

Admin User Guide – Loyalty

Getting Started

Overview

[Accessing the Loyalty Console](#) [[#AccessingLoyaltyConsole](#)]

The Loyalty microservice (“Loyalty”) gives a business the ability to set up and schedule loyalty rewards for a period of time where a customer can use the loyalty reward programs to earn, track, and redeem rewards.

For a detailed overview of the **Loyalty** microservice, see the [Loyalty Microservice Overview](https://developer.skava.com/microservices/loyalty/) [<https://developer.skava.com/microservices/loyalty/>].

Service Glossary

- **Business Admin** – a role that manages business settings, creates and manages stores, and enables microservice(s) for a **business**.
- **Customer** – a business consumer or buyer.
- **Loyalty Group** – container for individual loyalties that are grouped logically based on an event or marketing campaign. Creation of a Loyalty Group is required and should be defined before a Loyalty can be created.
- **Loyalty** – rewards presented to consumers or buyers in a client’s Storefront and Apps.
- **Events** – defines the event type (such as installing an App, referring a friend, liking the business on Facebook, etc.) which is configured and used within a loyalty.
- **Rewards** – defines the reward type, which enables customers to earn rewards (i.e., points, stars, miles, etc.) based on their activities and redeem those rewards using the customer’s bank of earned points.

Accessing the Loyalty Console


[top](#) [[#top](#)].| [Configuring Search Parameters](#) [[#ConfiguringSearchParameters](#)]


To access the Loyalty console,

1. Log in to the **Foundation** server for your **business** (URL provided by Skava).

SKAVA LANGUAGE: ENGLISH ▼

Sign In

 Your Email

 Your Password

[Sign in](#) [Forgot Password?](#)

Learn more about Skava Commerce and upcoming events at [Skava.com](#)


[Privacy Policy](#)

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2. Click **Loyalty** in the **StoreOps** page.


SKAVA Go to ▼ Hi Skava ▼


☰ T-Giant





T-Giant B2B Store
4
Created : 07.17.2018
[Refresh Product Data](#) [Refresh Category Data](#)


 Accounts →


 Customers →


 Loyalty →


 Merchandising →

 Notifications →

 Orders →

 Pricing →

 Promotions →

 Subscription →

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The Loyalty landing page appears:

Loyalty Group

Affecting 2 Stores

Create Loyalty Group

Reset Go

Loyalty Group Name	Priority	Status	Start Time	End Time
Christmas Festival 2019	7	ACTIVE	24 Dec 2019 00:00:00	26 Dec 2019 23:59:00
Loyalty Rewards for Blackfriday 2019	8	ACTIVE	16 Nov 2019 00:00:00	30 Nov 2019 23:59:00

Showing 1 to 2 of 2 entries

Previous 1 Next

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Configuring Search Parameters

[Accessing the Loyalty Console \[#AccessingLoyaltyConsole\].](#) [Loyalty Group Page \[#LoyaltyGrpPage\]](#)

In the Loyalty page, you can search based on **Loyalty Group Name**, **Priority**, **Status**, and/or **Date**, modify the search fields as needed, and select the number of pre-defined rows per screen.

[] Search for Loyalty Group

To search the loyalty group,

1. Click the **Loyalty Group Name**, **Priority**, and/or **Status** drop-down list in the header to open an **entry field** to provide search criteria.

Note: For displaying a predefined number of loyalty groups per screen, see [Selecting Predefined Rows \[#PredefinedRows\].](#)

Loyalty Group

Affecting 2 Stores

Create Loyalty Group

Reset Go

Loyalty Group Name	Priority	Status	Start Time	End Time
Christmas Festival 2019	7	ACTIVE	24 Dec 2019 00:00:00	26 Dec 2019 23:59:00
Loyalty Rewards for Blackfriday 2019	8	ACTIVE	16 Nov 2019 00:00:00	30 Nov 2019 23:59:00

Showing 1 to 2 of 2 entries

Previous 1 Next

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2. Enter the desired search criteria in the search field, and then click **Go**:

