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1 / 7

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Salesforce Order-Management-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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.

Topic 2	<ul style="list-style-type: none"> • 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.
Topic 3	<ul style="list-style-type: none"> • 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.
Topic 4	<ul style="list-style-type: none"> • Data Model: This topic equips the Salesforce Order Management Administrator Consultant to showcase knowledge of critical objects such as Order, Order Summary, Fulfillment Orders, and Return Orders. It involves establishing and tracing integrations with B2C Commerce or other systems, including custom attributes. Proficiency here is pivotal for ensuring seamless data flow and robust Order Management operations within complex business environments.

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Salesforce Order Management Administrator Accredited Professional Sample Questions (Q85-Q90):

NEW QUESTION # 85

Which object record Is created when customer returns a product after fulfillment?

- A. Fulfillment Order
- B. Payment Order Summary
- **C. Return Order**
- D. Order Summary Adjustment

Answer: C

Explanation:

The object record that is created when customer returns a product after fulfillment is Return Order. 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. Verified Reference:

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

NEW QUESTION # 86

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

Answer: A

NEW QUESTION # 87

After deploying a new Lightning Web Component to an org, what should an administrator do to add the component to a Lightning Record Page?

- A. Create a Metadata API (MDAPI) conversion file with the Command Line interface (CLI) then go to the page and adjust the positioning
- B. Navigate to the Page, Click on the "Custom Component Editor," Click "Publish" on the new component in the list and adjust the positioning
- **C. Go to the page, edit it and drag the new component onto the page**
- D. Go to Deploy LWC in Setup

Answer: C

NEW QUESTION # 88

Which three statements are true about change sets?

- A. Changes can be deployed to any instance of Salesforce as long as the destination has approved it
- **B. Change sets can contain only modifications made through the Setup menu**
- **C. Sending a change set between two orgs requires a deployment connection**
- D. A change request should be created when the admin wants to send customizations from the current org to another org
- **E. Change sets can only be sent between orgs that are affiliated with a production org**

Answer: B,C,E

Explanation:

Explanation

Three statements that are true about change sets are:

Sending a change set between two orgs requires a deployment connection. A deployment connection is a link between two orgs that allows one org to send change sets to another org.

Change sets can only be sent between orgs that are affiliated with a production org. A production org is an org that is used for live operations and data, and it can have one or more sandbox orgs that are used for development and testing. Change sets can only be sent from a sandbox org to its associated production org, or from one sandbox org to another sandbox org that shares the same production org.

Change sets can contain only modifications made through the Setup menu. A change set is a collection of metadata components that can be deployed from one org to another. Metadata components are customizations that are made through the Setup menu, such as custom objects, fields, workflows, etc.

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

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

NEW QUESTION # 89

What does the number of Fulfillment Orders created depend upon?

- A. Fulfillment Location, Delivery Charges and Quantity
- **B. Fulfillment Location, Delivery Method and Recipient Address**
- C. Fulfillment Location, Recipient Address and Quantity
- D. Fulfillment Location, Delivery Method and Number of Payments

Answer: B

Explanation:

Explanation

The number of Fulfillment Orders created depends on three factors: Fulfillment Location, Delivery Method and Recipient Address. These factors determine how the Order Items are grouped and allocated to Fulfillment Orders based on routing rules and inventory availability. For example, if an order has two items that can be fulfilled from different locations, or have different delivery methods or recipient addresses, then two Fulfillment Orders are created for that order. Verified

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

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