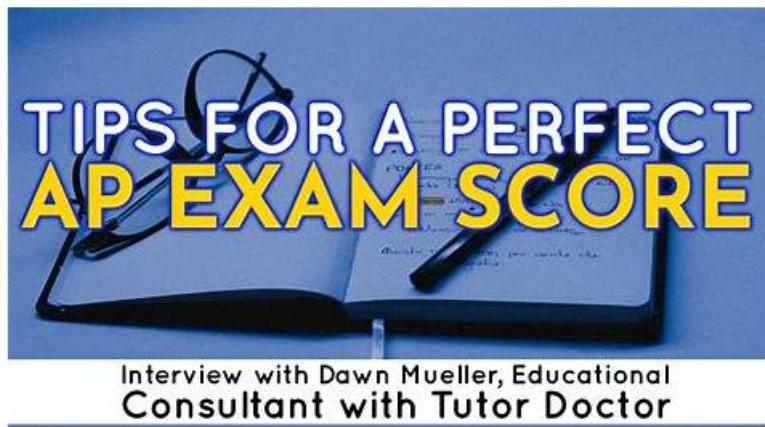


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Salesforce Marketing Cloud Personalization Accredited Professional Sample Questions (Q97-Q102):

NEW QUESTION # 97

What are the three primary areas of data stored in Marketing Cloud Personalization which represent a company's key business information?

- A. Employee performance
- B. Operational information
- C. Shadow catalog information
- D. User behaviors
- E. Statistical tracking of KPIs

Answer: B,C,D

Explanation:

The three primary areas of data stored in Marketing Cloud Personalization are:

* Shadow Catalog Information (Answer A):

- * Represents the product or content catalog used for personalization and recommendations.
- * User Behaviors (Answer B):
 - * Tracks user actions such as visits, clicks, and purchases for behavior-based personalization.
- * Operational Information (Answer E):
 - * Stores system settings, rules, and configurations necessary to support personalization and campaign management.

References:

- * Salesforce Marketing Cloud Documentation - Data Architecture

NEW QUESTION # 98

What is the best practice naming convention for attributes?

- A. lowerCamelCase
- B. **UpperCamelCase**
- C. Upper_snake_case
- D. Lower_snake_case

Answer: B

Explanation:

Best practice naming convention for attributes in Interaction Studio:

- * UseUpperCamelCase(e.g., FirstName, PurchaseDate).
- * This ensures consistency, readability, and adherence to Interaction Studio's standards.

References:

- * Salesforce Interaction Studio Developer Documentation - Attribute Naming Conventions

NEW QUESTION # 99

What are the three types of mobile campaigns a business user can create in IS?

- A. Push Message
- B. In-App Notification
- C. JSON Data A
- D. Browser Notification
- E. **SMS Text Message**

Answer: A,B,E

Explanation:

Salesforce Marketing Cloud (SFMC) provides powerful mobile marketing capabilities through Mobile Studio and Interaction Studio (IS). Businesses can engage customers using three types of mobile campaigns:

- * Definition: SMS (Short Message Service) is used to send text messages directly to a user's mobile device.
- * Use Case: Best for time-sensitive promotions, alerts, and transactional messages.
- * Steps to Create in SFMC:
 1. SMS Text Message
 - * Definition: Push notifications are sent to users via a mobile app to encourage engagement and drive specific actions.
 - * Use Case: Ideal for re-engagement and sending tailored updates.
 - * Steps to Create in SFMC:
 - * Navigate toMobile Studio>Push
 - * ConfigureApp SDK Integrationto enable push notifications.
 - * Define your Push Message content, including title and message.
 - * Specify segmentation usingAudience BuilderorJourney Builder.
 - * Schedule and send the Push campaign.
 - * References: Salesforce Marketing Cloud Documentation - Push Notification Guide.
 2. Push Message

- * Definition: In-app notifications are messages displayed within the app while users are actively using it.
- * Use Case: Perfect for guiding user actions within the app, such as onboarding, product announcements, or updates.
- * Steps to Create in SFMC:
 - * Navigate to Interaction Studio > In-App Messages.
 - * Select a trigger point for displaying the notification (e.g., on login or action completion).
 - * Design the content and layout of the in-app message.
 - * Use Journey Builder to configure the message's audience and timing.
 - * Deploy and monitor engagement metrics.
- * References: Salesforce Interaction Studio Documentation - In-App Notification Configuration.

3. In-App Notification

Summary: These three types of campaigns (SMS Text Message, Push Message, and In-App Notification) empower businesses to create omnichannel mobile engagement strategies. Salesforce Marketing Cloud and Interaction Studio provide a flexible framework to set up, customize, and analyze these campaigns effectively.

Official Documentation References:

- * Salesforce Marketing Cloud Mobile Studio Guide.
- * Interaction Studio In-App Notification Setup: Salesforce Help.

NEW QUESTION # 100

How does interaction studio deliver technical value to marketers? [Check]

- A. By providing a cloud-based application designed to help salespeople sell smarter and faster
- B. By providing a platform to manage, schedule, create and monitor content
- C. **By listening to customer signals, understanding customer intent, and acting accordingly**
- D. By providing a cloud-based unified e-commerce platform with mobile, AI personalisation, order management capabilities, and related services for B2C

Answer: C

Explanation:

Interaction Studio delivers technical value by enabling marketers to:

- * Listen to customer interactions across channels.
- * Understand intent using AI and machine learning.
- * Act in real time to deliver personalized experiences.

Reference: Salesforce Interaction Studio Technical Benefits Guide.

NEW QUESTION # 101

Which three components of a recipe are optional when configuring a new algorithm?

- A. Decisions
- **B. Boosters**
- C. Ingredients
- **D. Exclusions**
- **E. Variation**

Answer: B,D,E

Explanation:

When configuring a new recipe algorithm, the following components are optional:

- * Boosters (Answer D):
 - * Allows prioritizing specific items based on business goals, such as promoting higher-margin products.
- * Exclusions (Answer E):
 - * Filters out certain items or categories from being recommended.
- * Variation (Answer C):
 - * Enables A/B testing by creating multiple variations of a recipe to optimize performance.

References:

- * Salesforce Interaction Studio Documentation - Recipe Configuration

NEW QUESTION # 102

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refactoring tools originated in Smalltalk, another dynamic language facing similar AP-216 issues. The Xen approach is to provide abstract devices that implement a high-level interface that corresponds to a particular device category.

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