Loyalty Group

Affecting 2 Stores

Create Loyalty Group

Loyalty Group Name: christmas Priority: 7 Status

Reset Go

Loyalty Group Name	Priority	Status	Start Time	End Time
Christmas Festival 2019	7	ACTIVE	24 Dec 2019 00:00:00	26 Dec 2019 23:59:00
Loyalty Rewards for Blackfriday 2019	8	ACTIVE	16 Nov 2019 00:00:00	30 Nov 2019 23:59:00

Showing 1 to 2 of 2 entries

Previous 1 Next

The loyalty group(s), which matches the search criteria appears:

Loyalty Group

Affecting 2 Stores

Create Loyalty Group

Loyalty Group Name: christmas Priority: 7 Status

Reset Go

Loyalty Group Name	Priority	Status	Start Time	End Time
Christmas Festival 2019	7	ACTIVE	24 Dec 2019 00:00:00	26 Dec 2019 23:59:00

Showing 1 to 1 of 1 entry

Previous 1 Next

Modify Searchable Fields

To modify the searchable fields,

1. Click the vertical ellipse available at the beginning of the search field.
2. Select or deselect the items to add or remove the searchable fields in the header:

Loyalty Group

Affecting 2 Stores

Create Loyalty Group

Loyalty Group Name: Priority: Date

Reset Go

Search

- ☒ Loyalty Group Name
- ☒ Priority
- ☐ Status
- ☒ Date
- ☐ Row Select

Loyalty Group Name	Priority	Status	Start Time	End Time
Christmas Festival 2019	7	ACTIVE	24 Dec 2019 00:00:00	26 Dec 2019 23:59:00
Loyalty Rewards for Blackfriday 2019	8	ACTIVE	16 Nov 2019 00:00:00	30 Nov 2019 23:59:00

Showing 1 to 2 of 2 entries

Previous 1 Next

3. Click the **Go** button.
The selected searchable fields appear in the header:

The screenshot shows the 'Loyalty Group' admin page. On the left is a sidebar with 'Loyalty Group', 'Events', and 'Rewards'. The main area has a title 'Loyalty Group' and a 'Create Loyalty Group' button. Below the title is a search bar with filters: 'Loyalty Group Name', 'Priority', and 'Date'. A table lists two loyalty groups:

Loyalty Group Name	Priority	Status	Start Time	End Time
Christmas Festival 2019	7	ACTIVE	24 Dec 2019 00:00:00	26 Dec 2019 23:59:00
Loyalty Rewards for Blackfriday 2019	8	ACTIVE	16 Nov 2019 00:00:00	30 Nov 2019 23:59:00

At the bottom, it says 'Showing 1 to 2 of 2 entries' and has 'Previous' and 'Next' navigation buttons.

[] Selecting Predefined Rows

By default, 10 loyalty groups per screen will appear, but the number of loyalty groups per screen can be modified as follows:

1. Click the vertical ellipse available at the beginning of the search field.
2. Select **Row Select**. The **Row Select** appears as part of the search criteria.

This screenshot shows the search filter dropdown menu open. The options are: 'Loyalty Group Name' (checked), 'Priority' (checked), 'Status' (checked), 'Date' (unchecked), and 'Row Select' (unchecked and highlighted with a red box). The table below shows the same two loyalty groups as the previous screenshot.

3. Select **10 Rows**, **25 Rows**, or **50 Rows** from the drop-down list.

This screenshot shows the 'Row Select' dropdown menu open. The options are: '10 Rows' (selected and highlighted with a red box), '25 Rows', and '50 Rows'. The table below shows the same two loyalty groups as the previous screenshots.

4. Click the **Go** button. The selected rows of loyalty groups appear on the screen.

Note: To reset the search field in the header, click the **Reset** button.

Loyalty Group Page

[Configuring Search Parameter \[#ConfiguringSearchParameters\]](#) | [Configuring Loyalty Events \[#_Toc486602887\]](#)

In the Loyalty Group page, you can:

- create a new Loyalty Group
- view or edit the existing Loyalty Groups
- search by loyalty group name, priority or status
- sort loyalty group name, priority, or status by ascending/descending order

Note:

- Pagination option appears in all screens that contain the loyalty group information.
- To navigate to the next page, click **Next**.

