

Sendoso rewards configuration

Once configured, rewards are available for advocates to redeem using their available credits (points).

i NOTE:

No preset (default) rewards are provided with the system.

This article focuses on configuring Sendoso rewards (a third-party merchant). For details on setting up In House rewards or other third-party merchants, see [Rewards configuration](#).

i NOTE:

You will require an account with Sendoso in order to configure a reward from them. This is not included in your Crowdvocate subscription.

When first configuring your Crowdvocate rewards, you will need to:

- [Configure Sendoso rewards](#)
- [Add a new Sendoso reward](#)

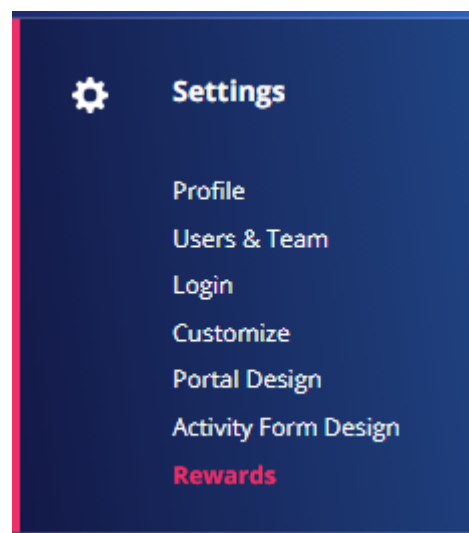
Once you have completed the initial rewards configuration, you can:

- [Add a new Sendoso reward](#)
- [View your available rewards](#)
- [Edit an existing Sendoso reward](#)
- [Delete an existing Sendoso reward](#)

Configure Sendoso rewards

To configure rewards from Sendoso:

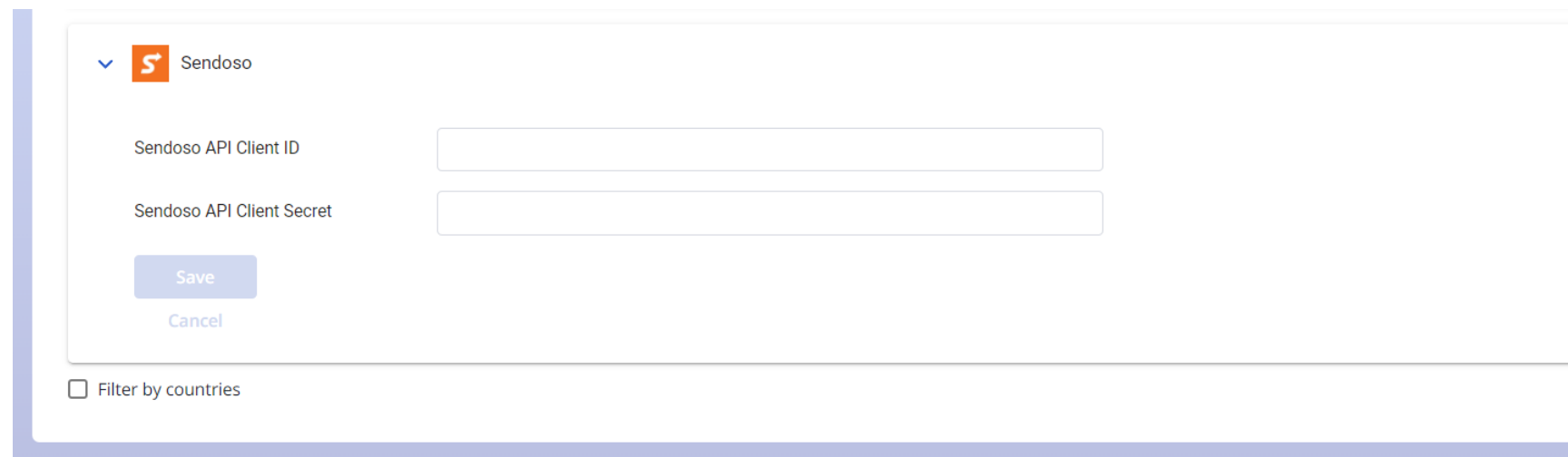
1. Using the main menu, go to **Settings > Rewards**.



