



ORDER-MANAGEMENT- ADMINISTRATOR^{Q&As}

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**QUESTION 1**

What are two ways an administrator can query Order Summaries using APIs in Workbench?

- A. Apex API
- B. Connect API
- C. Platform API
- D. Composite API
- E. Invocable API

Correct Answer: CD

Two ways that an administrator can query Order Summaries using APIs in Workbench are:

Platform API. The Platform API is a set of REST and SOAP APIs that allow developers to access data and functionality in Salesforce from external systems. The Platform API includes various resources and operations for querying, creating,

updating, or deleting records in Salesforce, such as Order Summaries. The administrator can use the Platform API in Workbench by selecting the REST Explorer or SOAP Explorer tabs, and entering the appropriate request URL and parameters.

Composite API. The Composite API is a type of REST API that allows developers to execute multiple subrequests in a single HTTP request. The Composite API includes various resources and operations for batching, tree, sObject

collections, or transactions in Salesforce, such as Order Summaries. The administrator can use the Composite API in Workbench by selecting the REST Explorer tab, and entering the appropriate request URL and JSON body. [https://](https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/intro_what_is_rest_api.htm)

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

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

QUESTION 2

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 3

How can a user view the information exchanged between the payment platform and the external payment gateways?

- A. Navigate to Payments within the setup menu and select the payment platform
- B. Check associated debug logs in Debug Logs in setup
- C. Check for process exceptions associated with the Order Payment Summary
- D. Navigate to Payment Gateway Logs related list on the corresponding Order Payment Summary

Correct Answer: D

The best way for a user to view the information exchanged between the payment platform and the external payment gateways is to navigate to Payment Gateway Logs related list on the corresponding Order Payment Summary. A Payment Gateway Log is a record that captures the request and response messages between the payment platform and the external payment gateways, such as Stripe, PayPal, etc. A Payment Gateway Log has a lookup relationship to the Order Payment Summary object, which represents a payment made for an order or part of an order. A user can use the Payment Gateway Logs related list on the Order Payment Summary page to view the details of the payment transactions, such as the request and response payloads, status codes, timestamps, etc.

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

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

QUESTION 4

An administrator has created a new currency field on the Fulfillment Order object and wants to roll up the total to the Order Summary object. When creating a rollup field on the Order Summary object, Fulfillment Order does not appear as an option. Why is this?

- A. Rollup Fields cannot sum Currency Fields
- B. The Rollup Summary field must be created on the Fulfillment Order object with the Order Summary object as the parent
- C. The Order Summary field on the Fulfillment Order object is a Lookup
- D. The Order Summary object has reached the limit of Rollup Summary fields

Correct Answer: C

The reason why Fulfillment Order does not appear as an option when creating a rollup field on the Order Summary object is that the Order Summary field on the Fulfillment Order object is a Lookup. A Lookup field is a type of custom field that creates a relationship between two objects, but does not support rollup summary fields. To create a rollup summary field, the relationship between the objects must be master-detail, which means that the child record cannot exist without its parent record. https://help.salesforce.com/s/articleView?id=sf.custom_field_types.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

**QUESTION 5**

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.htm&type=5

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

QUESTION 6

A customer orders a product through B2C Commerce but changes the quantity ordered after the Order Summary record is created in Order Management. Later, the customer returns one of the products. Which objects will be created in Order Management?

- A. A Change Order object and Cancel Order Object
- B. The Order Summary object and Change Order object
- C. A Return Order object and Change Order object
- D. A Cancel Order object and Return Order object

Correct Answer: C

The objects that will be created in Order Management when a customer orders a product through B2C Commerce but changes the quantity ordered after the Order Summary record is created in Order Management, and then returns one of



the products are: A Return Order object. 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. A Change Order object. A Change Order is a record that represents a change request for an order or part of an order. A Change Order has a lookup relationship to the Order Summary object, and it contains information such as the change

type, status, date, etc. Verified References:

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

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

QUESTION 7

What are two reasons for using Flows instead of Apex code?

