Free Salesforce NP-Con-102 Practice Questions

Shared by Leonard on 13-08-2026

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

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?

Options:

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 2

Question Type: MultipleChoice

Which Nonprofit Cloud feature can a consultant use to create rollups to display donor giving history?

Options:

A- Business Rules Engine
B- Declarative Lookup Rollup Summaries
C- Donor Giving Summary and Data Processing Engine

Answer:

C

Explanation:

The new Nonprofit Cloud (NPC) has introduced a high-performance framework for calculating donor metrics, moving away from the real-time Apex triggers used in the older NPSP model. To display a donor's total giving, last gift date, or largest gift, the system uses a combination of the

Data Processing Engine (DPE) and the Donor Giving Summary object.

The Data Processing Engine (DPE):

DPE is a powerful tool built on the Salesforce Industries core that can process massive volumes of data in batches. A consultant uses DPE to:

Extract: Pull data from Gift Transactions (the records of actual money received).

Transform: Aggregate the data---summing the amounts, finding the 'max' amount, or identifying the 'min' date.

Write Back: Save these calculated values into fields on the Donor Giving Summary record.

The Donor Giving Summary Object:

This object serves as the 'storage container' for these rolled-up values. It is linked to the donor's Account (Person Account). By storing the results here, the system ensures that when a fundraiser opens a donor's page, the summary is already calculated and displays instantly without needing to run a live query across thousands of transaction records.

The Workflow:

Clone Templates: Salesforce provides pre-built DPE templates for common fundraising rollups.

Schedule Jobs: The consultant schedules these DPE jobs to run periodically (e.g., nightly).

Display: The Donor Giving Summary component is added to the Lightning record page via the App Builder to show the fields (e.g., TotalGiftAmount, LastGiftDate) to the users.

While Declarative Lookup Rollup Summaries (DLRS) is a popular community tool, it is not a native 'Nonprofit Cloud feature.' The Business Rules Engine (Option A) is used for complex decision logic (like eligibility checks), not for aggregating historical financial totals.

Question 3

Question Type: MultipleChoice

A nonprofit organization wants board members to be able to review details of the grant applications received by the organization. Which component included on the Grantmaking Experience Cloud template should the organization use?

Options:

A- Form Review
B- Batch Assign Reviews
C- Form Overview

Answer:

A

Explanation:

In Nonprofit Cloud for Grantmaking, the 'Reviewer' persona (often a board member or external expert) needs a specialized interface to look at submitted data without accidentally changing it.

Salesforce provides a specific Lightning component in the Grantmaking Experience Cloud template called Form Review.

How the Form Review Component Works:

Read-Only Presentation: This component is designed to render the data captured via the Discovery Framework (the application questions) in a clean, read-only format. It ensures the board member sees the applicant's responses exactly as they were submitted.

Integration with Assessments: The Form Review component works in tandem with the Dynamic Assessment records. It 'pulls' the answers from the assessment and displays them in a structured layout on the portal page.

Use Case: When a board member logs into the portal to evaluate a grant, they click on an application. The page they land on includes the Form Review component, allowing them to scroll through the project description, budget summaries, and impact goals.

Why other options are incorrect:

Form Overview (Option C): This component is typically used by the applicant to see a 'Table of Contents' or a status summary of their own application (e.g., 'Section 1: Complete, Section 2: In Progress').

Batch Assign Reviews (Option B): This is an administrative tool used by the internal Grant Manager to distribute applications to different reviewers; it is not the component used by the reviewer to actually see the application details.

By using the Form Review component, a consultant provides a professional and secure evaluation experience for the board, ensuring they have all the context needed to make funding decisions.

Question 4

Question Type: MultipleChoice

A nonprofit wants to convert from Legacy Recurring Donations to Enhanced Recurring

Donations. What are two considerations the nonprofit should take into account before making the switch? (Choose 2)

Options:

A- All existing integrations should be reviewed for compatibility.
B- Enhanced Recurring Donations introduces a new custom object.
C- Data Loader is required to revert to Legacy Recurring Donations.
D- Reverting to Legacy Recurring Donations is unsupported.

Answer:

A, D

Explanation:

The move from Legacy Recurring Donations to Enhanced Recurring Donations (ERD) is a significant architectural upgrade in NPSP. While ERD offers better performance and more flexible scheduling, it changes how data is processed and stored.

Key Considerations:

Integration Compatibility (A): Enhanced Recurring Donations changes the underlying logic of how installments (Opportunities) are created and managed. If the nonprofit uses third-party apps (like an external payment gateway or a custom web form) that rely on the legacy npe03__Recurring_Donation__c fields or the old 'Monthly' vs. 'Custom' picklist values, those integrations may break. A consultant must perform a thorough audit of all APIs and managed packages before the conversion.

No Revert Path (D): This is a 'one-way door.' Salesforce documentation explicitly states that reverting to Legacy Recurring Donations is unsupported once the upgrade process has been completed. The conversion process modifies the database schema and migrates records in a way that cannot be easily undone. Therefore, testing in a full sandbox is a non-negotiable prerequisite.