2. Select **Settings**.



3. Expand **Sendoso**, enter the **Client ID** and **Client Secret** from your Sendoso account and click **Save**.



Sendoso

Sendoso API Client ID

Sendoso API Client Secret

Save

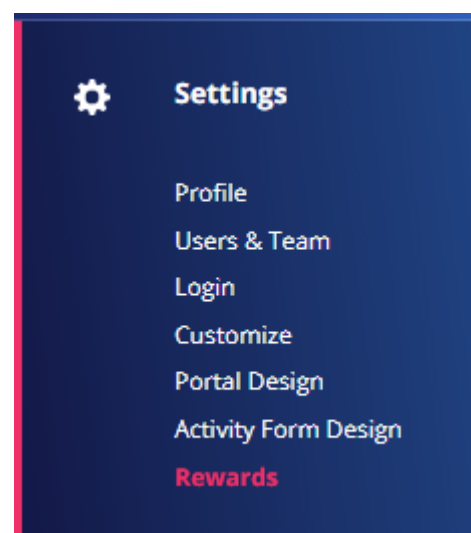
Cancel

Filter by countries

Add a new Sendoso reward

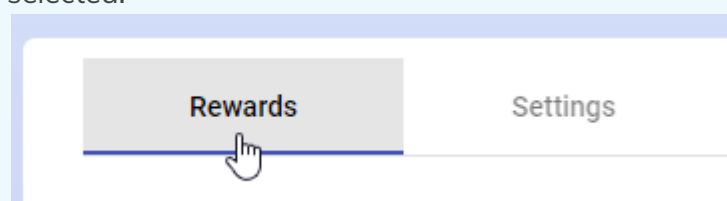
To add a new Sendoso reward:

1. Using the main menu, go to **Settings > Rewards**.

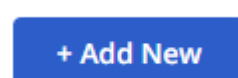


i NOTE:

