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Salesforce Loyalty Management Accredited Professional Sample Questions (Q33-Q38):

NEW QUESTION # 33

An airline's Loyalty program offers several ways to accrue points, including:

- * Enrollment Bonus
- * Member Referral
- * Flight Purchase
- * Additional information on the member profile.

The Salesforce Administrator must classify the different accrual transaction journals.

What should the administrator configure to meet these requirements?

- A. Create a Journal Subtype for each case.
- B. Create a custom field on transaction journal object
- C. Create a Journal Type for each case.
- D. Create a custom field on Loyalty Ledger object

Answer: C

Explanation:

To classify the different accrual transaction journals based on the various ways members can accrue points, the Salesforce Administrator should create a Journal Type for each case (e.g., Enrollment Bonus, Member Referral, Flight Purchase, Additional Profile Information). Journal Types in Salesforce Loyalty Management are used to categorize transaction journals according to the nature of the transaction, allowing for organized tracking and reporting of different types of point accrual activities. This configuration facilitates clear differentiation and management of the diverse ways in which members can earn points within the Loyalty Program

NEW QUESTION # 34

The Management team at Cloud Kicks is required to analyze what earning activities are available in the Loyalty Program. What type of user access does the Management Team need to have this information visible in the reports?

- A. Read. Create access on Journal Type, Loyalty Member Currencies, and Partner Products Objects
- B. Read, View access on Journal Type, Partner Products, and Loyalty Ledgers Objects
- C. Read, Edit access on Journal Type, Loyalty Member Promotions, and Loyalty Member Benefits Objects
- D. Read, View All access on Journal Type, Journal Subtype, and Transaction Journal Objects

Answer: D

Explanation:

To analyze earning activities in the Loyalty Program, Cloud Kicks' Management team needs:

* Option D: "Read, View All" access on the "Journal Type," "Journal Subtype," and "Transaction Journal" Objects. This level of access allows the management team to view comprehensive information about all types of transactions and activities within the Loyalty Program, including earning activities, enabling detailed analysis and reporting.

NEW QUESTION # 35

A Customer Support Manager noticed that the customer support team's performance decreased since the company rolled out the Loyalty Program. The customer Support Agents complain that finding information about the Loyalty Program Member takes a lot of the time.

What is the standard solution to display the information regarding the Loyalty?

Program Member on the case detail page?

- A. Embed Loyalty Member Profile Cards
- B. Create a Screen Flow
- C. Develop a custom component

- D. Create formula fields on Case Object

Answer: A

Explanation:

To efficiently display information about the Loyalty Program Member on the case detail page, embedding Loyalty Member Profile Cards is a standard solution. These profile cards are designed to provide a concise and comprehensive view of the member's loyalty information, including membership details, points balance, tier status, and recent transactions, directly within the context of a case. This allows customer support agents to quickly access relevant loyalty information without navigating away from the case record, improving efficiency and enabling better support. Salesforce documentation suggests using embedded components like profile cards to enhance user experience and access to information within record pages.

NEW QUESTION # 36

What is the most efficient way to automatically reset qualifying points for high volume Loyalty Programs?

- A. The reset period is defined at the Tier Group level; Loyalty Management will automatically process it every night to ensure efficient point calculation
- B. Develop an Apex Time Trigger to scan all Member Currencies and reset Qualifying points every time a reset period has expire
- C. Use the out-of-the-box 'Reset Qualifying Points' data processing engine and trigger its execution using, for instance, a Schedule-Triggered Flow.
- D. Create Schedule-Triggered Flow that to be executed every night This flow will scan the expired reset Period at the Group Level and rese the points using the out-of-the-box Reset point flow action

Answer: C

Explanation:

The most efficient way to automatically reset qualifying points for high-volume Loyalty Programs is to use the out-of-the-box 'Reset Qualifying Points' data processing engine and trigger its execution using, for instance, a Schedule-Triggered Flow. This method leverages Salesforce's built-in capabilities to manage the reset process without the need for custom code. The data processing engine is designed to handle large volumes of data efficiently, ensuring that the points reset process is completed accurately and timely across all relevant member accounts.

NEW QUESTION # 37

A company has recently rolled out the Loyalty Program in the production environment. The Loyalty Manager is unable to edit any Loyalty Management objects.

What permission set license is required to edit the Loyalty Management Objects?

- A. CLAAalytics Base Admin
- B. Data Pipelines Base User
- C. Loyalty Management
- D. CLAAalytics Base User

Answer: C

Explanation:

To edit Loyalty Management objects, the "Loyalty Management" permission set license is required. This license grants users the necessary permissions to access and modify Loyalty Management-specific data and configurations.

* Option B "Loyalty Management" is the correct answer as it directly relates to the permissions needed to work with Loyalty Program configurations and objects within Salesforce.

* Options A, C, and D pertain to analytics and data pipeline functionalities and do not grant permissions to edit Loyalty Management objects.

NEW QUESTION # 38

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