



# ORDER-MANAGEMENT- ADMINISTRATOR<sup>Q&As</sup>

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**QUESTION 1**

Where should a service agent go first to view process exceptions related to a specific Order?

- A. Order Record - Process Exception Details Tab
- B. Change order Record - Related Tab
- C. Order Record - Details Tab
- D. Order Summary Record - Related Tab

Correct Answer: A

The best place for a service agent to go first to view process exceptions related to a specific Order is the Order Record - Process Exception Details Tab. This tab shows a list of process exceptions that occurred during the order lifecycle, such as errors in payment authorization, inventory allocation, fulfillment location assignment, etc. The service agent can use this tab to identify and resolve the issues that affect the order processing.

[https://help.salesforce.com/s/articleView?id=sf.om\\_process\\_exception\\_details.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.om_process_exception_details.htm&type=5)

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**QUESTION 2**

An administrator has created a flow but during testing they encounter an unhandled fault error. Which three can the administrator do to get more details for debugging?

- A. Create a fault connector
- B. Add a Display Text component which includes `{! SFlow.FaultMessage}`
- C. Add an error node
- D. Add a screen node
- E. Create an error connector

Correct Answer: ABE

Three things that the administrator can do to get more details for debugging when encountering an unhandled fault error are:

Create a fault connector. A fault connector is a special type of connector that handles errors that occur in a flow element, such as an assignment, a loop, or an action. A fault connector can route the flow to another element or end the flow with

an error message.

Add a Display Text component which includes `{! SFlow.FaultMessage}`. A Display Text component is a screen component that displays text on a screen element in a flow. The `{! SFlow.FaultMessage}` is a system variable that contains

information about the error that occurred in the flow, such as the element name, error type, and error message.

Create an error connector. An error connector is a special type of connector that handles errors that occur in a screen



element, such as invalid user input or required fields being left blank. An error connector can route the flow to another screen element or end the flow with an error message.

[https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_elements\\_connector\\_fault.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_connector_fault.htm&type=5)

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### QUESTION 3

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]

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### QUESTION 4

In which two ways can Order Management licenses be assigned?

- A. By Permission Set
- B. By Role
- 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.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_user_permission.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.users\\_understanding\\_license\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_understanding_license_types.htm&type=5)

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## QUESTION 5

Which three options are the main types of building blocks when working in Flow Builder?

- A. Connectors
- B. Elements
- C. Async processes
- D. Data lookups
- E. Resources

Correct Answer: ABE

The main types of building blocks when working in Flow Builder are:

**Elements:** These are the components that define the logic and functionality of a flow. Elements include actions, assignments, decisions, loops, screens, subflows, and waits.

**Resources:** These are the variables, constants, formulas, collections, and record choice sets that store data in a flow. Resources can be used as inputs or outputs for elements.

**Connectors:** These are the arrows that connect elements and resources in a flow. Connectors determine the sequence and direction of the flow execution.

References: [Flow Building Blocks]

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