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## Salesforce Marketing Cloud Personalization Accredited Professional Sample Questions (Q20-Q25):

### NEW QUESTION # 20

How does Guardian determine the expected range for a given metric?

- A. Guardian uses upper and lower bounds set by the user for each metric.
- B. Guardian comes with pre-built ranges for each metric, which cannot be configured
- C. Guardian queries the Data warehouse to establish logical the expected ranges
- D. **Guardian uses continuous machine learning to set predict the expected range**

#### Answer: D

Explanation:

Guardian in Salesforce Marketing Cloud Personalization (formerly Interaction Studio) is an anomaly- detection feature that monitors key metrics in your Personalization environment (e.g, impressions, clicks, add-to-cart events, revenue). Guardian compares real-time data against expected ranges to alert you if a potential anomaly is detected.

Below is how it determines the expected range:

- \* Historical Baseline and Machine Learning
- \* Guardian leverages historical data for each metric and applies machine learning algorithms to learn typical patterns. This includes seasonality, general traffic trends, and cyclical behaviors.
- \* As data is collected over time, Guardian refines the upper and lower thresholds for each monitored metric based on these learned patterns.
- \* Automated Threshold Adjustments
- \* Because Guardian is continuously learning, it adapts to new patterns in user behavior over time. If your site or campaign sees increased traffic due to a seasonal event or marketing push, Guardian will eventually absorb these changes into its baseline, allowing for more accurate anomaly detection.
- \* Real-Time Monitoring
- \* Guardian then uses these learned thresholds in real time. When a metric falls outside its expected bounds (too high or too low), Guardian flags this as a potential anomaly and can notify administrators or other stakeholders.

Salesforce Documentation References

- \* Salesforce Help:Monitor Metrics with Guardian
- \* Describes how Guardian uses machine learning to establish metric thresholds and detect anomalies.
- \* Salesforce Help:Analyzing Key Metrics
- \* Explains various ways to analyze metrics in Personalization, including how Guardian can highlight anomalies.

Why the Other Options Are Not Correct

- \* B. Guardian comes with pre-built ranges for each metric, which cannot be configured
- \* Incorrect. Guardian does not rely on unchanging static thresholds; it dynamically learns from your data.
- \* C. Guardian uses upper and lower bounds set by the user for each metric
- \* Partially correct in a custom scenario where manual thresholds can be set, but by default, Guardian's key benefit is its automated, machine-learning-driven approach.
- \* D. Guardian queries the Data Warehouse to establish logical expected ranges
- \* While Guardian does rely on your platform's data, it's not just a raw query. It uses machine learning models to understand patterns and anomalies rather than simply performing manual logic-based queries.

### NEW QUESTION # 21

Which entry source event type needs to be configured for a journey to be used in the segment join to journey builder feature?

- A. API
- B. Salesforce data
- **C. Audience**
- D. Date based

#### Answer: C

Explanation:

To enable the segment join to Journey Builder feature in Interaction Studio:

\* The Audience entry source event type must be configured.

\* This allows segments created in Interaction Studio to be synchronized with Journey Builder, triggering journeys based on segment membership.

References:

\* Salesforce Interaction Studio Documentation - Journey Integration

## NEW QUESTION # 22

A customer service representative for a bank is on the phone with a prospect and wants to promote the next best offer based on digital behaviour. How would they accomplish this in service cloud?

- A. Manually sync data from Interaction studio to service cloud
- B. The agent uses a customized next best offer widget powered by the interaction studio connector
- C. Leverage service cloud to inform IS in real-time
- D. Use machine learning to serve product/ content recommendations in email sent by your ESP

**Answer: B**

Explanation:

Interaction Studio integrates with Service Cloud to provide agents with a Next Best Offer widget. This widget leverages real-time behavioral data and machine learning to surface personalized offers.

Reference: Salesforce Interaction Studio and Service Cloud Integration Documentation.

## NEW QUESTION # 23

Which two items can be included in the total engagement score calculation?

- A. Identity merge date
- B. Time of Day
- C. Visits
- D. Actions

**Answer: C,D**

Explanation:

\* Visits (Answer B):

\* The number of times a user visits a website or interacts with a channel.

\* Actions (Answer C):

\* Specific actions taken by the user, such as clicks, purchases, or form submissions.

These metrics reflect user interaction and engagement with the platform.

References:

\* Salesforce Interaction Studio Documentation - Engagement Scoring

## NEW QUESTION # 24

Which ETL feed is used to bring campaign tracking data from marketing cloud messaging & journeys or pardot?

- A. Manual segment ETL
- B. Product ETL
- C. External email campaign events ETL
- D. Transaction ETL

**Answer: C**

Explanation:

The External Email Campaign Events ETL is used to:

\* Bring campaign tracking data from Marketing Cloud Messaging & Journeys or Pardot into Interaction Studio.

\* This data helps unify customer interactions across email and other channels.

References:

## NEW QUESTION # 25

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