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

| Topic   | Details                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic 1 | <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> |

|         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic 2 | <ul style="list-style-type: none"> <li>• <b>Order Management Basics:</b> 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 3 | <ul style="list-style-type: none"> <li>• <b>User Experience and Customization:</b> 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>• <b>Process Automation and Integrations:</b> 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>                                                                           |

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## **Salesforce Order Management Administrator Accredited Professional Sample Questions (Q29-Q34):**

### **NEW QUESTION # 29**

Once the administrator has activated the integration between B2C Commerce and Order Management, orders being placed by customers will be sent to Order Management if the order status is set to which two values?

- **A. Active**
- B. Created
- C. Drafted
- D. Open
- **E. New**

**Answer: A,E**

Explanation:

Once the administrator has activated the integration between B2C Commerce and Order Management, orders being placed by customers will be sent to Order Management if the order status is set to Active or New. These are the two order statuses that indicate that an order has been created or confirmed by a customer, and that it needs to be processed by Order Management.

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

### **NEW QUESTION # 30**

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

**Answer: D**

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 Reference: [https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_elements\\_om\\_actions\\_order\\_routing\\_rank\\_by\\_closest\\_distance.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_om_actions_order_routing_rank_by_closest_distance.htm&type=5)

### NEW QUESTION # 31

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

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

**Answer: A**

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 # 32

How can an administrator allow an org to publish a change set to another org?

- A. In the source org: open Deployment settings, Select the environments to publish to and Move them to the enabled list
- B. In the source org: Open Publish Settings, Select the checkbox next to the environment to publish to and Click Save
- C. In the target org: Open Deployment Settings, Click Edit next to the source org. Select Allow Inbound Changes and Click Save
- **D. In the target org: Open Deployment Settings, Select the environments to allow publishing from and Move them to the Enabled list**

**Answer: D**

Explanation:

The correct way for an administrator to allow an org to publish a change set to another org is to open Deployment Settings in the target org, select the environments to allow publishing from and move them to the Enabled list. This creates a deployment connection between the source org and the target org, which allows the source org to upload change sets to the target org. Verified Reference: [https://help.salesforce.com/s/articleView?id=sf.changesets\\_create\\_outbound.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.changesets_create_outbound.htm&type=5)

### NEW QUESTION # 33

In which two ways can Order Management licenses be assigned?

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

**Answer: A,D**

Explanation:

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 References:

[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.order\\_management\\_user\\_permission.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_user_permission.htm&type=5)

## NEW QUESTION # 34

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