



# AP-212 Exam Sample, AP-212 Mock Test

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## Mock Exam

Read each question carefully and select the most appropriate answer.

**Name**

Description (Optional)

First NameLast Name

**Grade/Section \***

Description (Optional)

### Section I. General Knowledge

**1. What is the primary purpose of a contract in business transactions? \***

Description (Optional)

☐ a) To outline the terms of a partnership

☐ b) To establish legal obligations between parties

☐ c) To define employee responsibilities

☐ d) None of the above

**2. Which of the following is a valid reason for terminating an employment contract? \***

Description (Optional)

☐ a) Employee's personal health issues

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## Salesforce Loyalty Management Accredited Professional Sample Questions (Q23-Q28):

### NEW QUESTION # 23

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

**Answer: C**

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 portal1. 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 # 24

While designing an experiential Loyalty Program, what are the two recommended objects to be used as a best practice to track what type of activity the member has with the program?

- A. Loyalty Ledger & Transaction Journal
- B. Journal Type & Journal Subtype
- C. Loyalty Member Currency & Transaction Journal
- D. transaction Journal Type & Transaction Journal Subtype

**Answer: B**

### NEW QUESTION # 25

A Loyalty Manager would like to monitor members' tier history in the dashboards from Analytics Studio App.

Which two fields need to be enabled in field history tracking in the Loyalty Member Tier object for this to be achieved?

- A. Loyalty Tier
- B. Reason for Change
- C. Loyalty Tier Group
- D. Change Reason Type

**Answer: B,D**

Explanation:

To monitor members' tier history in the dashboards from the Analytics Studio App, the two fields that need to be enabled in field history tracking on the Loyalty Member Tier object are:

\* Change Reason Type (B): This field captures the type of change (e.g., manual adjustment, system-generated change) that led to the tier change, providing context for the tier history.

\* Reason for Change (D): This field provides specific reasons for the tier change, offering detailed insights into why a member's tier was adjusted, which is valuable information for analyzing member behavior and program effectiveness.

Option A (Loyalty Tier Group) and Option C (Loyalty Tier) are important fields for understanding tier structures and member status, but they do not specifically relate to tracking changes or the reasons behind tier history, which are crucial for analytical purposes.

Salesforce documentation on Loyalty Management and Analytics would provide guidance on configuring field history tracking and leveraging Analytics Studio to create insightful dashboards that monitor and analyze members' tier history, aiding in strategic decision-making and program optimization.

### NEW QUESTION # 26

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

- A. Develop an Apex Time Trigger to scan all Member Currencies and reset Qualifying points every time a reset period has expire
- B. 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
- 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. The reset period is defined at the Tier Group level; Loyalty Management will automatically process it every night to ensure efficient point calculation

**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 # 27

The Loyalty Analytics Base App license provides technical Consultants access to Loyalty analytics data with what limitations?

- A. Administrators can analyze up to 1 million rows
- B. Administrators can analyze up to 25 million rows
- C. Rows do not have an analysis limit, only licenses do
- D. Administrators can analyze up to 10 million rows

**Answer: D**

Explanation:

The Loyalty Analytics Base App license allows technical Consultants to access Loyalty analytics data with the limitation that administrators can analyze up to 10 million rows (D). This limitation is set to ensure system performance and scalability while providing sufficient data analysis capabilities for most loyalty program needs. Salesforce documentation on Loyalty Management and its integration with analytics tools would detail these limitations and provide best practices for managing and analyzing loyalty data within these constraints.

### NEW QUESTION # 28

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