Loyalty Group

Affecting 2 Stores

Loyalty Group

Events

Rewards

Create Loyalty Group

Loyalty Group Name Priority Status

Reset Go

Loyalty Group Name	Priority	Status	Start Time	End Time
Christmas Festival 2019	7	ACTIVE	24 Dec 2019 00:00:00	26 Dec 2019 23:59:00
Loyalty Rewards for Blackfriday 2019	8	ACTIVE	16 Nov 2019 00:00:00	30 Nov 2019 23:59:00

Showing 1 to 2 of 2 entries

Previous 1 Next

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Creating a New Loyalty Group

A Loyalty Group enables you to organize multiple similar loyalties within the group.

To create a new loyalty group,

1. In the Loyalty home page, click the **Create Loyalty Group** button. The Create Loyalty Group page appears:

The screenshot shows the 'Create Loyalty Group' interface in the Skava Developer Portal. The header includes the Skava logo and user information 'Hi skava'. The breadcrumb trail is 'Loyalty Group / Create Loyalty Group'. A notification indicates 'Affecting 2 Stores'. The form contains the following fields:

- Group Name***: A text input field.
- Date Range***: A date range selector.
- Status***: A dropdown menu currently set to 'Active'.
- Priority***: A text input field.

Buttons for 'Cancel' and 'Save' are located at the top right of the form.

2. Enter/select the following required information:

Field	Description
Group Name	Enter a name that describes the loyalty group.
Date	Select the start date and time, and end date and time for the loyalty group.
Status	<p>When the loyalty group is within its time bounds and the status is made inactive, the loyalty group will not be picked up by the loyalty rule engine to execute.</p> <p>Select:</p> <ul style="list-style-type: none"> • Active to activate the loyalty group. The loyalty rule engine checks only active loyalty groups. • In-Active to deactivate the loyalty group. Later, you can change the status to 'Active' if required.
Priority	Enter the priority number between 1 and 25 where 25 being the highest and 1 being the lowest in the priority order. The loyalty engine reads the active loyalty groups in it as per the priority order.

3. Click the **Save** button to save the newly created loyalty group. Once the group is created, in the **Loyalty Group** tab, you can view/edit the created loyalty group details and/or create a new loyalty within the group.

Creating a New Loyalty

You can create one or more loyalties with a different set of event types, action types, and priorities for each loyalty.

The loyalty engine executes the loyalty group based on the priority, active status, and event type. The loyalty engine reads each active loyalty within the group, executes the loyalty event and actions set for each loyalty.

Note: Before creating a loyalty, you need to configure events and rewards. For more information, see [Configuring Loyalty Events](#) [[#_Toc486602887](#)] and [Configuring Loyalty Rewards](#) [[#_Toc486602891](#)].

To create a new loyalty,

1. In the Loyalty's home page, click a particular loyalty group.
2. The summary of the created loyalty group opens:

The screenshot displays the Skava Loyalty Admin interface. At the top, the Skava logo is on the left, and 'Hi skava' is on the right. Below the header, a navigation bar shows 'T-Giant - US'. The main content area is titled 'Loyalty Group / Christmas Festival 2019' and indicates it is 'Affecting 2 Stores'. A sidebar on the left lists 'Loyalty Group', 'Events', and 'Rewards'. The main card for 'Christmas Festival 2019' shows a hash '#ov9klv', a status of 'ACTIVE YET TO START', and a 'Priority: 7'. Below this, a 'Loyalty' section has a 'Create Loyalty' button. A filter bar includes 'Loyalty Name', 'Priority', and 'Status' dropdowns, along with 'Reset' and 'Go' buttons. A table with columns 'Loyalty Name', 'Priority', 'Status', 'Start Time', and 'End Time' is shown, with a message 'No data found' in the body. The footer contains the copyright notice '© 2019 Skava. All rights reserved.'

