

Salesforce-Loyalty-Management更新, Salesforce-Loyalty-Management認證題庫



選擇最適合的Salesforce Salesforce-Loyalty-Management題庫學習資料，並來獲得認證，它能加速您在信息技術行業里快速成長，也是加薪升遷的成功選擇。在取得您第一個Salesforce-Loyalty-Management認證后，您還可以參加其它的IT認證考試，KaoGuTi的考古題能幫助獲得更多的成功。我們擁有超多十年的IT認證經驗，在我們的支援下，您可以順利的Salesforce Salesforce-Loyalty-Management考試。我們還承諾，對於使用我們Salesforce-Loyalty-Management考古題失敗的考生，將提供100%無條件退款。

Salesforce Salesforce-Loyalty-Management 考試大綱：

主題	簡介
主題 1	<ul style="list-style-type: none"> • Loyalty Program and Process Configuration: This section focuses on configuring the foundational and advanced features of Loyalty Programs. Salesforce Partners learn to configure tier models, member and partner management, customer incentives, and experiential features in this topic. Sub-topics also include defining promotions, eligibility rules, and personalized Loyalty pages using Experience Cloud templates. Configuring complex processing rules, user access models, and analytics dashboards equips Salesforce Partners with the expertise to deliver scalable, customer-centric Loyalty solutions.
主題 2	<ul style="list-style-type: none"> • On-Going Loyalty Management: This section equips Salesforce Partners to sustain and optimize Loyalty solutions post-implementation. The topic includes leveraging analytics and dashboards, transitioning from sandbox to production, managing Loyalty campaigns, utilizing mobile app features, and resolving service-related issues.
主題 3	<ul style="list-style-type: none"> • Integration: Integration is crucial for a seamless Loyalty Management experience. In this topic, Salesforce Partners determine strategies for integrating Marketing Cloud, Commerce Cloud, Service Cloud, Salesforce CDP, and external systems using API templates and endpoints.
主題 4	<ul style="list-style-type: none"> • Strategies and Design: Salesforce Partners learn how Loyalty Management aligns with customers' business needs, processes, data requirements, and program parameters. This section includes identifying the appropriate Loyalty architecture, defining points and redemptions processes, benefits types, and the promotion lifecycle. Best practices for implementing Loyalty Management are also covered, ensuring practical application to real-world scenarios.

>> Salesforce-Loyalty-Management更新 <<

Salesforce-Loyalty-Management更新: Salesforce Loyalty Management Accredited Professional Exam考試通過證明

KaoGuTi為你提供真實的環境中找真正的Salesforce的Salesforce-Loyalty-Management考試的準備過程，如果你是初

學者或是想提高你的專業技能，KaoGuTi Salesforce的Salesforce-Loyalty-Management考古題將提供你，一步步讓你靠近你的願望，你有任何關於考試的考題及答案的問題，我們將第一時間幫助你解決，在一年之內，我們將提供免費更新。

最新的 Loyalty Management Salesforce-Loyalty-Management 免費考試真題 (Q92-Q97):

問題 #92

The Loyalty Administrator for Northern Trail Outfitters (NTO) defines Basic and Premium as the two Tiers for its Insider program. They want to define a free product sample for all members in Premium Tier.

How does NTO configure tiers within the Loyalty Program to give vouchers for members in the Premium Tier?

- A. Voucher Management; Benefits Setup (in Program console); Benefit Action to process benefits
- B. Voucher Management and Benefits Setup
- C. Voucher Management and Benefit Action
- **D. Voucher Management; Benefits Setup (in Program console); Benefit Action to define downstream actions and FLOW - Benefit action for orchestration**

答案： D

解題說明：

To configure tiers within the Loyalty Program at Northern Trail Outfitters (NTO) for giving vouchers to members in the Premium Tier, the configuration involves Voucher Management; Benefits Setup (in Program console); Benefit Action to define downstream actions and FLOW - Benefit action for orchestration (C). This comprehensive approach allows for the creation and management of vouchers as benefits associated with the Premium Tier, the setup of these benefits within the Loyalty Program console to specify the conditions and entitlements, and the use of Salesforce Flow for orchestrating the process of issuing vouchers to qualifying members. This method ensures that vouchers are systematically managed, associated with the correct tier and member eligibility criteria, and efficiently distributed to members through automated processes, enhancing the value and appeal of the Premium Tier.

