

# ORDER-MANAGEMENT- ADMINISTRATOR<sup>Q&As</sup>

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### QUESTION 1

A customer orders 10 products. The products must be shipped to three different locations. Two of the orders are fulfilled at the same location. How many Fulfillment Orders would be created for this order?

- A. One Fulfillment Order per item in the order, totaling 10
- B. One Fulfillment Order per Fulfillment Location, totaling 2
- C. One Fulfillment Order
- D. One Fulfillment Order per destination, totaling 3

Correct Answer: D

The number of Fulfillment Orders that would be created for this order is one per destination, totaling 3. 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. The number of Fulfillment Orders created depends on three factors: Fulfillment Location, Delivery Method and Recipient Address. These factors determine how the Order Items are grouped and allocated to Fulfillment Orders based on routing rules and inventory availability. In this case, since the products must be shipped to three different locations, three Fulfillment Orders are created for each destination.

[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_fulfillment_order.htm&dt=5)

### QUESTION 2

Universal Containers (UC) is evaluating Salesforce Order Management for managing its overarching process because their current system is written mostly in Apex code and has proved difficult to modify, deploy and debug. What are three advantages of using Flow Builder vs writing Apex code to manage the main flow of Order data?

- A. It allows for non-coding members of staff to contribute suggestions for optimizations and better overall customer experience
- B. The admin can attach a debugger to live customer sessions
- C. It will notify the admin before a third party integration's data interface has changed
- D. The admin can easily debug specific business cases visually.
- E. Because it is visual it is also self-documenting as changes are made

Correct Answer: BDE

Three advantages of using Flow Builder vs writing Apex code to manage the main flow of Order data are:

The admin can attach a debugger to live customer sessions. This allows the admin to monitor and troubleshoot the flow execution in real time, without affecting the customer experience or data integrity.

The admin can easily debug specific business cases visually. This allows the admin to test the flow with different input values and see how the flow behaves in a graphical interface, without writing any code.

Because it is visual it is also self-documenting as changes are made. This allows the admin to easily understand and maintain the flow logic, as well as track the changes and versions of the flow.

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### QUESTION 3

An admin wants to deploy certain pages in Order Management to approved mobile devices. Which two steps are the recommended approach for this?

- A. Build a custom application on Heroku calling the APIs
- B. Install the Salesforce mobile app from Apple Store or Google Play
- C. Save the pages with the options of both Desktop and Phone applied
- D. Use the mobile publisher to create an app

Correct Answer: BC

The recommended approach for deploying certain pages in Order Management to approved mobile devices is to install the Salesforce mobile app from Apple Store or Google Play and save the pages with the options of both Desktop and Phone applied. The Salesforce mobile app is designed for easy data access on the go. You can view Order Management record pages on the mobile app, but you can't access its console features, like screen flows. To make a page available on the mobile app, you need to save it with the options of both Desktop and Phone applied in the Lightning App Builder. References: Salesforce Order Management, Mobile App Theme FAQ

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### QUESTION 4

How can an administrator quickly examine the relationships between several objects?

- A. Go to Schema Builder and check the boxes next to the object names
- B. File a support case asking for a data relationship diagram
- C. Generate an Entity Relationship Diagram by going to Data in Setup
- D. Download it from the Partner Community

Correct Answer: A

The best way for an administrator to quickly examine the relationships between several objects is to go to Schema Builder and check the boxes next to the object names. Schema Builder is a tool that allows administrators to view and modify

the data model of their org in a graphical interface. Schema Builder shows the objects and fields in the org, as well as the relationships between them. The administrator can use Schema Builder to select the objects that they want to examine,

and see how they are connected to each other.

[https://help.salesforce.com/s/articleView?id=sf.schema\\_builder.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.schema_builder.htm&type=5)

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**QUESTION 5**

Which object record is created when customer returns a product after fulfillment?

- A. Return Order
- B. Order Summary Adjustment
- C. Fulfillment Order
- D. Payment Order Summary

Correct Answer: A

The object record that is created when customer returns a product after fulfillment is Return Order. A Return Order is a record that represents a return request for an order or part of an order. A Return Order has a lookup relationship to both Order Summary and Change Order objects, and it contains information such as the return reason, status, date, etc.  
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