3. Click the **Create Loyalty** button.

SKAVA

Hi skava

Admin Test Business

Loyalty Group / Festive Season Loyalty Group / Create Loyalty

Affecting 1 Stores

Back

Cancel

Save

Loyalty Name*

Priority*

Event*
Select

Date Range*

Status*
Inactive

Locale Specific Message Description

en_US

Display Message*

Description

Locale
Select

Add Locale

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4. In the **Create Loyalty** page, enter/select the required information:

Field	Description
Loyalty Name	Enter a name that describes the loyalty.
Priority	Enter the priority number between 1 and 25 where 25 being the highest and 1 being the lowest in the priority order. The loyalty engine reads the active loyalty groups and active loyalty in it as per the priority order.
Event	<p>The configured loyalty event appears here.</p> <p>Select the required event type.</p> <p>For information on how to configure event types, see Configuring Loyalty Event Types [#_Toc486602887].</p>

Field	Description
Date Range	<p>Select the start date and time, and end date and time for the loyalty. The loyalty offer will be applicable only on the selected date and time, otherwise, the loyalty expires. You will be able to select the date for a loyalty that falls within the loyalty group duration.</p> <p>Note: The loyalty created within the loyalty group is bound to be within this start and end dates.</p>
Status	<p>When the loyalty is within its time bounds and the status is made inactive, the loyalty will not be picked up by the loyalty engine to execute.</p> <p>Select:</p> <ul style="list-style-type: none"> • Active to activate the loyalty. The loyalty engine considers only active loyalty groups and loyalty. • In-Active to deactivate the loyalty. Later, you can change the status to 'Active' if required.
Display Message	Enter the locale-specific display message.
Description	Enter the locale-specific description.
Add Locale	Click this button to add multiple locales.

5. Click the **Save** button to save the loyalty to the loyalty group.

The Summary page will be displayed where you can view/edit the loyalty details.

Editing a Loyalty

To edit a loyalty, perform the following steps:

1. In the Loyalty Group page, click of a particular loyalty group. You can see the list of loyalties within the group.

2. Click on a particular loyalty.

SKAVA Hi skava

T-Giant - US

Loyalty Group / Christmas Festival 2019 Affecting 2 Stores

Loyalty Group

Events

Rewards

Christmas Festival 2019 #ov9klv

ACTIVE YET TO START

Priority: 7

Loyalty Create Loyalty

Loyalty Name Priority Status Reset Go

Loyalty Name	Priority	Status	Start Time	End Time
Bank Transaction Reward	1	INACTIVE	24 Dec 2019 18:30:00	26 Dec 2019 18:29:00
eDGE Rewards for First SignUp	1	INACTIVE	24 Dec 2019 18:30:00	26 Dec 2019 18:29:00

Showing 1 to 2 of 2 entries Previous 1 Next

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3. Click:

- the **Edit** icon to edit the loyalty details.
- the **CONDITIONS** tab to create conditions; see [Configuring Conditions to the Loyalty \[#_Toc486602883 \]](#) for more information.
- the **ACTIONS** tab to set actions to the loyalty; see [Creating Actions to the Loyalty \[#_Toc486602884 \]](#) for more information.

□ Configuring Conditions to the Loyalty

You can add one or more rules or group of rules to a loyalty. By default, a row will be shown to add a rule. After setting the conditions to the loyalty, you may choose to click on **Generate Query** to check if your condition is appropriate to your use case.

- In the **CONDITIONS** tab, click the **Edit** icon.
- Set rules as required. The following table describes options to create rules or group of rules to the loyalty:

Options in Condition	Description
	Enables you to set logical operators such as NOT , AND , and OR . These operators apply the rules that are a direct descendant in the condition builder.

