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Exam : **NP-Con-102**

Title : Salesforce Certified Agentforce Nonprofit Consultant

Version : DEMO

1.A nonprofit organization has a large amount of donation data in spreadsheets.
Which Nonprofit Cloud feature should the organization use to import the data?
A. Data Import Wizard
B. Salesforce Data Loader
C. CSV Data Management
Answer: C

2.A board member introduced a high-net-worth individual to the work of the nonprofit. The individual made a donation at an event. The fundraising manager wants to record this information in Salesforce. It is important the donation is hard credited to the individual while ensuring this donation, as well as any future donations from the individual, are soft-credited to the board member. The board member and the individual already exist as contacts in Salesforce.
How should the data be entered?
A. Create the donation opportunity for the individual. Add the board member as a Soft Credit contact role for the donation. Create a relationship between the board member and the individual.
B. Create a relationship between the individual and the board member with a Related Opportunity Contact Role of Soft Credit. Create the donation opportunity for the individual.
C. Create a relationship between the individual and the board member. Create the donation opportunity for the individual. Enter a Partial Soft Credit for the board member.
D. Create a relationship between the individual and the board member. Create the donation opportunity for the individual. Add the board member as a Soft Credit contact role to the donation.
Answer: B
Explanation:
This requirement involves two parts: a one-time transaction and an automated long-term "influence" tracking.
In NPSP, this is best accomplished by using the Relationship object's advanced soft-credit capabilities.
Step-by-Step Implementation:
Define the Automated Soft Credit: The consultant should create a Relationship record between the Board Member and the Donor.
Set the Related Opportunity Contact Role: On this Relationship record, there is a field called Related Opportunity Contact Role. The consultant should select Soft Credit (or a custom role like "Solicitor").
The Automation Logic: By setting this field on the relationship, NPSP's trigger framework is instructed that every time a donation is created where the donor is the "Primary Contact," the person on the other end of the relationship should automatically be added to that donation as an Opportunity Contact Role with the specified soft 3credit role.45
Result: When the fundraiser creates the current donation, the board member is automatically soft-credited. For every future donation the do6nor makes, the system will continue to grant that soft credit automatically, satisfying th7e requirement to track all future gifts without manual intervention.
Why other options are incorrect:
Option A and D: These suggest adding the soft credit manually to the current donation. While this works for the current gift, it does not address the "any future donations" requirement, which would require the fundraiser to remember to do it every single time.
Option C: Partial Soft Credits are used for splitting gifts among multiple people (e.g., $50 to person A, $50 to person B). It is more complex than needed here and does not have the automated "future"

triggering logic found in the Relationship-based soft credit model.

3.A nonprofit organization provides support to individuals in unstable housing situations. Case workers need to be able to document specific objectives for each individual, as well as challenges that might prevent the individuals from achieving their objectives.
Which Nonprofit Cloud feature should the organization use?
A. Programs
B. Benefit Disbursements
C. Care Plans
Answer: C
Explanation:
In Salesforce Nonprofit Cloud, Care Plans are specifically designed to provide individualized support by documenting goals, objectives, and the specific actions needed to achieve them.
This feature includes:
Goal Definitions: Allows case workers to define specific objectives tailored to each individual's unique circumstances.
Care Barriers: Specifically tracks the challenges and obstacles—such as unstable housing or health issues—that might prevent a participant from reaching their goals.
Task Tracking: Integrates individual tasks and notes within the plan to provide a complete view of a participant’s progress.

4.A nonprofit organization collects data on program participants, monthly donors, and corporations that provide in-kind gifts.
Which types of Account records should be used to track these different datasets in Nonprofit Cloud?
A. Household Accounts and Organization Accounts
B. Person Accounts and Business Accounts
C. Individual Accounts and Business Accounts
Answer: B

5.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