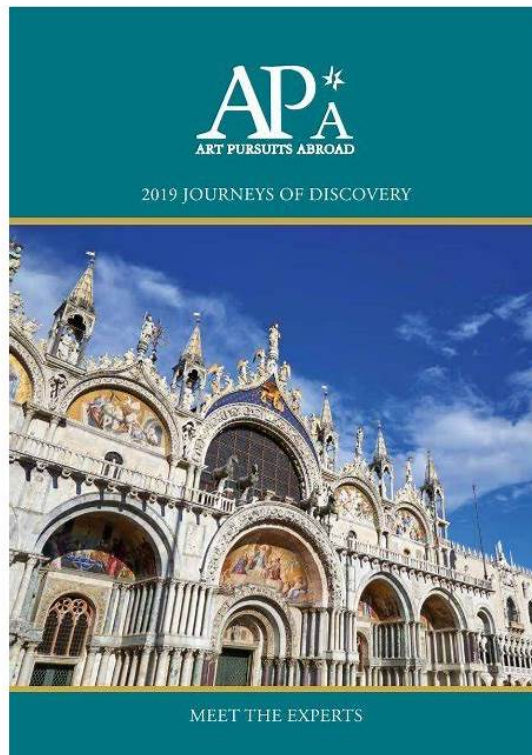


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Salesforce AP-219 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Customizing Lightning UI for different user roles using declarative tools like Lightning Page Editor and Report Builder.
Topic 2	<ul style="list-style-type: none">• User Experience and Customization:
Topic 3	<ul style="list-style-type: none">• Order Management Basics: Foundation of Order Management within Salesforce ecosystem, platform architecture, integration capabilities with third-party systems, and native Salesforce functionality.
Topic 4	<ul style="list-style-type: none">• Data Model: Core objects (Order, Order Summary, Fulfillment Orders, Return Orders), B2C Commerce integrations, and tracing data flow including custom attributes.
Topic 5	<ul style="list-style-type: none">• Advanced Topics: Troubleshooting configuration issues, diagnosing system integration problems, and resolving deployment obstacles.
Topic 6	<ul style="list-style-type: none">• Configuring end-to-end Order Management processes and external system integrations using declarative tools and clicks-based configuration.

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Salesforce Order Management Administrator Accredited Professional Sample Questions (Q73-Q78):

NEW QUESTION # 73

In which twoways can Order Management licenses be assigned?

- A. By Permission Set
- B. By Profile
- C. By User
- D. By Role

Answer: A,C

Explanation:

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.

Verified Reference: 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

NEW QUESTION # 74

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

Answer: C

Explanation:

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

NEW QUESTION # 75

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

- A. Text
- **B. Picklist**
- C. String
- D. Number

Answer: B

Explanation:

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 OrderStatus picklist field on the Order object. Reference: Order Management Objects, [Picklist Fields]

NEW QUESTION # 76

Which three objects need to be utilized when creating orders using the composite API?

- **A. Contact**
- B. Product
- **C. Pricebook Entry**
- D. Order Summary
- **E. Account**

Answer: A,C,E

Explanation:

The PricebookEntry, 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 Reference: [Create Orders Using Composite API], [Composite Resources]

NEW QUESTION # 77

Where should a service agent go first to initiate changes related to an Order in Order Management?

- A. Order Details
- B. Fulfillment Order Details
- C. Change Order Details
- **D. Order Summary Details**

Answer: D

Explanation:

A service agent should go first to the Order Summary Details page to initiate changes related to an order in Order Management. The Order Summary Details page provides a global view of the entire order lifecycle, including order capture, fulfillment, shipping, payment, invoicing, and service. From this page, a service agent can access various actions and flows to