For example,

To create a condition where you need to provide loyalty offer for Texas and New York states, you can set the following rules:

CONDITIONS

ACTIONS

Cancel

Save

Loyalty Condition

NOT

AND

OR

+

Add rule

+

Add group

User Type

equal

true

✖

First Name

equal

Sam

✖

Last Name

equal

John

✖

Generate Query

Clear

type.registered = 1 AND user.firstname = 'Sam' AND user.lastname = 'John'

Enables you to add one or more rules to the Loyalty Condition. For example,

Loyalty Condition

NOT

AND

OR

+

Add rule

+

Add group

User Type

equal

true

✖

Generate Query

Clear

type.registered = 1

Enables you to add a collection of rules within the group.

For example, if you need to provide a loyalty signing up offer 4 points for the US and India regions, you can create the following rules within a group:

Loyalty Condition

NOT

AND

OR

+

Add rule

+

Add group

NOT

AND

OR

+

Add rule

+

Add group

User Type

equal

true

✖

First Name

equal

John

✖

Last Name

equal

Davey

✖

NOT

AND

OR

+

Add rule

+

Add group

User Type

equal

true

✖

First Name

equal

Sam

✖

Last Name

equal

Davey

✖



Generate Query

Clear

(type.registered = 1 AND user.firstname = 'John' AND user.lastname = 'Davey') AND (type.registered = 1 AND user.firstname = 'Sam' AND user.lastname = 'Davey')

<https://developer.skava.com/microservices/loyalty/loyalty-admin-user-guide/>

12/23

Operand/Operators/Values	<p>Enables you to select the operands and operators for the condition. You can create different conditions by changing the combination of operands and operators. You can enter the required value in numeric for the selected item.</p> <p>The operand is configured based on the event types.</p> <div><div>User Type</div><div>equal</div><div>true</div><div></div></div>
	<p>Allows you to delete a rule group in a condition.</p>
	<p>Allows you to delete a rule in a condition.</p>
<div>Generate Query</div>	<p>Enables you to generate conditions and validate against your appropriate use case, after creating conditions using the condition builders. Click this button to view the generated conditions. For example,</p> <p>Loyalty Condition</p> <div><div><div>NOT AND OR</div><div>Add rule Add group</div><div><div>User Type equal true</div><div>First Name equal John</div><div>Last Name equal Davey</div></div><div><div>Generate Query</div><div>Clear</div></div><div>type.registered = 1 AND user.firstname = 'John' AND user.lastname = 'Davey'</div></div></div>

3. Select any one of the following, which allows you to stop further processing of the succeeding loyalty groups:
- **Never** – Irrespective of whether condition matches or not in the current loyalty group, continue to execute the succeeding loyalty groups. By default, this option will be selected.
 - **Always** – Irrespective of whether condition matches or not in the current loyalty group, loyalty engine stops executing the succeeding loyalty group.
 - **If condition matches** – When the current loyalty group’s condition matches, loyalty engine stops executing the succeeding loyalty group.
 - **If stop condition matches** – Enables you to define the stop condition. The loyalty engine stops executing when the Stop condition matches. The user

can specify the business rule that can stop the processing of loyalty engine.

Stop further processing*
If stop condition matches

Loyalty Stop Condition

Note: For details, see [Creating Conditions to the Loyalty](#) [[#_Toc486602883](#)].

4. Click the **Save** button to save the conditions to the loyalty.

Creating Actions to the Loyalty

Overview

After creating a new loyalty and creating conditions to it, you need to specify what needs to be done when the condition matches. This is set using the actions. You can also create multiple different actions based on the action condition and assign different loyalty values to each action by specifying the required formula. The actions will vary according to the event and the action selected for a loyalty.

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Creating an Action

To create an action,

1. In the **ACTIONS** tab, click **Add Actions**.

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T-Giant - US

Loyalty Group / Christmas Festival 2019 / eEDGE Rewards for First SignUp Affecting 3 Stores

Loyalty Group

Events

Rewards

eEDGE Rewards for First SignUp

#YKUDhZ

INACTIVE YET TO START

Priority: 1

Event: SignUp

CONDITIONS ACTIONS

Cancel Save

Action Name*

Reward Type* POINTS Formula*

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2. Enter an action name, which describes the action.
3. Select the reward type (that is, a **currency type**).
4. Enter the required formula; for example, `${customEvent.productPrice}*50`

Note: In Formula, based on the configured event type properties, suggestions will show for the data types such as integer, long, and/or double. You can select the required data type and enter the required numeric values for calculating loyalty points for the event.