Clarifying Other Points:

New Custom Object (Option B): This is incorrect. Enhanced Recurring Donations actually uses the same custom object as the legacy version (npe03__Recurring_Donation__c), but it utilizes new fields, new page layouts, and a completely different set of Apex triggers and batch jobs.

Data Loader (Option C): Since the process is unsupported, Data Loader is not a viable or recommended way to 'revert' the complex architectural changes.

Question 5

Question Type: MultipleChoice

A nonprofit organization has a large amount of donation data in spreadsheets.

Which Nonprofit Cloud feature should the organization use to import the data?

Options:

A- Data Import Wizard
B- Salesforce Data Loader
C- CSV Data Management

Answer:

C

Question 6

Question Type: MultipleChoice

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?

Options:

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.

This approach provides a dynamic, data-driven way to identify donor levels without manual updates. Option B is incorrect because Record Alerts are for transient warnings (e.g., 'Do not call') rather than persistent behavioral metrics. Option C is incorrect because while the Contact Profile stores donor attributes, the specific engine for calculating and displaying frequency/monetary 'levels' is designed to work with the Donor Gift Summary object within the NPC Fundraising architecture.

Question 7

Question Type: MultipleChoice

The system administrator at a nonprofit wants to use Advanced Mapping for regular data imports of constituent and donation data. What is an important consideration of Advanced Mapping?

Options:

A- The target fields can only be text, currency, number, date or address fields.
B- The target objects must directly relate to Accounts, Contacts, or Opportunities.
C- Checkbox fields are unavailable to map to as target fields.
D- The target objects must be NPSP objects.

Answer:

B

Explanation:

Advanced Mapping in the Nonprofit Success Pack (NPSP) is a powerful tool that allows admins to customize how data from the NPSP Data Import staging object is pushed into target records. However, it operates within a specific architectural framework.

Key Architectural Considerations:

Object Relationships: Advanced Mapping is designed to handle the core 'Nonprofit Triangle' of data: Accounts, Contacts, and Opportunities. For any additional or custom object to be eligible as a target in Advanced Mapping, it must have a direct lookup or master-detail relationship to one of these three primary objects. This is because the NPSP Data Importer logic relies on these 'anchor' records to establish context and maintain data integrity.

Mapping Groups: The tool organizes mappings into Object Groups. When you create a new group for a custom object (e.g., 'Volunteer Hours'), the system validates that the custom object is related to a Contact or Account so it knows which record to link the new data to.

Field Type Support: Contrary to Option A and C, Advanced Mapping supports a wide variety of field types, including Checkboxes, Picklists, and Lookups. The restriction isn't on the field type, but on the object's position in the data hierarchy.

Custom Object Support: While the question asks about 'NPSP objects' (Option D), Advanced Mapping can map to custom objects created by the organization, provided they follow the relationship rules mentioned above.

Understanding these relationship requirements is essential for a consultant during the data migration or integration design phase. It ensures that the staging file can successfully populate multiple related records in a single execution without custom Apex code.

Question 8

Question Type: MultipleChoice

A consultant is engaged by a nonprofit organization during the planning phase of a Nonprofit Cloud implementation project. What should the consultant consider when identifying the business value of the project?

Options:

A- Increased fundraising performance cannot be considered because there is no guarantee that donations will increase.
B- A change in the project schedule will not impact the business value, but a change in the project cost will.
C- The organization's stakeholders define the business value, but the consultant should have a plan to measure it.

Answer:

C

Explanation:

In the Nonprofit Implementation Strategy phase, defining 'Business Value' is critical for securing executive buy-in and ensuring the project delivers meaningful results. Unlike a simple technical installation, a successful implementation must align with the nonprofit's mission-driven goals.

The principle here is that Business Value is subjective and must be defined by the stakeholders (the Executive Director, Board of Directors, Program Managers, etc.). They are the ones who understand what 'success' looks like for their specific mission---whether that is reducing the time it takes to onboard a foster child, increasing the retention rate of first-time donors, or improving the accuracy of grant reporting.

The Consultant's Role:

Discovery: The consultant conducts workshops to extract these goals from the stakeholders.

Measurement Planning: Once the value is defined (e.g., 'We want to save staff time'), the consultant must establish a plan to measure it. This involves identifying Key Performance Indicators (KPIs) and creating a 'before and after' baseline. For instance, if the value is 'Efficiency,' the consultant might track the hours spent on manual data entry before NPC vs. after the automation is implemented.

Dashboards and Reporting: The consultant configures Salesforce Dashboards to surface these metrics, providing the organization with a real-time view of the business value being realized.

Why other options are incorrect:

Option A is incorrect because 'Expected Business Value' often includes performance forecasts. While not 'guaranteed,' it is a perfectly valid target to aim for.

Option B is incorrect because the project schedule directly impacts business value. If a project is delayed (e.g., missing a major year-end giving season), the value lost in potential donations can be immense, regardless of the software cost.

