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ORDER-MANAGEMENT-ADMINISTRATOR^{Q&As}

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QUESTION 1

A company\'s service learn should not see Process Exceptions on any Order Summaries. How can an administrator meet these requirements?

A. Modify the service team profiles to remove access to the lightning component and all associated Apex classes

B. Add a filter to the Process Exception component on the Order Summary lightning record page to hide the component for the service team\'s Profile

C. Create a copy of the Order Summary lightning record page for the service team and remove the Process Exceptions component. Activate the lightning record page by profile for all Service team profiles.

D. Modify the Order Summary page layout to remove visibility to the Process Exception component for Service team profiles

Correct Answer: C

The best way for the administrator to meet these requirements is to create a copy of the Order Summary lightning record page for the service team and remove the Process Exceptions component. Activate the lightning record page by profile for all Service team profiles. 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. The Process Exceptions component is a standard component that displays process exceptions related to an order on its record page. The administrator can use the Lightning App Builder to create a copy of the Order Summary lightning record page for the service team and remove the Process Exceptions component from the page layout. The administrator can then activate the lightning record page by profile for all Service team profiles, so that they do not see Process Exceptions on any Order Summaries.
https://help.salesforce.com/s/articleView?id=sf.order_management_process_exception.htm andtype=5
https://help.salesforce.com/s/articleView?id=sf.om_process_exceptions_component.htmandt ype=5
https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_assign_lex_pages.ht mandtype=5

QUESTION 2

When can an Invoice be created?

A. At any point before the Fulfillment Order is created, by customizing flow "Create Invoice and Ensure Funds"

B. At any point before the Fulfillment Order is created, by customizing flow "Create invoice"

C. At any point after the Fulfillment Order is created, by customizing flow \'Create Invoice and Ensure Funds*

D. At any point after the Fulfillment Order is created, by customizing flow "Create Invoice\'

Correct Answer: D

The correct time and way for creating an Invoice is at any point after the Fulfillment Order is created, by customizing flow "Create Invoice". This flow is a core action that creates an Invoice record from a Fulfillment Order record, and updates the status of both records accordingly. The administrator can customize this flow to suit their business needs, such as adding conditions, actions, or subflows.
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_om_actions_create_invo ice.htmandtype=5

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QUESTION 3

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.htmandtype =5

QUESTION 4

A customer orders two shirts and one jacket in B2C Commerce. The Order is ingested into Order Management. However, the customer decides to cancel the order prior to fulfillment. What object is created and linked to the Order Summary?

A. Suspend Order

B. Change Order

C. Return Order

D. Cancel Order

Correct Answer: D

The object that is created and linked to the Order Summary when a customer cancels an order prior to fulfillment is Cancel Order. A Cancel Order is a record that represents a cancellation request for an order or part of an order. A Cancel Order has a lookup relationship to both Order Summary and Change Order objects, and it contains information such as the cancellation reason, status, date, etc.
https://help.salesforce.com/s/articleView?id=sf.order_management_cancel_order.htmandtype =5

QUESTION 5

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

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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.

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