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Salesforce Loyalty Management Accredited Professional Sample Questions (Q85-Q90):

NEW QUESTION # 85

A company has an existing Loyalty Program. The Salesforce Administrator has been asked to automate the current redemption process for non-qualifying points based on the products, regions, available dates and tiers.

What task does the Administrator need to complete first to implement a decision table for the redemption process?

- A. Set the "Is Redeemable" flag on the Loyalty Program Currency
- **B. Create an object with fields for storing redemption details**
- C. Create a flow to confirm members have points to redeem
- D. Create a decision table with input & output values

Answer: B

Explanation:

To automate the current redemption process for non-qualifying points based on various criteria like products, regions, available dates, and tiers, the Administrator needs to first Create a decision table with input & output values (A). A decision table in Salesforce Loyalty Management allows for the specification of complex redemption rules and conditions in a structured format, making it the foundational step in automating the redemption process. This table will define how non-qualifying points can be redeemed under different scenarios, serving as the basis for the automated redemption logic.

NEW QUESTION # 86

A Consultant will need to create a new voucher definition for a new voucher, wherever the new voucher has the requirements.

A total of two vouchers will be issued to the member.

The first voucher has a face value of \$100, and the second voucher has a face value of \$200.

Both vouchers must be used within three months after the first voucher's disbursement date.

The first voucher will be issued to the members over a period of a month.

Which voucher definition settings will fulfill the new voucher's requirements?

- A. Type: Fixed valued, Expiration Type: Period, Expiration Period: 3, expiration Period Unit Month, Face Value: \$300, Partial Redeemable: Unchecked
- **B. Type: Fixed valued, Expiration Type: Period, Expiration Period: 3, expiration Period Unit Month, Face Value: \$300, Partial Redeemable: Checked**
- C. Type: Fixed valued, Expiration Type: Period, Expiration Period: 90, expiration Period Unit Month, Face Value: \$300, Partial Redeemable: Checked
- D. Type: Fixed valued, Expiration Type: Period, Expiration Period: 3, expiration Period Unit Month, Face Value: \$300, Partial Redeemable: UnChecked

Answer: B

Explanation:

To fulfill the new voucher's requirements, the voucher definition settings should be: Type: Fixed Value, Expiration Type: Period, Expiration Period: 3, Expiration Period Unit: Month, Face Value: \$300, Partial Redeemable: Checked. This configuration ensures that two vouchers with the specified face values can be issued within the defined period and used within three months after the first voucher's disbursement date. The

'Partial Redeemable' option allows the vouchers to be used partially, providing flexibility in how they are redeemed by the members.

NEW QUESTION # 87

What three types of vouchers can be configured in Loyalty Management?

- **A. Promo Code**
- **B. Discount Percentage**
- C. Product or Service
- **D. Fixed Value**
- E. Gift Card

Answer: A,B,D

Explanation:

In Salesforce Loyalty Management, the types of vouchers that can be configured include:

* Promo Code (A): This voucher type allows members to redeem a code for a specific offer or discount, typically used in marketing promotions and online purchases.

* Discount Percentage (B): This type of voucher provides a percentage-based discount on products or services, offering flexibility in creating varied promotional offers for loyalty program members.

* Fixed Value (C): Fixed Value vouchers offer a specific monetary value that can be applied as a discount or credit towards purchases, providing a straightforward benefit to loyalty program members.

The option D, "Gift Card," and E, "Product or Service," while potentially part of a loyalty program's offerings, are not classified as voucher types within the standard configurations of Salesforce Loyalty Management.

Vouchers are typically used for discounts or special offers rather than representing a stored monetary value or specific products/services.

The Salesforce Loyalty Management documentation would include detailed information on configuring and managing different types of vouchers, ensuring that loyalty program administrators can effectively create and offer a variety of benefits to meet their program's goals and member needs.

NEW QUESTION # 88

Universal Containers has created a new Loyalty Member Portal for a second Loyalty Program that they have recently launched. A member of the first program has enrolled in the second program and has decided to use the same login for both Loyalty Member Portals. The user cannot access the new Loyalty Member Portal.

How can the Loyalty Administrator verify why the user cannot access the second Loyalty Member Portal?

- A. Create a new user and new profile for the member.
- **B. Through Workspaces, check if the user profile has access to the new portal.**
- C. Check if the user has been assigned the Sharing Set for the Second Loyalty Member Portal.

Answer: B

Explanation:

When a user cannot access a Loyalty Member Portal, the Loyalty Administrator can verify the issue by checking if the user profile has access to the new portal. This can be done through Workspaces¹. The Salesforce admin enables Loyalty Management in the org and users can create profiles and assign permissions to access the loyalty application as appropriate². If the user profile does not have the necessary permissions, they will not be able to access the portal². Therefore, it's important to ensure that the user profile has the correct permissions for the new Loyalty Member Portal².

NEW QUESTION # 89

A retailer of sports clothing and accessories is currently looking to roll out a Loyalty Program for its customers and sets up a Loyalty Program using Salesforce Loyalty Management. The retailer has decided to implement four-tier groups that will be associated with the program.

What are the three necessary attributes that need to be defined when setting up tier groups?

- A. Non-Qualifying Period
- **B. Qualifying period**
- **C. Tier Model**
- **D. Tier Period**
- E. Fixed Tier Model

Answer: B,C,D

Explanation:

When setting up tier groups in Salesforce Loyalty Management for a sports clothing and accessories retailer, the three necessary attributes to define are:

* Qualifying period (A): This defines the time frame within which the members' activities (like purchases or interactions) contribute towards their tier status. It's crucial for determining how member activities are evaluated against tier criteria.

* Tier Period (C): This attribute specifies the duration for which a member remains within a particular tier once qualified, before re-evaluation. It's important for maintaining the tier structure over time and for member expectation management.

* Tier Model (D): This outlines the basis on which the tiers are structured, such as points accrued, spending amount, or other qualifying activities. It forms the foundation of the tier system, dictating how members progress through different levels.

Option B, Fixed Tier Model, is not an attribute but a type of Tier Model. Option E, Non-Qualifying Period, is not a standard

attribute required for setting up tier groups in Salesforce Loyalty Management.

Salesforce documentation on Loyalty Management would detail the process of setting up tier groups, including the necessary attributes and considerations for effectively structuring a multi-tiered loyalty program.

NEW QUESTION # 90

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