ORDER-MANAGEMENT-ADMINISTRATOR$^{Q\&As}$

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QUESTION 1

An administrator is creating a flow to manage order fulfillment The administrator creates a fault path to handle a possible error. What object record should the administrator create in the fault path to notify users of an error?

A. Order Error

B. Process Exception

C. Order Summary Exception

D. Fulfillment Error

Correct Answer: B

The object record that the administrator should create in the fault path to notify users of an error is Process Exception. A Process Exception is a record that represents an error or exception that occurred during the order lifecycle, such as

payment authorization failure, inventory allocation failure, fulfillment location assignment failure, etc. A Process Exception has a lookup relationship to the Order object, and it contains information such as the exception type, status, message,

etc.

https://help.salesforce.com/s/articleView?id=sf.order_management_process_exception.htm andtype=5

QUESTION 2

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. https://help.salesforce.com/s/articleView?id=sf.order_management_return_order.htmandtype =5

QUESTION 3

In which two ways can Order Management licenses be assigned?

A. By Permission Set

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B. By Hole

C. By Profile

D. By User

Correct Answer: AD

Two ways that Order Management licenses can be assigned are: By Permission Set. A Permission Set is a collection of settings and permissions that give users access to various tools and functions in Salesforce. A Permission Set can be assigned to individual users or groups of users, regardless of their profile or role. An administrator can create a Permission Set that includes the Order Management User permission, which enables users to access Order Management features and data. The administrator can then assign this Permission Set to the users who need Order Management licenses. By User. A User is a record that represents a person who can log in and access Salesforce. A User has various fields and settings that determine their access and permissions in Salesforce, such as profile, role, license type, etc. An administrator can assign an Order Management license to a user by editing the user record and selecting Order Management User from the License Type picklist. The administrator can also enable the Order Management User permission on the user record.

https://help.salesforce.com/s/articleView?id=sf.order_management_user_permission.htmandt ype=5
https://help.salesforce.com/s/articleView?id=sf.users_understanding_license_types.htmandty pe=5

QUESTION 4

An administrator is configuring delivery methods. What two types of records need to be created?

A. Order Delivery Method

B. Order Delivery Summary

C. Product Summary

D. Delivery Method

E. Product

Correct Answer: AD

The Order Delivery Method and Delivery Method objects are used to configure delivery methods for orders. A delivery method is a way of delivering an order to a customer, such as standard shipping, express shipping, or in-store pickup. A Delivery Method record defines the name, description, type, and cost of a delivery method. An Order Delivery Method record associates an order with a delivery method and stores additional information such as the delivery address, tracking number, and status. References: Order Management Objects, [Delivery Methods]

QUESTION 5

What are two items that an administrator should consider when building out a flow for one location vs multiple locations?

A. Having multiple locations mandates writing custom Apex code

B. A default warehouse location should be set first in flows handling multiple locations

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C. Multiple locations will introduce nested loops which can make the canvas substantially larger

D. Multiple locations can lead to limit exceptions

Correct Answer: CD

When building a flow for multiple locations, an administrator should consider the following challenges:

Multiple locations will introduce nested loops which can make the canvas substantially larger. For example, a flow that handles multiple fulfillment orders per order and multiple fulfillment order lines per fulfillment order will need to loop through

both levels of records. This can make the flow more complex and harder to maintain.

Multiple locations can lead to limit exceptions. For example, a flow that queries or updates a large number of records across multiple locations may hit the SOQL query limit or the DML statement limit. To avoid this, an administrator should use

bulkified actions and optimize the flow performance. References: Order Fulfillment Flows, [Flow Performance Best Practices]

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