Question 9

Question Type: MultipleChoice

A nonprofit enters donation data both into Salesforce and an external accounting system to reconcile financial support. This process is time-consuming. What should the consultant recommend to reduce manual data entry and improve efficiency?

Options:

A- NPSP Data Importer Templates
B- Advanced Mapping
C- Accounting Subledger
D- Data Import Wizard

Answer:

C

Explanation:

The primary pain point described is the 'double entry' of financial data between a CRM (Salesforce) and an external General Ledger (GL) or accounting system. To resolve this, Salesforce developed Accounting Subledger.

Accounting Subledger acts as the translator between fundraising language and accounting language. It automatically generates Ledger Entry records based on donation data (Opportunities and Payments) in Salesforce. These ledger entries are formatted to align with standard accounting principles (Debits and Credits) and can be easily exported in a format that the external accounting system can ingest.

Step-by-Step Efficiency Gains:

Automation: Instead of a staff member manually typing data into a second system, Accounting Subledger identifies 'Closed/Won' gifts and creates the corresponding accounting records in the background.

Accuracy: It eliminates human error associated with manual entry, ensuring that the total 'Revenue' in Salesforce matches the 'Income' in the accounting software.

Transparency: Because the ledger entries are linked directly to the original Opportunity in Salesforce, the finance team and the development team can reconcile records using a shared 'source of truth.'

Audit Trail: It maintains a permanent record of when data was 'finalized' for accounting purposes, which is essential for annual audits.

By implementing Accounting Subledger, the consultant moves the nonprofit from a manual reconciliation process to an automated 'subledger' model, significantly reducing administrative overhead and allowing staff to focus on mission-driven tasks rather than data entry.

Question 10

Question Type: MultipleChoice

A nonprofit organization 15 implementing Qutcome Management for a program. All program participants receive bus pass they progress through the job readiness program. The organization uses an output that tracks the percentage of participan have transportation difficulties that impact their job search.

The organization wants to track the progress of the output monthly but only needs to make a quarterly report showing the percentage of participants that have transportation difficulties.

What should the organization configure in Nonprofit Cloud?

Options:

A- Create Program Benefit Disbursement records for bus passes. Create a Benefit Disbursements report and group rows by Disbursement Date shown by month. Create 4 bucket field to organize the Disbursement Date for the quarter.
B- Create multiple Indicator Results records with a Result Type value of Interim for the monthly report. Create multiple Indicator Results records with a Result Type value of Final for the quarterly report.
C- Create Time Period records for each quarter. Create Indicator Results records with a Result Type value of Final for all the months and tie it to the Time Period record

Answer:

B

Question 11

Question Type: MultipleChoice

A nonprofit organization plans to implement Nonprofit Cloud. The organization's main business objective is to complete the project before its annual fundraising event next year.

Which metric can the organization use to measure the success of the project against the objective?

Options:

A- Schedule performance index
B- Conversion rate
C- Cost performance index

Answer:

A

Question 12

Question Type: MultipleChoice

A consultant is preparing records for an annual grantmaking competition. The Program and Budget for each have been created. The consultant has a list of four Budget Categories that must be added to the Budget and displayed in a specific order. What should the consultant do to ensure that the categories are listed correctly?

Options:

A- Add each Budget Category, and then rearrange them in the Related List.
B- Include a sequence number value for each Budget Category added.
C- Add each Budget Category in reverse of the desired order.

Answer:

B

Explanation:

In Nonprofit Cloud for Grantmaking, managing budgets effectively is crucial for both the grantmaker and the applicant. When setting up a Budget, the consultant uses Budget Category records to define how funds are allocated (e.g., Personnel, Travel, Supplies, Overhead).

In many grant applications, the order in which these categories appear is strictly defined by institutional policy or reporting requirements. Unlike standard Salesforce related lists, which often default to sorting by 'Created Date' or 'Name,' the Grantmaking data model utilizes a Sequence Number to control display logic.

Step-by-Step Implementation:

Define Categories: Identify the necessary categories for the grant (e.g., 1. Personnel, 2.

Equipment, 3. Travel, 4. Admin).

Assign Sequence Numbers: When creating the Budget Category records (or the Budget Category Value records associated with a specific budget), the consultant must populate the SequenceNumber field.

Category A gets a sequence of 10.

Category B gets a sequence of 20.

Using increments of 10 is a best practice, as it allows for the insertion of new categories later without renumbering the entire list.

Verification: Once the sequence numbers are saved, the Lightning components used in the Grantmaking portal and internal pages will automatically respect this numerical order when rendering the budget table.

This approach ensures that the budget remains consistent across the entire application lifecycle---from the initial proposal to the final disbursement tracking. Option A is incorrect because 'rearranging' in a related list via the UI is not a persistent configuration that carries over to portals or documents. Option C is a 'hack' that relies on default sorting which is unreliable and difficult to maintain as the record count grows. Using the standard sequence field is the architecturally sound method in NPC.

Question 13

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

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.