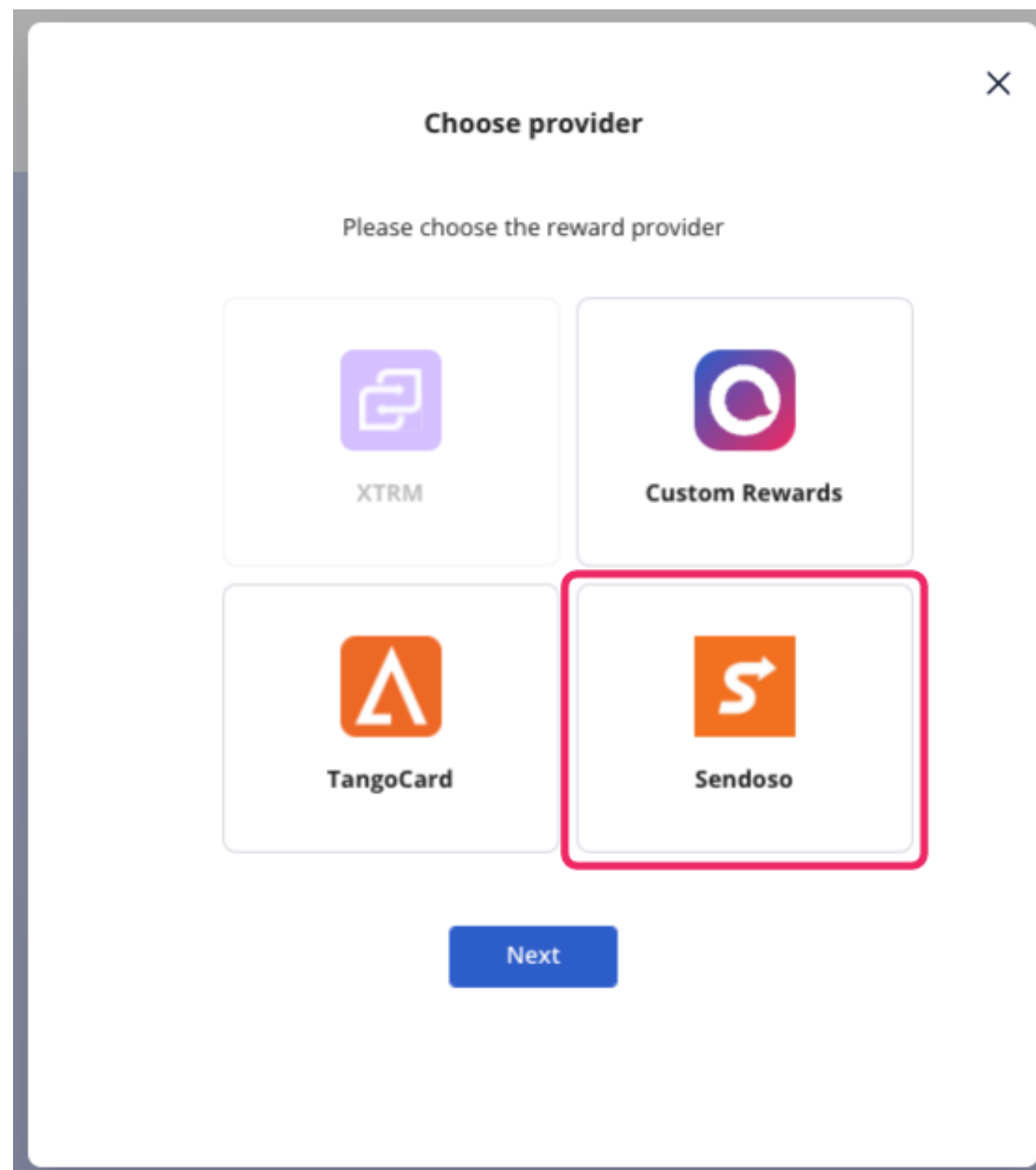
If you're already in **Rewards**, make sure the **Rewards** tab is selected.



2. In the top-right corner, click **+ Add New**.



3. Select **Sendoso** from the list of reward providers and click **Next**.



4. Enter the details required as described below:

- Select the **Item** from the drop-down menu.
- Enter the **Credits (points)** required for an advocate to be able to redeem the reward.

! WARNING:

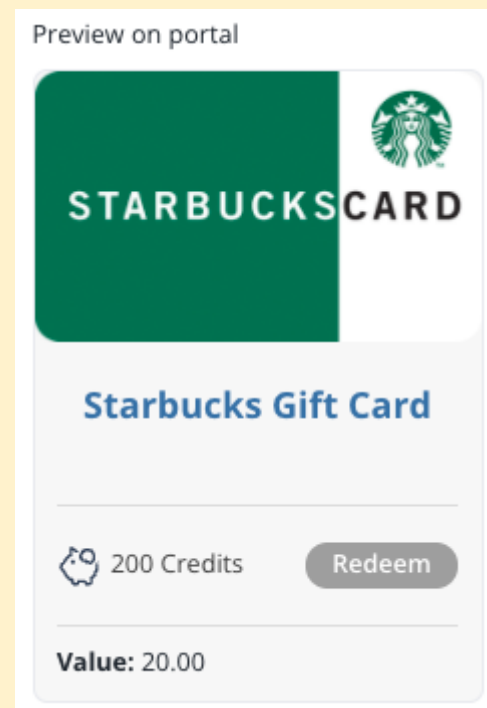
Always take into account the cost of the reward, and the number of eligible customers that could redeem it based on the **Credits (points)** entered. Some companies have incurred large costs when more customers than anticipated claimed the rewards on offer.

- Enter the **Value** to be provided with the gift card.
- Select the **Show on portal** checkbox to make this reward available to advocates.

- e. Click **Save**.

