

Reliable Order-Management-Administrator Exam Cram - Order-Management-Administrator Valid Study Guide

ORDER MANAGEMENT
ADMINISTRATOR
ACCREDITED PROFESSIONAL



EXAM GUIDE

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Table of Contents

ABOUT THE ORDER MANAGEMENT ADMINISTRATOR ACCREDITED PROFESSIONAL	2
AUDIENCE DESCRIPTION	2
PURPOSE OF THIS EXAM GUIDE	3
ABOUT THE EXAM	3
RECOMMENDED TRAINING AND REFERENCES	3
EXAM OUTLINE	4
EXAM CANDIDATE CODE OF CONDUCT	4
MAINTAINING YOUR ACCREDITED PROFESSIONAL STATUS	5

1

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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"> • Deployment and Debugging: In this area, aspiring order management administrator consultant demonstrates a deep understanding of deployment options, life cycles, and the configuration of supporting objects. This includes creating processes from scratch, leveraging pre-set data, and validating results in runtime scenarios.
Topic 3	<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 4	<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 5	<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.

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Salesforce Order Management Administrator Accredited Professional Sample Questions (Q79-Q84):

NEW QUESTION # 79

An administrator wants to collect additional information from the customer when they cancel items on an Order Summary. How can the administrator modify the user interface to collect this information?

- A. Modify the Return Item Flow to collect the additional information
- B. Create a workflow rule that fires when an Order Summary is edited with field update actions for each of the questions that needs to be answered
- **C. Copy the Cancel Item Flow and add a screen component with the new questions**
- D. Create a lightning web component with the additional questions and add it to the Order Summary lightning record page

Answer: C

NEW QUESTION # 80

A company's sales team wants the Total Amount field to be included in the Highlights panel at the top of the Credit Memo record page. How can the administrator meet this requirement?

- A. Edit the Credit Memo page layout to include the Total Amount field in the Highlights Panel
- B. Modify the sales team profile's assigned record type to include the Total Amount field in the Highlights Panel
- **C. Modify the compact layout on the Credit Memo object**

- D. Edit the properties of the Highlights Panel component on the Credit Memo lightning record page

Answer: C

Explanation:

Explanation

The best way for the administrator to meet this requirement is to modify the compact layout on the Credit Memo object. A Credit Memo is a record that represents a refund or credit issued to a customer for an order or part of an order. A Credit Memo has various fields and related lists that display information such as the credit amount, status, reason, etc. A compact layout is a type of layout that determines which fields appear in the highlights panel at the top of a record page in Lightning Experience or Salesforce mobile app. The administrator can use the Object Manager to modify the compact layout on the Credit Memo object and add the Total Amount field to the compact layout. This way, the sales team can see the Total Amount field in the highlights panel at the top of the Credit Memo record page. 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.compact_layouts_overview.htm&type=5

NEW QUESTION # 81

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

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

Answer: A,C

Explanation:

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 References:

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

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

NEW QUESTION # 82

An administrator is creating a flow to manage order fulfillment. The administrator creates a fault path to handle a possible error. What object record should the administrator create in the fault path to notify users of an error?

- A. OrderError
- B. Order Summary Exception
- C. Fulfillment Error
- D. Process Exception

Answer: D

Explanation:

The object record that the administrator should create in the fault path to notify users of an error is Process Exception. A Process Exception is a record that represents an error or exception that occurred during the order lifecycle, such as payment authorization failure, inventory allocation failure, fulfillment location assignment failure, etc. A Process Exception has a lookup relationship to the Order object, and it contains information such as the exception type, status, message, etc. Verified

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

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NEW QUESTION # 83

Where should a service agent go first to view process exceptions related to a specific Order?

- A. Change order Record -Related Tab
- **B. Order Record - Process Exception Details Tab**
- C. Order Summary Record - Related Tab
- D. Order Record - Details Tab

Answer: B

Explanation:

Explanation

The best place for a service agent to go first to view process exceptions related to a specific Order is the Order Record - Process Exception Details Tab. This tab shows a list of process exceptions that occurred during the order lifecycle, such as errors in payment authorization, inventory allocation, fulfillment location assignment, etc. The service agent can use this tab to identify and resolve the issues that affect the order processing.

Verified

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

NEW QUESTION # 84

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