5. Click the **Save** button to create an action.

Note: You can create multiple actions to a loyalty. The loyalty will be executed based on the created date.

Viewing or Editing an Action

The created actions will be displayed as an accordion under the **Actions** tab.

To view or edit an action,

1. Click on a particular action or the **Edit** icon. For example,

CONDITIONS ACTIONS

Register & Earn 50 points Points

+ Add Action

2. Make necessary changes in the action name, reward type, and/or formula.
3. Click the **Save** button. The updated action is displayed under the **Actions** tab.

Note: To discard the changes, click **Cancel**.

[] Viewing/Editing a Loyalty Group

In the Loyalty Group page, you can view or edit a particular loyalty group.

To view/edit a loyalty group,

1. In the Loyalty Group page, click on a particular loyalty group. The following page appears where you can view the list of loyalties available within the group and general details of the loyalty group.

The screenshot shows the Skava Loyalty Group page for 'Christmas Festival 2019'. The page header includes the Skava logo, user 'Hi skava', and a breadcrumb 'Loyalty Group / Christmas Festival 2019'. A sidebar on the left lists 'Loyalty Group', 'Events', and 'Rewards'. The main content area displays the group name 'Christmas Festival 2019' with a hashtag '#ov9klv', status 'ACTIVE YET TO START', and 'Priority: 7'. Below this is a 'Loyalty' section with a 'Create Loyalty' button and filters for 'Loyalty Name', 'Priority', and 'Status'. A table lists two loyalties: 'Bank Transaction Reward' and 'eDGE Rewards for First SignUp', both with priority 1 and status 'INACTIVE'. The 'eDGE Rewards for First SignUp' row is highlighted with a red border. The table shows start and end times for both. At the bottom, it says 'Showing 1 to 2 of 2 entries' with 'Previous' and 'Next' buttons.

Loyalty Name	Priority	Status	Start Time	End Time
Bank Transaction Reward	1	INACTIVE	24 Dec 2019 18:30:00	26 Dec 2019 18:29:00
eDGE Rewards for First SignUp	1	INACTIVE	24 Dec 2019 18:30:00	26 Dec 2019 18:29:00

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2. Click the **Edit** icon to make necessary changes if required.
3. Click the **Save** button.

[] Configuring Loyalty Events

[Loyalty Group Page \[#LoyaltyGrpPage\]](#) | [Configuring Loyalty Rewards \[#_Toc486602891\]](#)

Before creating a loyalty group and loyalty, you need to configure events. In the Loyalty Events page, you can create an event and assign properties to it. Once created, the event name will be displayed under Event Type while creating a new loyalty.

SKAVA Hi skava

T-Giant - US

Events Affecting 3 Stores

Loyalty Group

Events

Rewards

Loyalty Events

Create Events

Event Name Status

productPrice	ACTIVE
SignUp	ACTIVE
points	ACTIVE
InstallApp	ACTIVE

Showing 1 to 7 of 7 entries Previous 1 Next

Reset Go

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Creating a New Event

To create a new event,

1. Click **Events** in the left panel. The Loyalty Events page appears:

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T-Giant - US

Events Affecting 3 Stores

Loyalty Group

Events

Rewards

Loyalty Events

Create Events

Event Name Status

productPrice	ACTIVE
SignUp	ACTIVE
points	ACTIVE
InstallApp	ACTIVE

Showing 1 to 7 of 7 entries Previous 1 Next

Reset Go

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2. Click the **Create Events** button. The Create Events page appears:

The screenshot shows the Skava Admin User Guide interface for creating an event. The top navigation bar includes the Skava logo and a user profile dropdown. The main header shows the current page as 'Events / Create Events' and indicates that the event is affecting 3 stores. The form itself has a 'Back' button and a 'Cancel' button. The main form fields are: 'Event Name*' (text input), 'Description*' (text area), 'Status*' (dropdown menu set to 'Active'), and 'Additional Properties' (a section with a '+ Add Property' button). Below this is a table with columns 'Name*', 'Value*', and 'Data Type*' (set to 'Boolean'). The table is currently empty.

