

Salesforce AP-212日本語版試験勉強法 & AP-212最新受験攻略



Salesforce AP-212

Loyalty Management Accredited Professional

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>> Salesforce AP-212日本語版試験勉強法 <<

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Salesforce Loyalty Management Accredited Professional 認定 AP-212 試験 問題 (Q88-Q93):

質問 # 88

An administrator need to analyze the performance of the Loyalty Program.

What Loyalty Analyze permission does a System Administrator need to set up a customized?

- A. Data pipeline user
- **B. Loyalty Analytics User**
- C. CRM Analytics User
- D. CLAAalytics base admin

正解: B

解説:

To analyze the performance of the Loyalty Program, a System Administrator needs the 'Loyalty Analytics User' permission. This permission set grants access to the analytics and reporting features within Salesforce Loyalty Management, allowing the administrator to customize, view, and analyze data related to the loyalty program's performance, member engagement, and other key metrics.

質問 # 89

What is the correct implementation approach for an Administrator to target a promotion only for specific products?

- A. Create a custom list on the promotion
- B. Create product attributes in Promotion Setup
- **C. Map products to promotion through an out-of-the-box Related List**
- D. Add promotion to the lookup field on the product

正解: C

解説:

To target a promotion only for specific products in a Loyalty Program, the correct implementation approach is to Map products to promotion through an out-of-the-box Related List (B). This approach leverages standard Salesforce functionality, allowing administrators to associate specific products with a promotion directly within the promotion's record. This direct mapping ensures clarity and ease of administration, enabling targeted promotional activities that are specific to certain products.

Option A (Create a custom list on the promotion), Option C (Create product attributes in Promotion Setup), and Option D (Add promotion to the lookup field on the product) are not standard Salesforce Loyalty Management functionalities for associating products with promotions and may require custom development or configuration that is more complex and less maintainable than using out-of-the-box related lists.

Salesforce documentation on Loyalty Management would detail the process for setting up and managing promotions, including how to associate promotions with specific products to achieve targeted marketing objectives within the Loyalty Program.

質問 # 90

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

正解: A、B

解説:

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.

質問 # 91

Ursa Major Solar has recently rolled out its Loyalty Program. The customer support agents need access to Loyalty Program Member's information. The System Administrator at Ursa Major Solar has placed the Loyalty Members Profile Cards on the Lightning Record Page, and all access is granted; however, it is still not visible on the page.

What setting is missing and preventing the visibility of the pages?

- A. Setup the Member NPS Dashboard
- **B. Setup the Loyalty Program as Primary**
- C. Setup the Member Summary Embedded Dashboard
- D. Setup the Member Preferences Embedded Dashboard

正解: B

解説:

In Salesforce Loyalty Management, visibility issues of components such as the Loyalty Members Profile Cards on the Lightning Record Page can often be traced back to configuration settings related to the Loyalty Program itself. While options A, B, and D mention various dashboards (Member Summary, Member Preferences, and Member NPS), these are not directly related to the visibility of profile cards on the Lightning Record Page.

The correct setting that is likely missing and preventing the visibility of the Loyalty Members Profile Cards is the configuration of the Loyalty Program as Primary. This setting is crucial because it defines which Loyalty Program is considered the main one for the organization. Without setting a Loyalty Program as Primary, Salesforce might not properly display related components, such as the Loyalty Members Profile Cards, due to a lack of context about which program's information should be displayed.

In Salesforce, the concept of a "Primary" program is used in various contexts to denote the main or default record among multiple. Similarly, in the context of Loyalty Management, setting a Loyalty Program as Primary ensures that its related data and components are given precedence and are properly displayed in the user interface, including on Lightning Record Pages.

For reference, Salesforce documentation on Loyalty Management typically covers the setup and configuration of Loyalty Programs, including how to designate a program as Primary. Although the exact steps can vary based on the Salesforce release and customizations, administrators typically need to navigate to the Loyalty Management settings or related setup area, find the specific Loyalty Program configuration section, and select an option or checkbox to designate a program as the Primary Loyalty Program for the organization.

質問 # 92

The VP of Loyalty Technology at ABC Corp. wants to launch a new Loyalty program with minimal development time. However, its current Loyalty engine requires several complex system integrations with its marketing and customer service platforms. A Technical Consultant is brought in to assess the company's business requirements and recommend a feasible solution to deliver the desired Loyalty program for its customers.

Which two seamless integrations within the Salesforce ecosystem, does

Salesforce Loyalty Management offer that can be easily enabled by the Technical Consultant to meet the customer's business requirement?

- **A. Salesforce Service Cloud**
- B. Third-party Customer Data Platform (CDP)
- C. Supplier and Partner Ecosystem
- **D. Salesforce Marketing Cloud**

正解: A、D

解説:

Salesforce Loyalty Management offers seamless integrations within the Salesforce ecosystem that can be easily enabled to meet ABC Corp.'s business requirements for launching a new Loyalty program, including:

* Option A: Salesforce Service Cloud, which can be integrated to manage customer service interactions and inquiries related to the

Loyalty Program, enhancing the overall customer experience.

* Option D: Salesforce Marketing Cloud, which allows for the creation and management of targeted marketing campaigns to engage Loyalty Program members, promote rewards, and encourage participation.

質問 #93

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