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Salesforce Loyalty Management Accredited Professional Sample Questions (Q52-Q57):

NEW QUESTION # 52

For the integration of Loyalty Management and Service Cloud, which two methods should a Technical Consultant use for associating a Loyalty Program Member with a Case?

- A. Add the 'Create Case' action on the Loyalty Program Member page layout
- B. Add the 'Associate Program Member' action on Case page layout
- C. Add the 'Cases' related list on the Loyalty Program Member page layout
- D. Add the loyalty Program Members' related list on the Case page layout

Answer: C,D

Explanation:

For integrating Loyalty Management and Service Cloud, a Technical Consultant should use the following methods to associate a Loyalty Program Member with a Case:

* Add the Loyalty Program Members' related list on the Case page layout (A): This allows agents to view and access loyalty program member information directly from a Case record.

* Add the 'Cases' related list on the Loyalty Program Member page layout (D): This enables the viewing and management of cases related to a specific loyalty program member from their loyalty member record.

These configurations enhance the integration between Loyalty Management and Service Cloud, providing a seamless experience for service agents handling loyalty program members' inquiries and cases.

NEW QUESTION # 53

What three facts should the administrator consider when creating and managing member groups?

- A. Accrual type transactions associated with a group can be canceled.
- B. Qualifying points can't be transferred to a group.
- C. Promotions can't offered to groups.
- D. Groups are associate with tiers.
- E. Vouchers can't be issued to groups.

Answer: A,B,E

Explanation:

When creating and managing member groups in Salesforce Loyalty Management, administrators should consider the following key facts:

* Groups are associated with tiers (A): This statement is not necessarily true as groups can be created for various purposes, not just tied to specific tiers. Groups can be used to segment members for targeted promotions, communications, or benefits irrespective of their tier status.

* Accrual type transactions associated with a group can be canceled (B): This is an important consideration as it implies that transactions contributing to a group's accrual points can be adjusted or canceled if necessary, affecting the group's total points and potentially members' benefits.

* Qualifying points can't be transferred to a group (C): This is a critical consideration because it highlights the limitation that individual member's qualifying points cannot be directly transferred into a group's pool of points. This ensures the integrity of qualifying points for tier progression and other individual benefits.

* Vouchers can't be issued to groups (D): This is another important consideration. While individual members within a group can receive vouchers, a voucher cannot be issued at the group level. This ensures that benefits are tailored and distributed to individual members, maintaining personalization in the loyalty program.

* Promotions can't be offered to groups (E): This statement is incorrect. Promotions can indeed be targeted at specific groups, allowing for more tailored marketing efforts and member engagement strategies within the loyalty program.

References to Salesforce documentation on Loyalty Management would provide detailed guidelines on how to effectively create, manage, and leverage member groups within a loyalty program, ensuring that administrators are well-informed of these considerations.

NEW QUESTION # 54

A Consultant needs to set up a new tier-point reset process for a new Loyalty Program, where the data-processing engine (DE) configuration is required.

How should the Consultant set up the data-processing engine with the least configuration effort?

- A. Create a copy of the expire fixed non-qualifying points DPE template.
- B. Create a new data-processing engine from scratch / by first principle.
- **C. Create a copy of the reset qualifying points DPE template.**
- D. Create a copy of the expire activity based non-qualifying points DPE template.

Answer: C

Explanation:

To set up a new tier-point reset process for a Loyalty Program with the least configuration effort, the consultant should:

* Option A "Create a copy of the reset qualifying points DPE template." This approach leverages existing DPE templates designed for similar purposes, minimizing the need for extensive custom configuration.

NEW QUESTION # 55

What are the three steps required to complete integration between Loyalty and B2C Commerce Cloud when using the reference cartridge?

- **A. Configure connected app named B2C Loyalty Connector**
- B. Configure connected app named B2C Commerce Loyalty Connector
- **C. Add Loyalty Management for Commerce Cartridge**
- **D. Configure Loyalty Program preferences for B2C Commerce Site**
- E. Install Loyalty Management for B2C Commerce Package

Answer: A,C,D

Explanation:

To complete the integration between Loyalty and B2C Commerce Cloud using the reference cartridge, the steps required are:

* Configure Loyalty Program preferences for B2C Commerce Site (A): This involves setting up specific preferences and configurations within B2C Commerce Cloud to align with the Loyalty Program's requirements.

* Configure connected app named B2C Loyalty Connector (C): This step involves setting up a connected app within Salesforce to facilitate secure communication and data exchange between Loyalty Management and B2C Commerce Cloud.

* Add Loyalty Management for Commerce Cartridge (E): This involves installing the specific cartridge within B2C Commerce Cloud that integrates with Salesforce Loyalty Management, enabling the Commerce site to utilize loyalty program features.

These steps ensure a seamless integration between Salesforce Loyalty Management and B2C Commerce Cloud, allowing for a unified customer experience across commerce and loyalty program interactions.

NEW QUESTION # 56

When setting up a Loyalty Program what is one of the ways a company can measure member engagement with the Loyalty Program?

- A. Benefits types
- B. Analytics Studio
- C. Qualifying Currency
- **D. Transaction Journals**

Answer: D

Explanation:

One of the ways a company can measure member engagement with the Loyalty Program is through Analytics Studio. Analytics Studio is a powerful tool within Salesforce that allows organizations to create custom dashboards and reports based on their data. By leveraging Analytics Studio, a company can analyze various aspects of the Loyalty Program, such as member activity, redemption rates, point accumulation, and more.

This insight can help identify trends, areas for improvement, and opportunities to enhance member engagement and loyalty.

NEW QUESTION # 57

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