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Vendor:Salesforce

Exam

Code:ORDER-MANAGEMENT-ADMINISTRATOR

Exam Name:Salesforce Order Management
Administrator Accredited Professional

Version:Demo

QUESTION 1

A user wants to review credit card payment data for a specific Order. Which object should the employee navigate to?

- A. Payment Method
- B. Order Payment Summary
- C. Payment
- D. Order

Correct Answer: B

The object that the user should navigate to to review credit card payment data for a specific Order is Order Payment Summary. An Order Payment Summary is a record that represents a payment made for an order or part of an order. An Order Payment Summary has a lookup relationship to both Order Summary and Invoice objects, and it contains information such as the payment amount, method, status, etc.

https://help.salesforce.com/s/articleView?id=sf.order_management_order_payment_summary.htm&type=5

QUESTION 2

An admin is analyzing project requirements and notes that there are requirements to support both high volume and multiple locations. What is the recommended approach for this scenario?

- A. Download the Single Location High Volume sample flow from the Partner Community and modify all the flows to loop through locations
- B. Download the Multiple Locations sample flow from the Partner Community and have developers add Apex code to enhance performance
- C. Download the Single Location High Volume sample flow and the Multiple Locations sample flow from the Partner Community and make a blend between the two considering trade-offs
- D. Download the Single Location High Volume sample flow from the Partner Community and have the developers add Apex code to enhance performance

Correct Answer: C

The Single Location High Volume sample flow and the Multiple Locations sample flow are two examples of how to implement order fulfillment with Order Management. The Single Location High Volume sample flow is optimized for performance and scalability, but it only supports one fulfillment location per order. The Multiple Locations sample flow supports multiple fulfillment locations per order, but it has lower performance and scalability. To support both high volume and multiple locations, an admin can download both sample flows from the Partner Community and make a blend between them, considering trade-offs such as complexity, maintainability, and customizability. References: Order Fulfillment Flows, Partner Community

QUESTION 3

What can an administrator use to control what inventory is exposed on specific selling channels?

- A. Product Eligibility Flag
- B. Selling Channel Flag
- C. Product Filter Status
- D. Selling Channel Status

Correct Answer: A

The Product Eligibility Flag is a custom field on the Product object that indicates whether a product is eligible for a specific selling channel. An administrator can use this field to control what inventory is exposed on different channels, such as web, mobile, or store. For example, if a product has the Product Eligibility Flag set to Web Only, it will not be available for other channels. References: Order Management Objects, [Product Eligibility Flag]

QUESTION 4

An administrator is attempting to deploy a Change Set from a development org to a test org but the test org is not available in the list of target organizations. What are two reasons that could cause this issue?

- A. The components in the Change set could not be found within the test org
- B. Change Sets can only be deployed from a sandbox org to a production org, not another sandbox org.
- C. The development org has not been approved to upload Change Sets from within the test org
- D. The development org and test org are not associated with the same production org.

Correct Answer: CD

Two reasons that could cause the issue of not being able to deploy a Change Set from a development org to a test org are: The development org has not been approved to upload Change Sets from within the test org. To deploy Change Sets between two sandbox orgs, the administrator needs to establish a deployment connection between them. A deployment connection allows one org to send outbound Change Sets and another org to receive inbound Change Sets. The administrator can create a deployment connection request from the development org and approve it from the test org. The development org and test org are not associated with the same production org. To deploy Change Sets between two sandbox orgs, they must be linked to the same production org. A production org is an org that contains live data and business processes. A sandbox org is a copy of a production org that is used for development, testing, or training purposes. Sandbox orgs inherit the deployment connections of their source production orgs. References: Deploy Using Change Sets, Deploy a Change Set

QUESTION 5

A company's Salesforce org has high-scale orders enabled. During a flash sale, a customer service representative needs to service an order but it shows as a Pending Order Summary in Salesforce.

What should the customer service representative do?

- A. The customer service representative has to wait until the Order Summary is created
- B. Import the Order from the associated Account page
- C. Manually create the Order Summary record

D. Use the Create Order Summary action on the Order records actions menu

Correct Answer: A

The best thing for the customer service representative to do in this situation is to wait until the Order Summary is created. An Order Summary is a record that represents the financial summary of an order that is received from an external system, such as B2C Commerce or B2B Commerce. An Order Summary is created after an order is ingested into Order Management, and it triggers various flows and processes for order fulfillment and payment processing. A Pending Order Summary is a temporary record that indicates that an order has been received but not yet processed by Order Management. A customer service representative cannot service an order until it has an Order Summary record.
https://help.salesforce.com/s/articleView?id=sf.order_management_order_summary.htm&dt ype=5

QUESTION 6

How can an administrator synchronize licenses from the production org when preparing a sandbox for development?

- A. Use a custom shell script
- B. import a Change Set
- C. Export a Change Set
- D. Run the Match Production Licenses to Sandbox without a Refresh tool in Setup

Correct Answer: D

The best way for an administrator to synchronize licenses from the production org when preparing a sandbox for development is to run the Match Production Licenses to Sandbox without a Refresh tool in Setup. This tool allows administrators to match their sandbox licenses with their production licenses without refreshing their sandbox. This way, the administrator can ensure that the sandbox has the same number and type of licenses as the production org, and avoid any license-related issues when developing or testing in the sandbox.
https://help.salesforce.com/s/articleView?id=sf.data_sandbox_licenses.htm&dtype=5

QUESTION 7

An administrator is looking for payment information about a returned item on an Order Summary. Which object should the administrator look at?

