



ORDER-MANAGEMENT- ADMINISTRATOR^{Q&As}

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**QUESTION 1**

Order Allocation should work on Order Items in which status?

- A. Pending
- B. created
- C. Ordered
- D. Awaiting Allocation

Correct Answer: D

Order Allocation should work on Order Items in Awaiting Allocation status. This status indicates that the Order Item has been confirmed by the customer and is ready to be allocated to a Fulfillment Order based on routing rules and inventory availability.

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

QUESTION 2

A company sells its products in kits. The company wants the kits to remain grouped together during returns in Order Management so that all parts of the kit are accounted for.

What should the administrator recommend?

- A. Add a suffix to the Stock Keeping Unit of the Product which represents Kit status
- B. Track the individual kit items using custom attributes
- C. Add a custom attribute to the order header only
- D. Pass the data as is. Order Management will handle the kit.

Correct Answer: B

The best way for the administrator to recommend tracking the kits so that they remain grouped together during returns in Order Management is to use custom attributes. Custom attributes are fields that can be added to objects to store additional information that is not available in standard fields. The administrator can create custom attributes for the Order Item Summary object to indicate whether an item is part of a kit, and what are the other items in the kit. This way, the kits can be easily identified and handled during returns.

<https://documentation.b2c.commercecloud.salesforce.com/DOC2/topic/com.demandware.dochelp/OrderManagement/Administration/AdminAttrMgrCustomAttributes.html>

QUESTION 3

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_fun_ds_async.htm&type=5

QUESTION 4

An administrator needs to ensure that the Orders coming from B2C Commerce honor some business rules which need to be the same in both B2C and Order Management. This validation must happen before the Order Summary object is created. What can the administrator suggest to the developer to implement this requirement?

- A. Use an AppExchange solution
- B. Handle this in the Commerce System originating the Orders.
- C. Write an Apex class with the validation rules and expose it as an Invocable Action
- D. Use a Salesforce Labs solution

Correct Answer: B

The administrator can suggest to the developer to handle this requirement in the Commerce System originating the Orders. This way, the validation rules can be applied before the orders are sent to Order Management via the B2C Commerce Integration. The B2C Commerce Integration imports order data into Order Management and creates Order Summary records based on the order data. The validation must happen before the Order Summary object is created, so it cannot be done in Order Management using Apex or other tools. References: B2C Commerce Integration, Order Management Lifecycle

QUESTION 5

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.

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

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