



**Free Questions for Salesforce-Loyalty-Management by  
ebraindumps**

**Shared by Cohen on 29-01-2024**

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## Question 1

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**Question Type: MultipleChoice**

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A Loyalty member has achieved enough points for Gold tier status; however, the member reports some benefits are missing.

What should the Administrator do to troubleshoot and correct the error?

### Options:

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- A- Confirm the member is assign to the correct tier and that tier has benefits
- B- Adjust points on the member record to trigger member benefits actions
- C- Confirm the program and member are in an active status
- D- Issue a promotion to the member of the mission benefits

### Answer:

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A

## Question 2

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**Question Type: MultipleChoice**

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When setting up a Loyalty Program what is one of the ways a company can measure member engagement with the Loyalty Program?

**Options:**

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- A- Analytics Studio
- B- Qualifying Currency
- C- Transaction Journals
- D- Benefits types

**Answer:**

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B

## Question 3

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**Question Type: MultipleChoice**

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A Loyalty Management Consultant recently created a new analytics app, but users cannot access the app.

Which two statements correctly describe how to grant proper access on the user details page

**Options:**

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- A- Assign user access to the analytics for Loyalty role.
- B- Assign access by checking CRM Analytics plus user
- C- Assign user access to permission sets for analytics for Loyalty.
- D- Assign the user the analytics profile for analytics for Loyalty.

**Answer:**

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C

## Question 4

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**Question Type: MultipleChoice**

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A Loyalty Management Consultant recently created a new analytics app, but users cannot access the app.

Which two statement correctly describes how to grant proper access on the user detail page?

**Options:**

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- A- Assign user access to the analytics for Loyalty role.
- B- Assign access by checking CRM analytics plus user
- C- Assign user access to permission sets for analytics for Loyalty.
- D- Assign the user the analytics profile for analytics for Loyalty.

**Answer:**

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C, D

## Question 5

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**Question Type: MultipleChoice**

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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?

**Options:**

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- 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.

**Answer:**

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C

## Question 6

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**Question Type:** MultipleChoice

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A large retail company wants to award its customers 500 points when they join the Loyalty Program.

Which two configuration tasks below will be required to enable this type of award?

**Options:**

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- A-** Create a Transaction Journal with an Activity type of "Enrollment" that needs to be created when the customer signs up to join the Loyalty Program.
- B-** Create a Process rule that awards 500 points when the Activity Type ='Enrollment'.

- C-** Create a Loyalty Partner and associate one of the Partner's products that must be purchased to award the 500 points.
- D-** Create a Benefit that adds 500 points when the new member reaches the Top Platinum Level tier.

**Answer:**

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A, B

## Question 7

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**Question Type: MultipleChoice**

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Which Loyalty Management Key Component should be used to quickly aggregate a high volume of data across many Loyalty Management objects?

**Options:**

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- A-** Batch Management
- B-** Decision Table
- C-** Quick Actions
- D-** Data Processing Engine

**Answer:**

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D

## Question 8

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**Question Type:** MultipleChoice

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A total group wants to implement a Loyalty program that gives its members points based on the numbers of nights per stay each time members visit one of its hotels.

Once a customer reaches 1000 points, members can redeem points with any hotel within the hotel group. The points can be converted to cover the cost of one night's stay on the next visit. The hotel group hopes this incentive will encourage its members to book more frequently, increasing revenue.

Which type of currency should a Loyalty Consultant use to set up the Loyalty program to accomplish the hotel group's goals?

**Options:**

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**A-** Qualifying Points

**B-** Tier Qualifying Points

**C-** Non-Qualifying and Qualifying Points



**D-** Non-Qualifying Points

**Answer:**

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D

## Question 9

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**Question Type:** MultipleChoice

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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?

**Options:**

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

**Answer:**

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C

## Question 10

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**Question Type: MultipleChoice**

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The Loyalty Administrator for Northern Trail Outfitters (NTO) insider program defines tier groups- Status Tier Group with a Fixed model and period of one year.

The three tier are defined =Silver (base), Golden (next tier), and Platinum (the highest tier)

Extend Expiration for this tier group is Qualifying Points Reset Date.

A member joins NTO insider in the Silver tier and, after a year of engagement, gets upgraded to the Gold tier on March 16 2023.

Which date would be the new Expiry date or this member after the tier is upgraded to Gold?

**Options:**

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**A-** December 31, 2024

B, March 31 2024

C- December 31, 2023

D- March 16, 2020.

**Answer:**

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C

## Question 11

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**Question Type: MultipleChoice**

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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?

## Options:

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**A-** Type: Fixed valued, Expiration Type: Period, Expiration Period: 3, expiration Period Unit Month, Face Value: \$300, Partial Redeemable: Checked

**B-** Type: Fixed valued, Expiration Type: Period, Expiration Period: 3, expiration Period Unit Month, Face Value: \$300, Partial Redeemable: Unchecked

**C-** Type: Fixed valued, Expiration Type: Period, Expiration Period: 90, expiration Period Unit Month, Face Value: \$300, Partial Redeemable: Checked

**D-** Type: Fixed valued, Expiration Type: Period, Expiration Period: 3, expiration Period Unit Month, Face Value: \$300, Partial Redeemable: UnChecked

## Answer:

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B

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