

Zertifizierung der Salesforce-Loyalty-Management mit umfassenden Garantien zu bestehen



Möchten Sie in kurzer Zeit die Salesforce-Loyalty-Management Salesforce Zertifizierungsprüfung bestehen? Unser Fast2test bietet Ihnen die Testfragen und Antworten zur Salesforce Salesforce-Loyalty-Management Zertifizierung, die von den IT-Experten durch Experimente und Praxis erhalten werden und über IT-Zertifizierungserfahrungen über 10 Jahre verfügt. Außerdem gewährt unser Fast2test Ihnen die vollständigsten Zertifizierungskriterien sowie Ausbildungsmethoden. Die Ergebnisse von unseren Kunden haben bewiesen, dass die Genauigkeit der Salesforce Salesforce-Loyalty-Management Zertifizierung 100% beträgt! Wenn Sie irgendeine Frage über die Salesforce-Loyalty-Management Prüfung haben, werden wir so schnell wie möglich beantworten.

Salesforce Salesforce-Loyalty-Management Prüfungsplan:

Thema	Einzelheiten
Thema 1	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.
Thema 2	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.
Thema 3	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.
Thema 4	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.

>> Salesforce-Loyalty-Management Prüfungsaufgaben <<

Salesforce-Loyalty-Management Prüfungsunterlagen - Salesforce-Loyalty-Management PDF Testsoftware

Wählen Sie die Fragenkataloge zur die Salesforce Salesforce-Loyalty-Management Zertifizierungsprüfung von Fast2test, können Sie neuesten Prüfungsfragen und Antworten zur Salesforce Salesforce-Loyalty-Management Zertifizierung bekommen. Die Genauigkeiten der Fragenkataloge von Fast2test kann Ihnen garantieren, dass Sie die Prüfung 100% bestehen werden. Hier können wir Ihnen versprechen, dass wir Ihnen alle an uns geleistete Zahlung erstatten werden, entweder die gekauften Produkte Qualitätsproblem haben, oder Sie die Salesforce Salesforce-Loyalty-Management Zertifizierungsprüfung nicht einmalig bestehen.

Salesforce Loyalty Management Accredited Professional Exam Salesforce-Loyalty-Management Prüfungsfragen mit Lösungen (Q27-Q32):

27. Frage

A Consultant will need to create a new voucher definition for a new voucher, wherever the new voucher has the requirements.

A total of two vouchers will be issued to the member.

The first voucher has a face value of \$100, and the second voucher has a face value of \$200.

Both vouchers must be used within three months after the first voucher's disbursement date.

The first voucher will be issued to the members over a period of a month.

Which voucher definition settings will fulfill the new voucher's requirements?

- A. Type: Fixed valued, Expiration Type: Period, Expiration Period: 3, expiration Period Unit Month, Face Value: \$300, Partial Redeemable: Unchecked
- B. Type: Fixed valued, Expiration Type: Period, Expiration Period: 90, expiration Period Unit Month, Face Value: \$300, Partial Redeemable: Checked
- C. Type: Fixed valued, Expiration Type: Period, Expiration Period: 3, expiration Period Unit Month, Face Value: \$300, Partial Redeemable: UnChecked
- **D. Type: Fixed valued, Expiration Type: Period, Expiration Period: 3, expiration Period Unit Month, Face Value: \$300, Partial Redeemable: Checked**

Antwort: D

Begründung:

To fulfill the new voucher's requirements, the voucher definition settings should be: Type: Fixed Value, Expiration Type: Period, Expiration Period: 3, Expiration Period Unit: Month, Face Value: \$300, Partial Redeemable: Checked. This configuration ensures that two vouchers with the specified face values can be issued within the defined period and used within three months after the first voucher's disbursement date. The 'Partial Redeemable' option allows the vouchers to be used partially, providing flexibility in how they are redeemed by the members.

28. Frage

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

- A. The reset period is defined at the Tier Group level; Loyalty Management will automatically process it every night to ensure efficient point calculation
- 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. Develop an Apex Time Trigger to scan all Member Currencies and reset Qualifying points every time a reset period has expire
- **D. Use the out-of-the-box 'Reset Qualifying Points' data processing engine and trigger its execution using, for instance, a Schedule-Triggered Flow.**

Antwort: D

Begründung:

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.

29. Frage

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

Antwort: C

Begründung:

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.

30. Frage

A member reaches out to the Member Services team regarding points that have expired and requests to restore them. The Loyalty program has a fixed model expiration for non-qualifying points.

How should the Member Services Agent restore the expired points and also set them to expire in the next two months?

- A. Edit the 'Credit' ledgers corresponding to the points that expired and extend the expiration date to two months from the current date
- B. Edit the Loyalty Member Currency record to restore the Points Balance and set the 'NextExpirationDate' field to two months from the current date
- C. Delete the transaction journal that expired the points and re-run the expiration Data Processing Engine job after two months
- **D. Use 'Adjust Points' action on Loyalty Program Member page to credit points and select the Points Expiration Date as two months from the current date**

Antwort: D

Begründung:

To restore expired points for a member in a Loyalty program with a fixed model expiration for non-qualifying points and set them to expire in the next two months, the Member Services Agent should:

Use 'Adjust Points' action on Loyalty Program Member page to credit points and select the Points Expiration Date as two months from the current date (B): This action allows for the direct adjustment of the member's points balance, including the ability to specify a new expiration date for the credited points. It's a straightforward and effective way to restore expired points and set a new expiration date, aligning with the member's request.

Deleting the transaction journal that expired the points (option A), editing the 'Credit' ledgers (option C), or editing the Loyalty Member Currency record (option D) are not standard practices for restoring expired points and setting a new expiration date in Salesforce Loyalty Management.

Salesforce documentation on Loyalty Management would detail the process for adjusting points, including how to handle requests for restoring expired points and setting new expiration dates, ensuring member satisfaction and program integrity.

31. Frage

Cloud Kicks has been using Loyalty Management, Sales Cloud, and Service Cloud as part of its tech stack to manage its Loyalty Program. The marketing team is interested in implementing Salesforce Marketing Cloud, so Loyalty program members can be

informed and engaged with personalized emails sent using Salesforce Marketing Cloud.

Using the least development effort, how can the Loyalty Management Consultant accomplish the necessary integration between Salesforce Marketing Cloud and Loyalty Management platforms?

- A. Design Datasets with Dataflows and the Dataset Builder
- **B. Install and configure Marketing Cloud Connect to integrate with Loyalty Management**
- C. Install and configure Salesforce Marketing Cloud Contacts Connection
- D. Create a connected app to integrate Salesforce Loyalty Management and Marketing Cloud via APIs

Antwort: B

32. Frage

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Wir sind uns darüber klar, dass die IT-Brache ein neuartiges Industriegewesen ist. Sie ist auch eine der Ketten, die die Wirtschaft vorantreiben. Deswegen spielt sie eine gewichtige Rolle und man soll sie nicht ignorieren. Unsere Schulungsunterlagen zur Salesforce Salesforce-Loyalty-Management Zertifizierungsprüfung sind das Ergebnis der langjährigen ständigen Untersuchung und Erforschung von den erfahrenen IT-Experten aus Fast2test. An ihrer Autorität besteht kein Zweifel. Falls Sie unsere Prüfungsmaterialien gekauft haben, werden wir Ihnen einjähriger Aktualisierung versprechen.

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