- A. Flows can be modified and created without a developer
- B. Flows have better performance options for large batches of records
- C. Flows can be triggered by undelete events
- D. Flows provide a visual debug process

Correct Answer: AD

Two reasons for using Flows instead of Apex code are:

Flows can be modified and created without a developer. Flows are declarative tools that allow administrators to build complex business logic using clicks instead of code. Flows do not require any programming skills or knowledge, and they

can be easily modified and maintained by administrators. Flows provide a visual debug process. Flows have a built-in debugger that allows administrators to test and troubleshoot their flows in a graphical interface. The debugger shows the

flow execution path, the values of variables and sObject fields, and any errors or warnings that occur in the flow.

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

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

QUESTION 8

Universal Containers (UC) is evaluating Salesforce Order Management for managing its overarching process because their current system is written mostly in Apex code and has proved difficult to modify, deploy and debug. What are three advantages of using Flow Builder vs writing Apex code to manage the main flow of Order data?

- A. It allows for non-coding members of staff to contribute suggestions for optimizations and better overall customer experience
- B. The admin can attach a debugger to live customer sessions
- C. It will notify the admin before a third party integration's data interface has changed
- D. The admin can easily debug specific business cases visually.



E. Because it is visual it is also self-documenting as changes are made

Correct Answer: BDE

Three advantages of using Flow Builder vs writing Apex code to manage the main flow of Order data are:

The admin can attach a debugger to live customer sessions. This allows the admin to monitor and troubleshoot the flow execution in real time, without affecting the customer experience or data integrity.

The admin can easily debug specific business cases visually. This allows the admin to test the flow with different input values and see how the flow behaves in a graphical interface, without writing any code.

Because it is visual it is also self-documenting as changes are made. This allows the admin to easily understand and maintain the flow logic, as well as track the changes and versions of the flow.

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

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

QUESTION 9

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 10

Which two objects are found within Order Management?

- A. Fulfillment Order
- B. Receipt
- C. Cart



D. Payment Summary

E. Packing Manifest

Correct Answer: AD

Two objects that are found within Order Management are:

Fulfillment Order. A Fulfillment Order is a record that represents a group of products in an order that are fulfilled together from the same location. A Fulfillment Order has a lookup relationship to the Order Summary object, and it contains

information such as the fulfillment location, delivery method, status, etc. Payment Summary. A Payment Summary is a record that represents a payment made for an order or part of an order. A Payment Summary has a lookup relationship to

both Order Summary and Invoice objects, and it contains information such as the payment amount, method, status, etc.

https://help.salesforce.com/s/articleView?id=sf.order_management_fulfillment_order.htm&dt ype=5

https://help.salesforce.com/s/articleView?id=sf.order_management_payment_summary.ht mandtype=5

QUESTION 11

Which option is available for an admin to use as middleware to import data to. or export data from Order Management?

A. Use Workbench to access the database

B. Use the Developer console

C. Find an application on AppExchange

D. Write Apex classes to query the database and write to a file

E. Use Data Loader

Correct Answer: E

Use Data Loader. Data Loader is a client application that allows administrators to bulk import or export data from Salesforce using CSV files. The administrator can use Data Loader to import data into Order Management objects, such as Order Summary, Order Item Summary, Fulfillment Order, etc., or export data from these objects for backup or analysis purposes.

<https://appexchange.salesforce.com/> https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&dtype=5

QUESTION 12

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 13

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 14

A company has multiple fulfillment centers that they want to utilize when orders are fulfilled. The administrator is tasked with minimizing the distance from fulfillment center to delivery location. How can this be accomplished?



- A. Create a Workflow Rule on the Fulfillment Order object that utilizes the Order Management workflow field update actions
- B. Add the "Order Routing Rank By Closest Distance" action to the fulfillment flow
- C. Modify the Fulfillment Location Search process to search by closest distance instead of least number of splits
- D. Ask a developer to create an Apex Action that can determine the closest fulfillment location

Correct Answer: B

The best way for the administrator to accomplish this task is to add the "Order Routing Rank By Closest Distance" action to the fulfillment flow. This action is a flow core action that ranks the fulfillment locations by their distance from the delivery location, and returns a list of ranked locations. The administrator can use this action to find the optimal fulfillment location for each order based on proximity.

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

QUESTION 15

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.users_understanding_license_types.htm&type=5

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