

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

What two tools can an administrator use to debug an issue with an Apex trigger?

- A. Apex Logs in Setup
- B. Error Logs in the Developer Console
- C. Log Inspector in the Developer Console
- D. Debug Logs in Setup

Correct Answer: CD

The administrator can use two tools to debug an issue with an Apex trigger:

Log Inspector in the Developer Console and Debug Logs in Setup. The Log Inspector is a tool that displays a graphical representation of a debug log, which is a record of database operations, system processes, and errors that occur when

executing a transaction or running unit tests. The Log Inspector helps you analyze and troubleshoot your code by highlighting errors, checkpoints, and execution times. The Debug Logs page in Setup lets you monitor and retain debug logs for

users, Apex classes, Apex triggers, and Lightning components. You can view, download, or delete debug logs from this page.



QUESTION 3

Which three statements are true about change sets?

- A. Sending a change set between two orgs requires a deployment connection
- B. Change sets can only be sent between orgs that are affiliated with a production org
- C. A change request should be created when the admin wants to send customizations from the current org to another org
- D. Changes can be deployed to any instance of Salesforce as long as the destination has approved it
- E. Change sets can contain only modifications made through the Setup menu

Correct Answer: ABE

Three statements that are true about change sets are:

Sending a change set between two orgs requires a deployment connection. A deployment connection is a link between two orgs that allows one org to send change sets to another org.

Change sets can only be sent between orgs that are affiliated with a production org. A production org is an org that is used for live operations and data, and it can have one or more sandbox orgs that are used for development and testing.

Change sets can only be sent from a sandbox org to its associated production org, or from one sandbox org to another sandbox org that shares the same production org.

Change sets can contain only modifications made through the Setup menu. A change set is a collection of metadata components that can be deployed from one org to another. Metadata components are customizations that are made through

the Setup menu, such as custom objects, fields, workflows, etc.

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

QUESTION 4

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 5

Some admins are exploring the optimal Data Model for their QMS Org. What should be considered when choosing between Person Accounts vs Contacts?

- A. Person Accounts once enabled cannot be rolled back and makes changes to the data model
- B. Person Accounts once enabled can be rolled back
- C. Person Accounts are appropriate for B2B transactions while Account-Contact model is appropriate for B2C transactions
- D. Person Accounts are appropriate for B2C transactions while Account-Contact model is appropriate for B2B transactions

Correct Answer: D

The correct statement about Person Accounts and Contacts is that Person Accounts are appropriate for B2C transactions while Account-Contact model is appropriate for B2B transactions. A Person Account is a type of account that represents an individual consumer, rather than a business or organization. A Person Account combines the features and fields of both the Account and Contact objects, and it does not require a Contact record to be associated with it. A Person Account is suitable for B2C transactions, where the customers are individual consumers who purchase products or services for personal use. An Account-Contact model is a type of data model that represents a business or organization as an account, and its employees or affiliates as contacts. An account can have many contacts associated with it, but a contact can only belong to one account. An Account-Contact model is suitable for B2B transactions, where the customers are businesses or organizations that purchase products or services for professional use.

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

QUESTION 6

Which three objects are likely to get created in Order Management as an order progresses through its lifecycle?

- A. Fulfillment Order
- B. rma order
- C. Replacement Order
- D. Return Order
- E. Change Order

Correct Answer: ADE

Three objects that are likely to get created in Order Management as an order progresses through its lifecycle 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. 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.

Change Order. A Change Order is a record that represents a change request for an order or part of an order. A Change Order has a lookup relationship to the Order Summary object, and it contains information such as the change type,

status, date, etc.

https://help.salesforce.com/s/articleView?id=sf.order_management_fulfillment_order.htmandt ype=5

https://help.salesforce.com/s/articleView?id=sf.order management return order.htmandtype =5

https://help.salesforce.com/s/articleView?id=sf.order_management_change_order.htmandtyp e=5

QUESTION 7

An administrator has created a new currency field on the Fulfillment Order object and wants to roll up the total to the Order Summary object. When creating a rollup field on the Order Summary object, Fulfillment Order does not appear as an option. Why is this?

