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

Topic	Details
Topic 1	<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>

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>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 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>

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### **Salesforce Order Management Administrator Accredited Professional Sample Questions (Q31-Q36):**

#### **NEW QUESTION # 31**

Some admins are exploring the optimal Data Model for their QMS Org. What should be considered when choosing between Person Accounts vs Contacts?

- A. Person Accounts once enabled can be rolled back
- B. Person Accounts are appropriate for B2C transactions while Account-Contact model is appropriate for B2B transactions
- C. Person Accounts are appropriate for B2B transactions while Account-Contact model is appropriate for B2C transactions
- D. Person Accounts once enabled cannot be rolled back and makes changes to the data model

#### **Answer: B**

Explanation:

Explanation

The correct statement about Person Accounts and Contacts is that Person Accounts are appropriate for B2C transactions while Account-Contact model is appropriate for B2B transactions. A Person Account is a type of account that represents an individual consumer, rather than a business or organization. A Person Account combines the features and fields of both the Account and Contact objects, and it does not require a Contact record to be associated with it. A Person Account is suitable for B2C transactions, where the customers are individual consumers who purchase products or services for personal use. An Account-Contact model is a type of data model that represents a business or organization as an account, and its employees or affiliates as contacts. An account can have many contacts associated with it, but a contact can only belong to one account.

An Account-Contact model is suitable for B2B transactions, where the customers are businesses or organizations that purchase

products or services for professional use. Verified References:  
[https://help.salesforce.com/s/articleView?id=sf.accounts\\_person.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.accounts_person.htm&type=5)[https://help.salesforce.com/s/articleView?id=sf.accounts\\_person.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.accounts_person.htm&type=5)

### NEW QUESTION # 32

What three steps are required when deploying changes via change sets?

- A. Deploy the change set in the target org
- B. Add the change set to the release schedule in the target org
- C. Upload the change set to the target org
- D. Create the change set in the sandbox org
- E. Approve the change set in the sandbox org

**Answer: A,C,D**

Explanation:

Three steps that are required when deploying changes via change sets are:

Create the change set in the sandbox org. This is the first step where the administrator selects the metadata components that they want to deploy and adds them to a change set in the source org, which is usually a sandbox org.

Upload the change set to the target org. This is the second step where the administrator sends the change set from the source org to the destination org, which is usually a production org or another sandbox org. The administrator needs to have a deployment connection with the target org and permission to upload change sets.

Deploy the change set in the target org. This is the final step where the administrator validates and deploys the change set in the destination org. The administrator needs to have permission to deploy change sets and resolve any deployment errors or warnings.

Verified References: [https://help.salesforce.com/s/articleView?id=sf.changesets\\_create\\_outbound.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.changesets_create_outbound.htm&type=5)  
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### NEW QUESTION # 33

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

**Answer: A,B**

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 References: [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 # 34

Which two Order Management objects have their tabs set to Tab Hidden by default?

- A. Accounts
- B. OrderDeliveryMethod
- C. SalesLocation
- D. Fulfillment Orders
- E. Locations

## Answer: B,E

Explanation:

The OrderDeliveryMethod and Locations objects have their tabs set to Tab Hidden by default. These objects are used to store information about how an order is delivered and where it is fulfilled from, respectively. They are not meant to be accessed directly by users, but rather through related lists or lookup fields on other objects. References: Order Management Objects

## NEW QUESTION # 35

When can an Invoice be created?

- A. At any point after the Fulfillment Order is created, by customizing flow "Create Invoice"
- B. At any point after the Fulfillment Order is created, by customizing flow 'Create Invoice and Ensure Funds\*'
- C. At any point before the Fulfillment Order is created, by customizing flow "Create Invoice and Ensure Funds"
- D. At any point before the Fulfillment Order is created, by customizing flow "Create invoice"

## Answer: A

Explanation:

Explanation

The correct time and way for creating an Invoice is at any point after the Fulfillment Order is created, by customizing flow "Create Invoice". This flow is a core action that creates an Invoicerecord from a Fulfillment Order record, and updates the status of both records accordingly. The administrator can customize this flow to suit their business needs, such as adding conditions, actions, or subflows. Verified References:[https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_elements\\_\\_om\\_actions\\_create\\_invoice.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements__om_actions_create_invoice.htm&type=5)

## NEW QUESTION # 36

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