the specific portion of the matching check that applies to them.

The Role can be set to "Matched Donor."

Reporting: When the organization runs its "Total Giving" reports for individuals, it can include "Soft Credit" amounts. This allows the development team to recognize the individuals for their influence in bringing in the matching funds, even though the company technically provided the money.

**QUESTION 15**
What are two benefits of using Agile project management?

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

**Answer:** B
**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.

# Thank You for Trying Our Product

## Lead2pass Certification Exam Features:

★ More than **99,900** Satisfied Customers Worldwide.

★ Average **99.9%** Success Rate.

★ **Free Update** to match latest and real exam scenarios.

★ **Instant Download** Access! No Setup required.

★ Questions & Answers are downloadable in **PDF** format and **VCE** test engine format.

★ Multi-Platform capabilities - **Windows, Laptop, Mac, Android, iPhone, iPod, iPad**.

★ **100%** Guaranteed Success or **100%** Money Back Guarantee.

★ **Fast**, helpful support **24x7**.

View list of all certification exams: http://www.lead2pass.com/all-products.html

**10% Discount Coupon Code:** **ASTR14**