**TIP:**

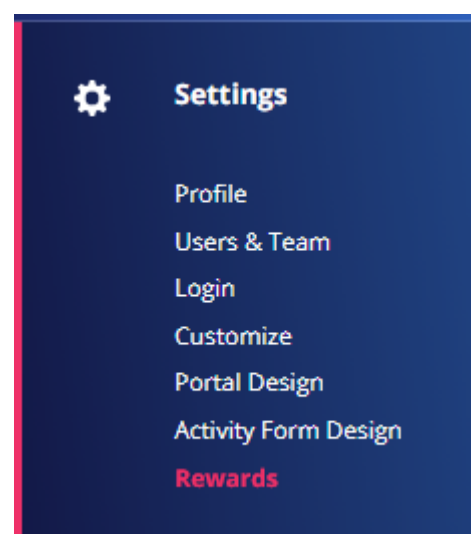
The right-hand side shows a preview of how the reward will appear in the customer portal.



View your available rewards

To view your available rewards:

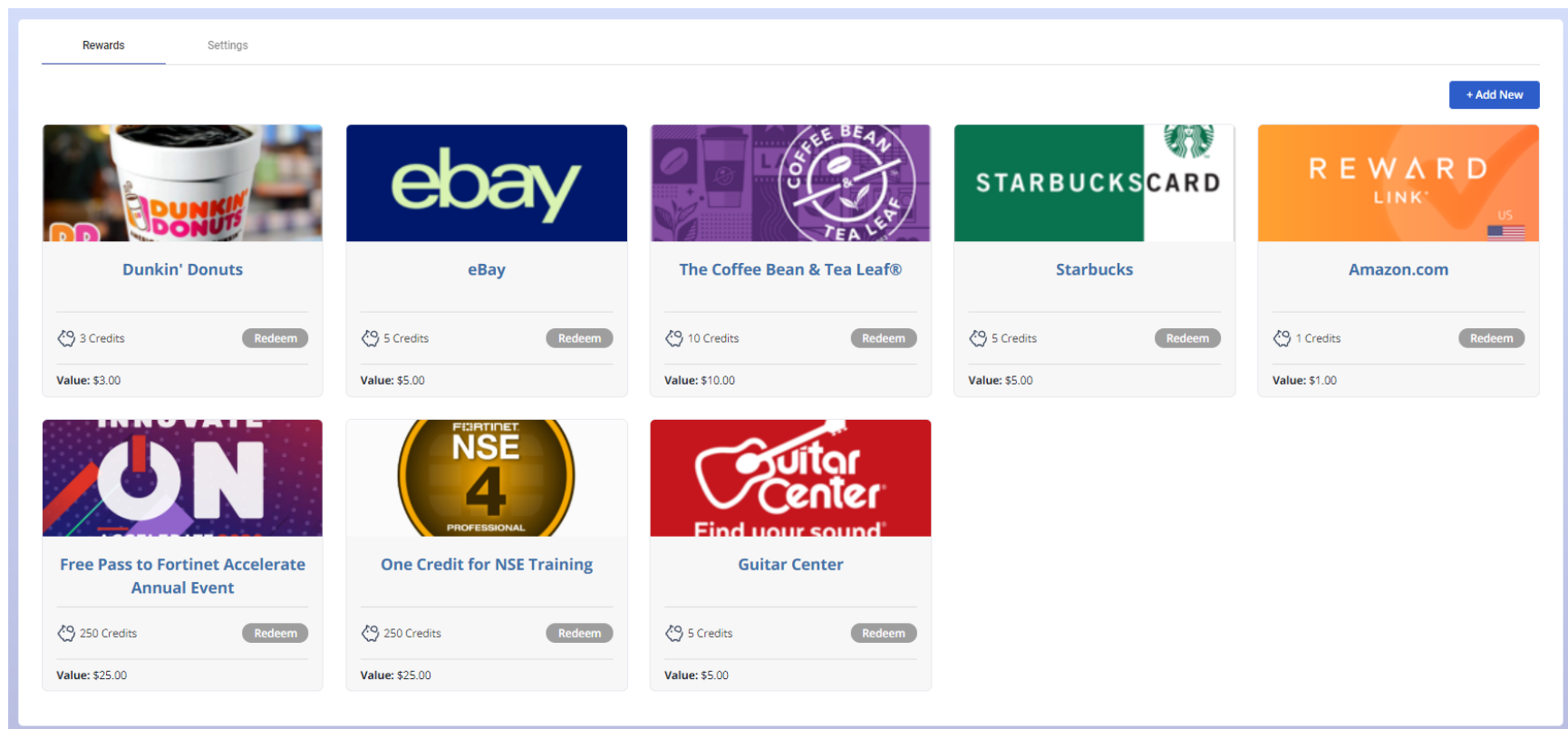
1. Using the main menu, go to **Settings > Rewards**.



