



ORDER-MANAGEMENT- ADMINISTRATOR^{Q&As}

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**QUESTION 1**

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&type=5

QUESTION 2

An administrator is encountering errors when reusing a composite API call to load test orders via the Workbench. What are three possible causes of this issue?

- A. The administrator has duplicate Product SKUs in the JSON query
- B. The number of subrequests in the JSON query exceeds the 20 subrequest limit
- C. The Administrator has logged into the wrong environment in Workbench
- D. The administrator is creating multiple objects in a single JSON query
- E. Record IDs used within the request are incorrect

Correct Answer: ABE

Three possible causes of this issue are: The administrator has duplicate Product SKUs in the JSON query. A Product SKU is a unique identifier for a product that is used to track inventory and sales. A Product SKU must be unique within an org, and it cannot be duplicated in a composite API call. If the administrator has duplicate Product SKUs in the JSON query, it will cause an error when loading test orders via the Workbench. The number of subrequests in the JSON query exceeds the 20 subrequest limit. A subrequest is a single HTTP request that is part of a composite API call. A composite API call can contain up to 20 subrequests in a single JSON body. If the administrator has more than 20 subrequests in the JSON query, it will cause an error when loading test orders via the Workbench. Record IDs used within the request are incorrect. A record ID is a unique identifier for a record that is used to reference and manipulate data in Salesforce. A record ID must be valid and exist in the org, and it must match the data type and format of the corresponding field. If the administrator has incorrect record IDs in the JSON query, such as using 15-character IDs instead of 18-character IDs, or using IDs from a different org, it will cause an error when loading test orders via the Workbench.

https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/resources_composite_composite.htm
https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/dome_composite_subject_tree_flat.htm

**QUESTION 3**

A company's sales team wants the Total Amount field to be included in the Highlights panel at the top of the Credit Memo record page. How can the administrator meet this requirement?

- A. Modify the sales team profile's assigned record type to include the Total Amount field in the Highlights Panel
- B. Edit the Credit Memo page layout to include the Total Amount field in the Highlights Panel
- C. Edit the properties of the Highlights Panel component on the Credit Memo lightning record page
- D. Modify the compact layout on the Credit Memo object

Correct Answer: D

The best way for the administrator to meet this requirement is to modify the compact layout on the Credit Memo object. A Credit Memo is a record that represents a refund or credit issued to a customer for an order or part of an order. A Credit Memo has various fields and related lists that display information such as the credit amount, status, reason, etc. A compact layout is a type of layout that determines which fields appear in the highlights panel at the top of a record page in Lightning Experience or Salesforce mobile app. The administrator can use the Object Manager to modify the compact layout on the Credit Memo object and add the Total Amount field to the compact layout. This way, the sales team can see the Total Amount field in the highlights panel at the top of the Credit Memo record page.

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

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

QUESTION 4

The Ensure Funds process works on which set of Order Items?

- A. Only the items with a status of Waiting Payment
- B. Only the items on the Fulfillment Order passed into the Ensure Funds method
- C. All Items within a delivery group
- D. All Sales Order Items
- E. Only the items passed into the Ensure Funds method

Correct Answer: E

The Ensure Funds process works on only the items passed into the Ensure Funds method. This method is a flow core action that verifies that there are enough funds available for each Order Item passed into it, and updates their payment status accordingly. The administrator can pass any Order Items into this method, regardless of their status or delivery group. https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_om_actions_ensure_funds_async.htm&type=5

QUESTION 5

A developer needs to create a scheduled job in an external system to move Order data into a Salesforce org every 24 hours. In which two ways can this off-platform job be established without additional third-party tools?



- A. Install a minimal set of dev tools on a machine such as the Command Line Interface (CLI) and create appropriate scripts to import files containing the data
- B. Set up an SFTP server as a waystation. drop the files there using the off-platform job and schedule a job in-platform to process the file
- C. Create a job in the org (on-platform) to drop a file of existing data. Use the off-platform machine to generate a file and identify the details between the two. Push the changes to the org's "Import" directory
- D. Authorize a machine against the Salesforce org's APIs with appropriate security measures and create a script to call the APIs

Correct Answer: AD

Two ways that this off-platform job can be established without additional third-party tools are:

Install a minimal set of dev tools on a machine such as the Command Line Interface (CLI) and create appropriate scripts to import files containing the data. The CLI is a tool that allows developers to interact with Salesforce from the command

line. The developer can use the CLI to create scripts that use commands such as `force:data:bulk:upsert` or `force:data:tree:import` to import data from CSV or JSON files into Salesforce.

Authorize a machine against the Salesforce org's APIs with appropriate security measures and create a script to call the APIs. The APIs are interfaces that allow developers to access data and functionality in Salesforce from external systems.

The developer can use the APIs, such as REST API or Bulk API, to create a script that authenticates with Salesforce using OAuth 2.0 or JWT, and then performs operations such as insert, update, or delete on Order data. <https://>

developer.salesforce.com/docs/atlas.en-us.sfdx_cli_reference.meta/sfdx_cli_reference/cli_reference_force_data.htm

https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/intro_what_is_rest_api.htm

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