- A. Return
- B. Credit Memo
- C. Invoice
- D. Return Order Summary

Correct Answer: B

The object that the administrator should look at to find payment information about a returned item on an Order Summary is Credit Memo. A Credit Memo is a record that represents a refund or credit issued to a customer for a returned item. A Credit Memo has a lookup relationship to both Order Summary and Return Order objects, and it contains information such as the credit amount, status, payment method, etc.
https://help.salesforce.com/s/articleView?id=sf.order_management_credit_memo.htm&dtype=5

QUESTION 8

Which two objects are found within Order Management?

- A. Fulfillment Order
- B. Receipt
- C. Cart
- D. Payment Summary
- E. Packing Manifest

Correct Answer: AD

Two objects that are found within Order Management are:

Fulfillment Order. A Fulfillment Order is a record that represents a group of products in an order that are fulfilled together from the same location. A Fulfillment Order has a lookup relationship to the Order Summary object, and it contains

information such as the fulfillment location, delivery method, status, etc. Payment Summary. A Payment Summary is a record that represents a payment made for an order or part of an order. A Payment Summary has a lookup relationship to

both Order Summary and Invoice objects, and it contains information such as the payment amount, method, status, etc.

https://help.salesforce.com/s/articleView?id=sf.order_management_fulfillment_order.htm&dt=5

https://help.salesforce.com/s/articleView?id=sf.order_management_payment_summary.htm&dt=5

QUESTION 9

An administrator needs to ensure that the Orders coming from B2C Commerce honor some business rules which need to be the same in both B2C and Order Management. This validation must happen before the Order Summary object is created. What can the administrator suggest to the developer to implement this requirement?

- A. Use an AppExchange solution
- B. Handle this in the Commerce System originating the Orders.
- C. Write an Apex class with the validation rules and expose it as an Invocable Action
- D. Use a Salesforce Labs solution

Correct Answer: B

The administrator can suggest to the developer to handle this requirement in the Commerce System originating the Orders. This way, the validation rules can be applied before the orders are sent to Order Management via the B2C Commerce Integration. The B2C Commerce Integration imports order data into Order Management and creates Order Summary records based on the order data. The validation must happen before the Order Summary object is created, so it cannot be done in Order Management using Apex or other tools. References: B2C Commerce Integration, Order Management Lifecycle

QUESTION 10

What type of relationship exists between FulfillmentOrder and Order Delivery Method?

- A. Lookup (Order Delivery Method)
- B. Master-Detail (Order Delivery Method)
- C. Junction (Many to Many)
- D. One-to-One Lookup (Location) FulfillmentFrom LocationId

Correct Answer: A

The type of relationship that exists between FulfillmentOrder and Order Delivery Method is Lookup (Order Delivery Method). A Lookup field is a type of custom field that creates a relationship between two objects, but does not support rollup summary fields. In this case, a FulfillmentOrder has a Lookup field named Order Delivery Method that references an Order Delivery Method record. An Order Delivery Method is a record that represents a delivery option for fulfilling orders, such as standard shipping, express shipping, in-store pickup, etc. An Order Delivery Method can have many FulfillmentOrders associated with it, but a FulfillmentOrder can only have one Order Delivery Method.

https://help.salesforce.com/s/articleView?id=sf.custom_field_types.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.order_management_order_delivery_method.htm&type=5

QUESTION 11

A user is encountering an error when attempting to save an Account record. What can an administrator use to research the issue?

- A. The Problems tab within the developer console
- B. The Chrome Dev Tools Console
- C. Lightning Logs within Setup
- D. A user trace flag and debug log on the affected user

Correct Answer: D

The best way for an administrator to research the issue when a user is encountering an error when attempting to save an Account record is to use a user trace flag and debug log on the affected user. A user trace flag enables debug logging for a specific user, and a debug log captures database operations, system processes, and errors that occur when executing a transaction or running unit tests. The administrator can use these tools to identify the root cause of the error and fix it accordingly.

https://help.salesforce.com/s/articleView?id=sf.code_add_users_debug_log.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.code_viewing_debug_logs.htm&type=5

QUESTION 12

Which three components can be used to modify the user experience in the Order Summary detail page?

- A. Tabs
- B. Accordion
- C. Related List-Single
- D. Related List - Double

Correct Answer: ABC

Three components that can be used to modify the user experience in the Order Summary detail page are:

Tabs. Tabs are a type of component that allow users to switch between different views or subpages on a record page. Tabs can contain other components, such as charts, reports, or custom components, that display different information or

functionality related to a record. The administrator can use the Lightning App Builder to add and customize tabs on the Order Summary detail page to give users more options and flexibility.

Accordion. Accordion is a type of component that allow users to expand and collapse sections of a record page. Accordion can contain other components, such as fields, related lists, or custom components, that display different information or

functionality related to a record. The administrator can use the Lightning App Builder to add and customize accordion on the Order Summary detail page to give users more control and visibility.

Related List-Single. Related List-Single is a type of component that displays a single related list for a record. A related list is a list of records that are linked to another record by a relationship field, such as lookup or master-detail. The

administrator can use the Lightning App Builder to add and customize related list- single on the Order Summary detail page to give users more access and context.

https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_components.htm&type=5