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Salesforce AP-219 Exam Syllabus Topics:

Topic	Details
Topic 1	• User Experience and Customization: Customizing Lightning UI for different user roles using declarative tools like Lightning Page Editor and Report Builder.
Topic 2	• Order Management Basics: Foundation of Order Management within Salesforce ecosystem, platform architecture, integration capabilities with third-party systems, and native Salesforce functionality.
Topic 3	• Process Automation and Integrations: Configuring end-to-end Order Management processes and external system integrations using declarative tools and clicks-based configuration.
Topic 4	• Data Model: Core objects (Order, Order Summary, Fulfillment Orders, Return Orders), B2C Commerce integrations, and tracing data flow including custom attributes.

Salesforce Order Management Administrator Accredited Professional Sample Questions (Q52-Q57):

NEW QUESTION # 52
When a new PaymentSummary 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 approval process on the Payment Summary object
- B. Create an email alert action
- C. Create a trigger flow when the payment summary is created with an email flow node
- D. Create an email template
- E. Create a flow to send an email to the owner of the associated account when a payment summary is created

Answer: A,B,D

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 emailto 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 Reference: https://help.salesforce.com/s/articleView?id=sf.email_templates_create.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_action_email.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.approvals_creating_approval_processes.htm&type=5

NEW QUESTION # 53
Which three componentscan be used to modify the user experience in the Order Summary detail page?

- A. Accordion
- B. Related List-Single
- C. Tabs
- D. Related List - Double

Answer: A,B,C

Explanation:
Three components that can be used to modify the user experience in the Order Summary detailpage are:

Tabs. Tabs are a type of component that allow users to switch between different views or subpages on a record page. Tabs can contain other components, such as charts, reports, or custom components, that display different information orfunctionality related to a record. The administrator can use the Lightning App Builder to add and customize tabs on the Order Summary detail page to give users more options and flexibility.
Accordion. Accordion is a type of component that allow users to expand and collapse sections of a record page. Accordion can contain other components, such as fields, related lists, or custom components, that display different information or functionality related to a record. The administrator can use the Lightning App Builder to add and customize accordion on the Order Summary detail page to give users more control and visibility.
Related List-Single. Related List-Single is a type of component that displays a single related list for a record. A related list is a list ofrecords that are linked to another record by a relationship field, such as lookup or master-detail. The administrator can use the Lightning App Builder to add and customize related list-single on the Order Summary detail page to give users more access andcontext.
Verified Reference: https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_components.htm&type=5

NEW QUESTION # 54
A user is encountering an error when attempting to save an Account record. What can an administrator use to research the issue?

- A. A user trace flag and debug log onthe affected user
- B. The Chrome Dev Tools Console
- C. Lightning Logs within Setup
- D. The Problems tab within the developer console

Answer: A

Explanation:
The best way for an administrator to research the issue when a user is encountering an error when attempting to save an Account record is to use a user trace flag and debug log on the affected user. A user trace flag enables debug logging for a specific user, and a debug log captures database operations, system processes, and errors that occur when executing a transaction or running unit tests. The administrator can use these tools to identify the root cause of the error and fix it accordingly. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.code_add_users_debug_log.htm&type=5https://help.salesforce.com/s/articleView?id=sf.code_viewing_debug_logs.htm&type=5

NEW QUESTION # 55
An administrator needs to send an Outbound Message to an external accounting system whenever a Fulfillment Order is created. What is the best practice to create this functionality?

- A. Create a Process Builder
- B. Create a Workflow Rule
- C. Create a Flow
- D. Create an Apex Trigger

Answer: C

NEW QUESTION # 56
For what use case would an administrator enable Person Accounts during Order Management setup?

- A. Person Accounts are always enabled for Order Management
- B. Connecting Order Management to B2B Commerce
- C. Connecting Order Management to B2C Commerce
- D. Connecting to an external ERPsystem

Answer: C

Explanation:
An administrator would enable Person Accounts during Order Management setup for the use case of connecting Order Management to B2C Commerce. B2C Commerce is a cloud-based platform that enablesbusinesses to create and manage online storefronts for consumers. B2C Commerce uses Person Accounts to represent individual shoppers who place orders on the storefronts. Person Accounts are a type of account that combines account and contact information into a single record. To connect

Order Management to B2C Commerce, an administrator needs to enable Person Accounts in Order Management and install the B2C Commerce Integration package from AppExchange. Reference: B2C Commerce Integration, [Person Accounts]

NEW QUESTION # 57

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