

# New Order-Management-Administrator Exam Guide, Order-Management-Administrator Test Result

ORDER MANAGEMENT  
ADMINISTRATOR  
ACCREDITED PROFESSIONAL



## EXAM GUIDE

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Exam Content covers up to: Summer '21 Release

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## Salesforce Order-Management-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Order Management Basics: In this topic, the Salesforce Order Management Administrator Consultant learns to position Order Management effectively within Salesforce's core architecture. By articulating the extensible platform capabilities, the ability to integrate with third-party systems, and the overall value proposition, this knowledge helps highlight Order Management's seamless adaptability and efficiency. These insights are crucial for demonstrating business value during client engagements.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>Process Automation and Integrations: This section helps the Salesforce Order Management Administrator Consultant demonstrate the capability to deliver business value by integrating Order Management with external systems using clicks rather than code. Mastery of navigation within Order Management processes, connecting nodes, and integrating systems efficiently ensures understanding of how to implement effective solutions.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>User Experience and Customization: This section emphasizes leveraging Salesforce's Lightning UI to enhance user experiences. The Salesforce Order Management Administrator Consultant will customize experiences for users and managers through tools like the Lightning Page Editor, Report Builder, and out-of-the-box components. Success in this area ensures optimized workflows and improved operational efficiency.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>Advanced Topics: This topic challenges the Salesforce Order Management Administrator Consultant to diagnose and resolve configuration issues that hinder the launch or operation of Order Management processes. Proficiency includes troubleshooting integration problems and articulating how various processes interact to support successful deployments and system functionality.</li> </ul>

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### **Salesforce Order Management Administrator Accredited Professional Sample Questions (Q86-Q91):**

#### **NEW QUESTION # 86**

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. Add the "Order Routing Rank By Closest Distance" action to the fulfillment flow
- B. Create a Workflow Rule on the Fulfillment Order object that utilizes the Order Management workflow field update actions
- 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

#### **Answer: A**

Explanation:

Explanation

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. Verified References:[https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_elements\\_om\\_actions\\_order\\_routing\\_rank\\_](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_om_actions_order_routing_rank_)

#### **NEW QUESTION # 87**

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. 3.0
- **C. 1.0**
- D. 5.0

**Answer: C**

Explanation:

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. Reference: Order Management Objects, [Create Invoice Apex Action]

#### NEW QUESTION # 88

What are two ways an administrator can export data from order Management?

(Choose 2)

- A. User the developer console
- B. Find an application on AppExchange
- **C. Use data loader**
- **D. Use workbench to access the daase**
- E. Write APEX classes to query the daase and write to a file

**Answer: C,D**

#### NEW QUESTION # 89

When a new Payment Summary is created, an email should be sent to the owner of the associated account and an approval after review should be required. What three steps should the administrator do to implement this functionality?

- **A. Create an email alert action**
- B. Create a flow to send an email to the owner of the associated account when a payment summary is created
- C. Create a trigger flow when the payment summary is created with an email flow node
- **D. Create an approval process on the Payment Summary object**
- **E. Create an email template**

**Answer: A,D,E**

Explanation:

Explanation

Three steps that the administrator should do to implement this functionality are:

Create an email template. An email template is a reusable message that contains merge fields that are populated with data from records when the email is sent. The administrator can create an email template for the Payment Summary object that includes information such as the payment amount, date, status, etc.

Create an email alert action. An email alert action is a type of action that sends an email to one or more recipients when a flow executes. The administrator can create an email alert action that uses the email template created in the previous step and sends it to the owner of the associated account when a new Payment Summary is created.

Create an approval process on the Payment Summary object. An approval process is a way to automate the approval of records based on certain criteria and actions. The administrator can create an approval process on the Payment Summary object that requires an approval after review from a designated approver.

Verified References: [https://help.salesforce.com/s/articleView?id=sf.email\\_templates\\_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.email_templates_create.htm&type=5)

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#### NEW QUESTION # 90

An administrator is looking for payment information about a returned item on an Order Summary. Which object should the administrator look at?

- A. Return Order Summary
- B. Invoice
- C. Return
- D. Credit Memo

**Answer: D**

Explanation:

Explanation

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. Verified References:[https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_credit\\_memo.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_credit_memo.htm&type=5)

**NEW QUESTION # 91**

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