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## Salesforce Order Management Administrator Practice Questions

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

Topic	Details
Topic 1	<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 2	<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 3	<ul style="list-style-type: none"> <li>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.</li> </ul>

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### Salesforce Order Management Administrator Accredited Professional Sample Questions (Q49-Q54):

#### NEW QUESTION # 49

Order Allocation should work on Order Items in which status?

- A. Awaiting Allocation
- B. created
- C. Ordered
- D. Pending

**Answer: A**

Explanation:

Order Allocation should work on Order Items in Awaiting Allocation status. This status indicates that the Order Item has been confirmed by the customer and is ready to be allocated to a Fulfillment Order based on routing rules and inventory availability.

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

#### NEW QUESTION # 50

What two steps are required to add an item to the Actions & Recommendations panel on the Order Summary record page?

- A. Make a new Lightning Record Page
- B. Drag the Actions & Recommendations component on the page
- C. Create a New Deployment
- D. Create a new sub-flow

**Answer: B,D**

Explanation:

Two steps that are required to add an item to the Actions & Recommendations panel on the Order Summary record page are: Drag the Actions & Recommendations component on the page. The Actions & Recommendations component is a standard component that displays actions and recommendations based on business logic for records in Lightning Experience or Salesforce mobile app. The administrator can use the Lightning App Builder to drag and drop the Actions & Recommendations component onto the Order Summary record page layout.

Create a new sub-flow. A sub-flow is a type of flow that can be invoked by another flow as an element. A sub-flow can contain logic and actions that are specific to a certain scenario or use case, such as order fulfillment or payment processing. The administrator can use Flow Builder to create a new sub-flow that defines the actions and recommendations for Order Summaries, and then add it to the Actions & Recommendations component on the record page.

Verified Reference: [https://help.salesforce.com/s/articleView?id=sf.om\\_actions\\_recommendations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.om_actions_recommendations.htm&type=5)  
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#### NEW QUESTION # 51

Which two APIs can an admin suggest so that customers can initiate order cancellations and returns from the B2C Commerce storefront and have their action carry out the cancel and return operations in Order Management?

- A. Bulk APIs
- B. REST APIs
- C. Streaming APIs
- D. Connect APIs

**Answer: B,D**

Explanation:

Two APIs that an admin can suggest so that customers can initiate order cancellations and returns from the B2C Commerce storefront and have their action carry out the cancel and return operations in Order Management are:

Connect APIs. These are RESTful APIs that expose resources in Order Management, such as orders, payments, shipments, etc. They allow customers to perform CRUD (create, read, update, delete) operations on these resources from external systems, such as B2C Commerce.

REST APIs. These are HTTP-based APIs that enable developers to access data in Order Management using standard HTTP methods, such as GET, POST, PUT, PATCH, and DELETE. They allow customers to interact with Order Management resources using JSON or XML formats.

Verified Reference: [https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_connect\\_api.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_connect_api.htm&type=5)  
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#### NEW QUESTION # 52

What does a summary object represent?

- A. A dynamic view of underlying data
- B. An individual change to financial data
- C. A change to an underlying record.
- D. A discount to underlying data

**Answer: A**

Explanation:

Explanation

A summary object represents a dynamic view of underlying data. A summary object is a type of object that aggregates data from related records and displays it in a single record. For example, an Order Summary object represents the financial summary of an order that is received from an external system, such as B2C Commerce or B2B Commerce. An Order Summary object aggregates data from related Order Item Summary records and displays it in fields such as total amount, tax amount, discount amount, etc.

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 # 53

An admin wants to deploy certain pages in Order Management to approved mobile devices. Which two steps are the recommended approach for this?

- A. Use the mobile publisher to create an app
- B. Save the pages with the options of both Desktop and Phone applied
- C. Build a custom application on Heroku calling the APIs
- D. Install the Salesforce mobile app from Apple Store or Google Play

**Answer: B,D**

## Explanation:

The recommended approach for deploying certain pages in Order Management to approved mobile devices is to install the Salesforce mobile app from Apple Store or Google Play and save the pages with the options of both Desktop and Phone applied. The Salesforce mobile app is designed for easy data access on the go. You can view Order Management record pages on the mobile app, but you can't access its console features, like screen flows. To make a page available on the mobile app, you need to save it with the options of both Desktop and Phone applied in the Lightning App Builder. Reference: Salesforce Order Management, Mobile App Theme FAQ

## NEW QUESTION # 54

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