Salesforce documentation on Loyalty Management would detail the steps for setting up and managing tier-based benefits, including the use of Voucher Management and Flow for effective benefit administration and member engagement.

問題 #93

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 'Associate Program Member' action on Case page layout
- B. Add the 'Create Case' action on the Loyalty Program Member 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**

答案： C,D

解題說明：

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.

問題 #94

A Marketing Manager is trying to find a dashboard that shows a reward programs progress but does not see any reports or dashboards with this information.

What does an Administrator need to do to present Loyalty Program data to the Marketing Manager?

- A. Modify the Marketing user profile to include permission to run reports.

- B. Create a permission set to run reports and assign it to marketing users.
- **C. Enable CRM Analytics and create a Loyalty app.**
- D. Search Salesforce AppExchange for Loyalty Analytics apps.

答案： C

問題 #95

The existing Loyalty Program would need to have its "members-record" transferred from an SQL database into a new Salesforce Loyalty Management org, where its members' records are kept within a data table named "tbl_Member" with the following data contents:

- * the program member's personal particular and contact information
- * member's current-tier value
- * member's tier-points

Which object combinations should be used for data migration of the source's member records into the Loyalty Member org?

- **A. "LoyaltyProgramMember". "LoyaltyMemberTier", "LoyaltyMemberCurrency". "Contact" and "Account" Object.**
- B. "LoyaltyProgramMember", "LoyaltyTier". "LoyaltyProgramCurrency". "Contact" and "Account" Object.
- C. "LoyaltyProgramMember", "LoyaltyMemberTier", "LoyaltyProgramCurrency". "Account" Object.
- D. "LoyaltyProgramMember", "LoyaltyTier", "LoyaltyMemberCurrency". "Contact" and "Account" Object.

答案： A

解題說明：

For migrating "members-record" from an SQL database into Salesforce Loyalty Management, the correct combination of objects to use is:

- * D: "LoyaltyProgramMember," "LoyaltyMemberTier," "LoyaltyMemberCurrency," "Contact," and "Account" Object. This combination covers all necessary aspects of Loyalty Program members' records, including personal information, tier status, and point balances.

問題 #96

An Administrator uses Analytics for Loyalty to develop an InApp-Dashboard showing top and bottom agent performers on the Loyalty call center.

Which dashboard readily available through the Analytics Studio tool can be used to track agents' performance based on the number of members assisted, customer satisfaction scores, and modifications?

- **A. Loyalty Member Services Dashboard**
- B. Member Services Manager Home Dashboard
- C. Program Manager Home Dashboard
- D. Team Performance Dashboard

答案： A

解題說明：

To develop an InApp-Dashboard showing top and bottom agent performers in the Loyalty call center, the most suitable dashboard available through the Analytics Studio tool is the:

- * Loyalty Member Services Dashboard (D): This dashboard is designed to track the performance of agents interacting with loyalty program members, including metrics like the number of members assisted, customer satisfaction scores, and modifications made by agents. It provides insights into agent performance and service quality in the context of loyalty member services.

The Program Manager Home Dashboard (option A), Member Services Manager Home Dashboard (option B), and Team Performance Dashboard (option C) may contain relevant metrics but are not specifically tailored to tracking individual agent performance in the context of loyalty member services.

Salesforce documentation on Analytics for Loyalty would provide information on available dashboards and their intended use cases, including how to customize and leverage them for specific analytical needs, such as tracking call center agent performance.

問題 #97