2. All rewards available for Advocates to redeem will be displayed.

i NOTE:

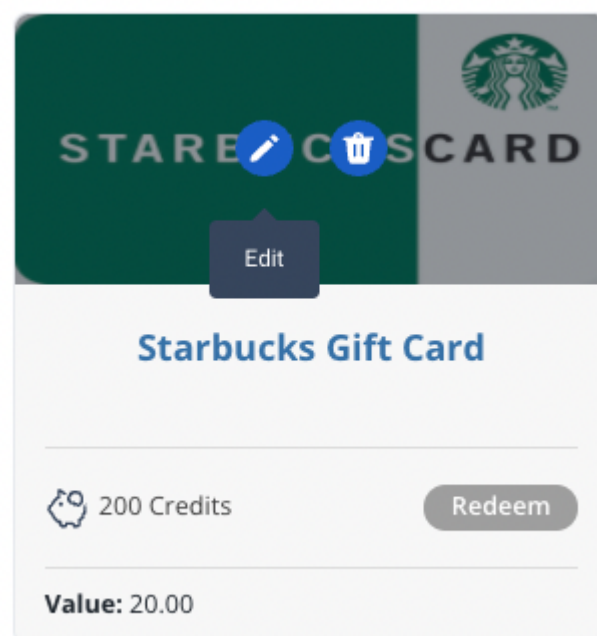
If you have not configured any rewards yet, this page will be blank. Jump to [Add a new Sendoso reward](#).



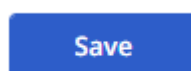
Edit an existing Sendoso reward

To edit an existing Sendoso reward:

1. Hover over the reward and click the **Edit** icon.



2. Edit the reward details as necessary (see the explanations provided in [Add a new Sendoso reward](#) for guidance and tips).
3. Click **Save**.



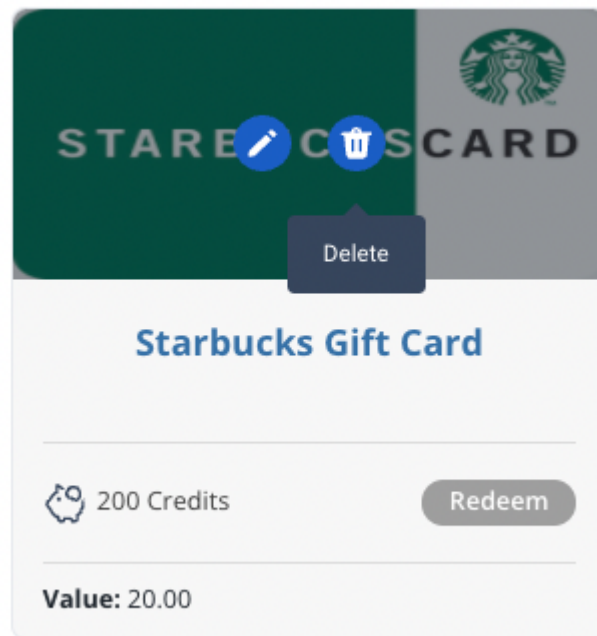
Delete an existing Sendoso reward

To delete an existing Sendoso reward:

! WARNING:

This action cannot be undone. To reinstate a deleted reward it will have to be recreated.

1. Hover over the reward and click the **Delete** icon.



2. A confirmation message will appear. Click **Yes** to confirm deletion.

