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Salesforce Order-Management-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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"> 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.
Topic 4	<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.

Salesforce Order Management Administrator Accredited Professional Sample Questions (Q84-Q89):

NEW QUESTION # 84

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

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

Answer: D

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

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

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

NEW QUESTION # 85

A customer orders 10 products. The products must be shipped to three different locations. Two of the orders are fulfilled at the same location. How many Fulfillment Orders would be created for this order?

- A. One Fulfillment Order per item in the order, totaling 10
- B. One Fulfillment Order
- **C. One Fulfillment Order per destination, totaling 3**
- D. One Fulfillment Order per Fulfillment Location, totaling 2

Answer: C

Explanation:

The number of Fulfillment Orders that would be created for this order is one per destination, totaling 3. A Fulfillment Order is a record that represents a group of products in an order that are fulfilled together from the same location. A Fulfillment Order has a lookup relationship to the Order Summary object, and it contains information such as the fulfillment location, delivery method, status, etc. 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. In this case, since the products must be shipped to three different locations, three Fulfillment Orders are created for each destination. Verified

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

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

NEW QUESTION # 86

An administrator needs to import Order Summary records containing historical data but does not want them to be actioned on by Order Management. Which feature supports this use case?

- A. Custom checkbox
- **B. Unmanaged Order Checkbox**
- C. Order Life Cycle Type Picklist
- D. Order Management Type Picklist

Answer: B

Explanation:

The feature that supports this use case is the Unmanaged Order Checkbox. This is a standard field on the Order Summary object that indicates whether the order is managed by Order Management or not. If this field is checked, then the order is not actioned on by Order Management, and it does not trigger any flows or processes. The administrator can use this field to import Order Summary records containing historical data without affecting the order lifecycle. Verified

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

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

NEW QUESTION # 87

Which two practices are needed for a custom attribute to map into Order Management assuming the attribute has been created on the necessary objects?

- **A. The types must match within reason**
- B. The names must only contain letters and underscores
- C. The types must be an exact match (i.e. String to String)
- **D. The names must be an exact match**

Answer: A,D

Explanation:

Two practices that are needed for a custom attribute to map into Order Management assuming the attribute has been created on the necessary objects are:

The types must match within reason. The data type of the custom attribute in Order Management must match or be compatible with the data type of the corresponding attribute in the external system, such as B2C Commerce or B2B Commerce. For example, if the attribute is a string in B2C Commerce, it must also be a string in Order Management.

The names must be an exact match. The name of the custom attribute in Order Management must be exactly the same as the name of the corresponding attribute in the external system, including capitalization and punctuation. For example, if the attribute is named "kitItem" in B2C Commerce, it must also be named "kitItem" in Order Management.

Verified Reference:

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