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3. Enter a name for the event.
4. Enter the description. This name will be displayed in the **Event** drop-down list while creating a loyalty.
5. In the Additional Properties section, click the **Add Property** button. A row will be added. You can also add multiple properties to an event.
6. Enter a key and value (JSON path). For example,

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T-Giant - US

Events / Create Events

Affecting 3 Stores

Back

Event Name*

cartCheckout

Description*

Cart Checkout

Status*

Active

Additional Properties

+ Add Property

Name*	Value*	Data Type*
Price	data.price	Double
Quantity	data.quantity	Integer
Type	data.type	String

Cancel Save

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Note: In Value, enter a valid JSON of the requested data. For example,

- **Object:** `{"data": {"price":100,"quantity":5,"type":"Mobile"}}`
- **Valid Path:** For obtaining price, enter `data.price`; for obtaining quantity, enter `data.quantity`

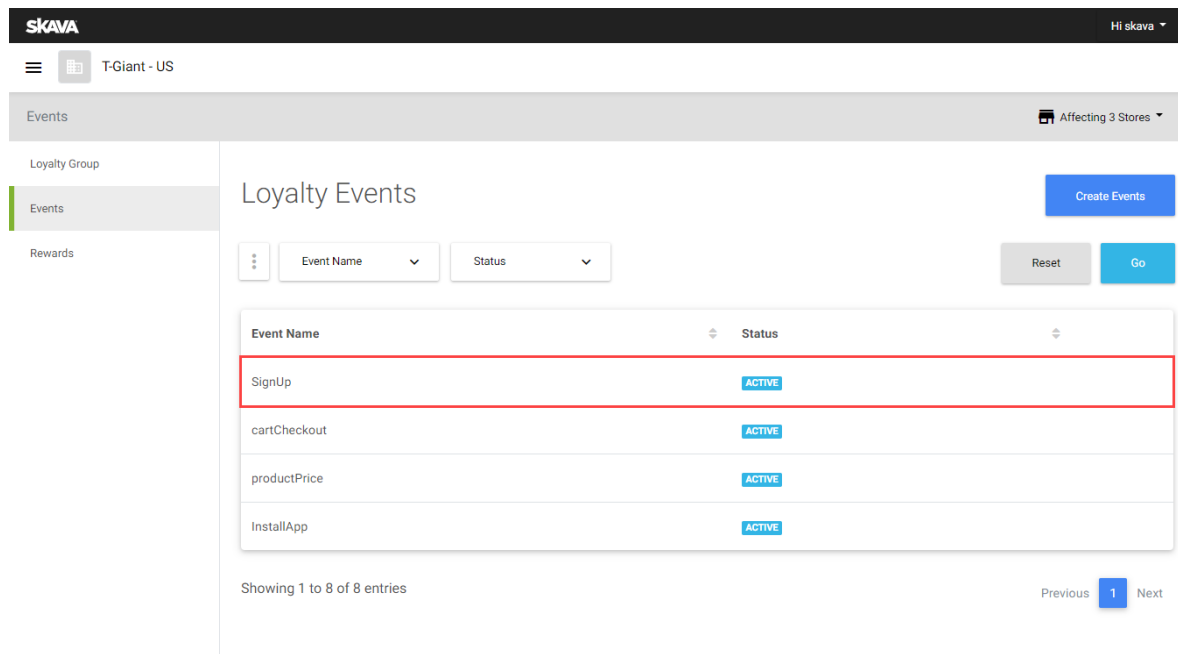
7. Select a data type.

