ORDER-MANAGEMENT-ADMINISTRATOR Q&As

Salesforce Order Management Administrator Accredited Professional

Pass Salesforce ORDER-MANAGEMENT-ADMINISTRATOR Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.pass4itsure.com/order-management-administrator.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Salesforce Official Exam Center

QUESTION 1

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.htmandtyp e=5

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

https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_connector_error.htmandty pe=5

QUESTION 2

A company\\'s Salesforce org has high-scale orders enabled. During a flash sale, a customer service representative needs to service an order but it shows as a Pending Order Summary in Salesforce.

What should the customer service representative do?

A. The customer service representative has to wait until the Order Summary is created

B. Import the Order from the associated Account page

C. Manually create the Order Summary record

D. Use the Create Order Summary action on the Order records actions menu

Correct Answer: A

The best thing for the customer service representative to do in this situation is to wait until the Order Summary is created. 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 is created after an order is ingested into Order Management, and it triggers various flows and processes for order fulfillment and payment processing. A Pending Order Summary is a temporary record that indicates that an order has been received but not yet processed by Order Management. A customer service representative cannot service an order until it has an Order Summary record. https://help.salesforce.com/s/articleView?id=sf.order_management_order_summary.htmandt ype=5

QUESTION 3

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 4

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 5

A customer wants to change the layout of the out of the box Order Summary Lightning Record Page to three columns instead of two. How can an administrator satisfy this requirement?

A. Create a new Lightning Record Page and select the Three Regions template

B. Edit the Lightning Record Page and change the Template lo Three Regions

C. Change the page layout template to Three Regions in the layout editor

D. Add another column component lo the existing Lightning Record Page

Correct Answer: B

The best way for the administrator to satisfy this requirement is to edit the Lightning Record Page and change the Template to Three Regions. A Lightning Record Page is a type of page that displays details and related information about a specific record in Lightning Experience or Salesforce mobile app. A Lightning Record Page can be customized using the Lightning App Builder, which is a tool that allows administrators to drag and drop components onto a page layout. A Template is a predefined layout that determines how components are arranged on a page. A Three Regions template is a type of template that divides the page into three columns or regions. The administrator can edit the Lightning Record Page for the Order Summary object, and change the Template to Three Regions in the Lightning App Builder. https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_customize_lex_page s.htmandtype=5 https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_templates.htmandtype=

QUESTION 6

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

QUESTION 7

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 8

Which object record Is created when customer returns a product after fulfillment?

A. Return Order

B. Order Summary Adjustment

C. Fulfillment Order

D. Payment Order Summary

Correct Answer: A

The object record that is created when customer returns a product after fulfillment is 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.
https://help.salesforce.com/s/articleView?id=sf.order_management_return_order.htmandtype =5

QUESTION 9

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 10

Which data type is the Status field on an Order Summary object?

A. Picklist

B. String

C. Text

D. Number

Correct Answer: A

The Status field on an Order Summary object is a picklist data type. A picklist is a field that allows users to select one value from a predefined list of values. The Status field on an Order Summary object indicates the current state of the order, such as Draft, Activated, Completed, or Cancelled. The values for the Status field are defined in the Order Status picklist field on the Order object. References: Order Management Objects, [Picklist Fields]

QUESTION 11

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.d
ochelp/OrderManagement/Administration/AdminAttrMgrCustomAttributes.html

---

QUESTION 12

What ate two reasons an admin should choose an Event over a Trigger when it comes to building out a solution?

A. Event order is not guaranteed within a topic

B. Events are asynchronous

C. Events cannot be subscribed lo in a batch for bulk operations

D. Events do not participate in a transaction scope

Correct Answer: BD

Two reasons an admin should choose an Event over a Trigger when it comes to building out a solution are: Events are asynchronous. This means that events are processed in the background, without blocking the main execution thread. This can improve the performance and user experience of the solution, as well as avoid governor limits and timeouts. Events do not participate in a transaction scope. This means that events are independent of the transaction that publishes them, and they do not affect the rollback or commit behavior of the transaction. This can avoid unwanted side effects and errors in the solution, as well as decouple the logic from the data.
https://developer.salesforce.com/docs/atlas.en- us.platform_events.meta/platform_events/platform_events_intro.htm htt
ps://developer.salesforce.com/docs/atlas.enus.platform_events.meta/platform_events/platform_events_considerations.h
tm

QUESTION 13

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

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 14

What two steps are required to add an item to the Actions and Recommendations panel on the Order Summary record page?

A. Drag the Actions and Recommendations component on the page

B. Make a new Lightning Record Page

C. Create a New Deployment

D. Create a new sub-flow

Correct Answer: AD

Two steps that are required to add an item to the Actions and Recommendations panel on the Order Summary record page are:

Drag the Actions and Recommendations component on the page. The Actions and Recommendations component is a standard component that displays actions and recommendations based on business logic for records in Lightning Experience

or Salesforce mobile app. The administrator can use the Lightning App Builder to drag and drop the Actions and Recommendations component onto the Order Summary record page layout.

Create a new sub-flow. A sub-flow is a type of flow that can be invoked by another flow as an element. A sub-flow can contain logic and actions that are specific to a certain scenario or use case, such as order fulfillment or payment

processing. The administrator can use Flow Builder to create a new sub-flow that defines the actions and recommendations for Order Summaries, and then add it to the Actions and Recommendations component on the record page.

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

QUESTION 15

An Order Summary has three Fulfillment Orders and two Credit Memos associated with it. How many Invoices will be created when using the Create Invoice Apex action in a flow?

A. 2.0

B. 5.0

C. 1.0

D. 3.0

Correct Answer: C

One invoice will be created when using the Create Invoice Apex action in a flow. The Create Invoice Apex action is a custom action that creates an invoice for an order summary. An invoice is a document that requests payment from a customer for an order. An invoice can include one or more fulfillment orders and one or more credit memos. A fulfillment order is a record that represents a part of an order that is fulfilled by a specific location. A credit memo is a record that represents a partial or full refund for an order or a fulfillment order. An order summary can have multiple fulfillment orders and credit memos associated with it, but only one invoice will be created for the entire order summary. References: Order Management Objects, [Create Invoice Apex Action]