

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

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### QUESTION 1

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.

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### QUESTION 2

An administrator needs to send an Outbound Message to an external accounting system whenever a Fulfillment Order is created. What is the best practice to create this functionality?

- A. Create a Process Builder
- B. Create a Flow
- C. Create an Apex Trigger
- D. Create a Workflow Rule

Correct Answer: A

The best practice to create this functionality is to use a Process Builder. A Process Builder is a declarative tool that allows administrators to automate business processes based on certain criteria and actions. The administrator can create a Process Builder that triggers when a Fulfillment Order is created, and then executes an Outbound Message action that sends the information to the external accounting system. [https://help.salesforce.com/s/articleView?id=sf.process\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5)  
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### QUESTION 3

How can an administrator allow an org to publish a change set to another org?

- A. In the target org: Open Deployment Settings, Select the environments to allow publishing from and Move them to the Enabled list
- B. In the source org: open Deployment settings, Select the environments to publish to and Move them to the enabled list
- C. In the source org: Open Publish Settings, Select the checkbox next to the environment to publish to and Click Save
- D. In the target org: Open Deployment Settings, Click Edit next to the source org. Select Allow Inbound Changes and Click Save

Correct Answer: A

The correct way for an administrator to allow an org to publish a change set to another org is to open Deployment Settings in the target org, select the environments to allow publishing from and move them to the Enabled list. This creates a deployment connection between the source org and the target org, which allows the source org to upload change sets to the target org.

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### QUESTION 4

An administrator is tasked to utilize a Product Price Book which is managed on an external platform. How can the administrator meet this requirement?

- A. Create an External Data Source in Setup which references the external platform where the Pricebook is held
- B. Go to Setup. Order settings, and select Enable Optional Price Books for Orders
- C. This is not possible, all Products require a Pricebook Entry
- D. Edit the Product page layout to make the Pricebook field not require

Correct Answer: A

The best way for the administrator to meet this requirement is to create an External Data Source in Setup that references the external platform where the Pricebook is held. An External Data Source is a type of metadata that defines the connection and authentication information for an external system that stores data outside of Salesforce. The administrator can create an External Data Source using the Lightning Connect OData 2.0 or 4.0 adapters, which support read-only access to data in relational databases. This way, the administrator can access the Product Price Book data from the external platform without importing it into Salesforce.

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**QUESTION 5**

Where should a service agent go first to initiate changes related to an Order in Order Management?

- A. Change Order Details
- B. Order Details
- C. Fulfillment Order Details
- D. Order Summary Details

Correct Answer: D

A service agent should go first to the Order Summary Details page to initiate changes related to an order in Order Management. The Order Summary Details page provides a global view of the entire order lifecycle, including order capture, fulfillment, shipping, payment, invoicing, and service. From this page, a service agent can access various actions and flows to process changes such as cancellations, returns, exchanges, reshipments, refunds, and discounts. The service agent can also view related records such as Order, Fulfillment Orders, Shipments, Invoices, Credit Memos, and Change Orders. References: Order Management Console, Order Management Lifecycle

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