- A. Rollup Fields cannot sum Currency Fields
- B. The Rollup Summary field must be created on the Fulfillment Order object with the Order Summary object as the parent
- C. The Order Summary field on the Fulfillment Order object is a Lookup
- D. The Order Summary object has reached the limit of Rollup Summary fields

Correct Answer: C

The reason why Fulfillment Order does not appear as an option when creating a rollup field on the Order Summary object is that the Order Summary field on the Fulfillment Order object is a Lookup. A Lookup field is a type of custom field that creates a relationship between two objects, but does not support rollup summary fields. To create a rollup summary field, the relationship between the objects must be master-detail, which means that the child record cannot exist without its parent record. https://help.salesforce.com/s/articleView?id=sf.custom_field_types.htmandtype=5 https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htmandt ype=5

QUESTION 8

What does the number of Fulfillment Orders created depend upon?

- A. Fulfillment Location. Delivery Method and Number of Payments
- B. Fulfillment Location, Recipient Address and Quantity
- C. Fulfillment Location. Delivery Method and Recipient Address
- D. Fulfillment Location, Delivery Charges and Quantity

Correct Answer: C

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. For example, if an order has two

items that can be fulfilled from different locations, or have different delivery methods or recipient addresses, then two Fulfillment Orders are created for that order.

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

QUESTION 9

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

QUESTION 10

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.htmandtype=5

QUESTION 11

Which three objects need to be utilized when creating orders using the composite API?

- A. Pricebook Entry
- B. Contact
- C. Order Summary
- D. Product
- E. Account

Correct Answer: ABE

The Pricebook Entry, Contact, and Account objects are required when creating orders using the composite API. The composite API is a REST API that allows creating multiple records in one request. To create an order using the composite

API, an administrator needs to provide the following information:

The Account ID of the customer who placed the order The Contact ID of the customer who placed the order The Pricebook Entry IDs of the products that are ordered The quantity and unit price of each product

The order status and currency References: [Create Orders Using Composite API], [Composite Resources]

QUESTION 12

Which option is available for an admin to use as middleware to import data to. or export data from Order Management?

- A. Use Workbench to access the database
- B. Use the Developer console
- C. Find an application on AppExchange
- D. Write Apex classes to guery the database and write to a file
- E. Use Data Loader

Correct Answer: E

Use Data Loader. Data Loader is a client application that allows administrators to bulk import or export data from Salesforce using CSV files. The administrator can use Data Loader to import data into Order Management objects, such as Order Summary, Order Item Summary, Fulfillment Order, etc., or export data from these objects for backup or analysis purposes.

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

QUESTION 13

What type of relationship exists between FulfillmentOrder and Location?

- A. One-to-One Lookup (Location) FulfilledFrom Location
- B. Junction (Many to Many)
- C. Many-to-One Lookup (Location) Fulfil led from Location Id
- D. One-to-Many Lookup (Location) FulfilledFrom Location Id

Correct Answer: C

The type of relationship that exists between FulfillmentOrder and Location is Many-to-One Lookup (Location) FulfilledFrom Location Id. A Lookup field is a type of custom field that creates a relationship between two objects, but does not support rollup summary fields. A Many-to-One relationship means that many child records can be related to one parent record, but not vice versa. In this case, a FulfillmentOrder has a Lookup field named FulfilledFrom Location Id that references a Location record. A Location is a record that represents a physical location from which order product items are fulfilled, such as warehouses and retail stores. A Location can have many FulfillmentOrders associated with it, but a FulfillmentOrder can only have one Location.

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

QUESTION 14

Which two statements about the Order Summary object are accurate?

- A. It can be deleted using the Delete button
- B. it does not exist without the original Order object
- C. It is read-only for financial order data
- D. It has a single shipping address to which all Order Items will be shipped

Correct Answer: BC

oned Answer. DC

Two statements about the Order Summary object that are accurate are:

It does not exist without the original Order object. 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 has

a master-detail relationship to the Order object, which means that it cannot exist without its parent Order record.

It is read-only for financial order data. An Order Summary contains financial order data, such as total amount, tax amount, discount amount, etc., that are populated from the external system when the order is created. These fields are read-

only and cannot be edited in Order Management.



https://help.salesforce.com/s/articleView?id=sf.order_management_order_summary.htmandt ype=5

QUESTION 15

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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