8. Click the **Save** button. The added event appears under the Loyalty Events page.

[] Viewing/Editing a Loyalty Event

To view or edit an event,

1. Click **Events** in the left panel.
2. In the Loyalty Events page, click a particular event; for example,



The screenshot shows the Skava Admin User Guide for Loyalty. The top navigation bar includes the Skava logo, a user profile 'Hi skava', and a menu icon. The main header shows 'T-Giant - US' and 'Events' with a dropdown indicating 'Affecting 3 Stores'. The left sidebar has 'Loyalty Group', 'Events' (selected), and 'Rewards'. The main content area is titled 'Loyalty Events' and features a 'Create Events' button. Below this are filters for 'Event Name' and 'Status', along with 'Reset' and 'Go' buttons. A table lists events: 'SignUp', 'cartCheckout', 'productPrice', and 'InstallApp', all with an 'ACTIVE' status. The table is highlighted with a red border. At the bottom, it shows 'Showing 1 to 8 of 8 entries' and pagination controls for 'Previous', '1', and 'Next'.

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3. Make necessary changes.

4. Click the **Save** button. The updated event appears under the Loyalty Events page.

□ Configuring Loyalty Rewards

[Configuring Loyalty Events \[#_Toc486602887\]](#) | [Revision History \[#RevisionHistory\]](#)

Before creating a loyalty group and loyalty, you need to configure rewards. In the Loyalty Rewards page, you can create a new loyalty reward. The configured loyalty rewards (for example, Type: `Dollar`, Symbol: `$`) appear under **Reward Type** while configuring actions to the loyalty.

□ Creating a New Reward

To create a new reward,

1. Click **Rewards** in the left panel. The Loyalty Rewards page appears:

The screenshot shows the Skava Loyalty Rewards page. The header includes the Skava logo and 'Hi skava'. The left sidebar has 'Rewards' selected. The main content area is titled 'Loyalty Rewards' and features a 'Create Reward' button. Below this is a table with columns for Type, Symbol, and Status. The table lists five active rewards: Rupees (₹), Cent (¢), Sterling (£), Yen (¥), and Dollar (\$). At the bottom, it says 'Showing 1 to 5 of 5 entries' and has 'Previous', '1', and 'Next' navigation links.

Type	Symbol	Status
Rupees	₹	ACTIVE
Cent	¢	ACTIVE
Sterling	£	ACTIVE
Yen	¥	ACTIVE
Dollar	\$	ACTIVE

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2. Click the **Create Reward** button to create a new reward. The **Rewards** screen appears:

The screenshot shows the 'Create Reward' form in the Skava Loyalty Rewards page. The form has three main input fields: 'Type*', 'Symbol*', and 'Status*'. The 'Status*' field is currently set to 'Active'. There are 'Cancel' and 'Save' buttons at the top right of the form. The left sidebar shows 'Rewards / Create Reward' selected. The top bar shows 'Hi skava' and 'Affecting 3 Stores'.

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3. In Type, enter the currency name. For example, Dollar

4. In Symbol, enter the currency symbol. For example, \$

5. Click the **Save** button. The added reward appears under the Loyalty Rewards page.

[] Viewing/Editing a Loyalty Reward

To view or edit a reward,

1. Click **Rewards** in the left panel. The Loyalty Rewards page appears:

The screenshot shows the Skava Loyalty Rewards page. The left sidebar has a 'Rewards' section highlighted. The main content area is titled 'Loyalty Rewards' and features a table with the following data:

Type	Symbol	Status
Rupees	₹	ACTIVE
Cent	¢	ACTIVE
Sterling	£	ACTIVE
Yen	¥	ACTIVE
Dollar	\$	ACTIVE

Below the table, it says 'Showing 1 to 5 of 5 entries'. There are 'Previous' and 'Next' navigation links. The page footer indicates '© 2019 Skava. All rights reserved.'

2. In the Loyalty Rewards page, click a particular reward.

This screenshot is identical to the previous one, but the first row of the table, 'Rupees', is highlighted with a red border, indicating it has been selected.

3. Make the necessary changes.

4. Click the **Save** button to save the changes to the reward details.

Revision History

2020-10-21 | HM – Minor copyedit.

2020-03-28 | AM – Minor copyedit

2019-10-29 | JP – Page created and content uploaded.

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