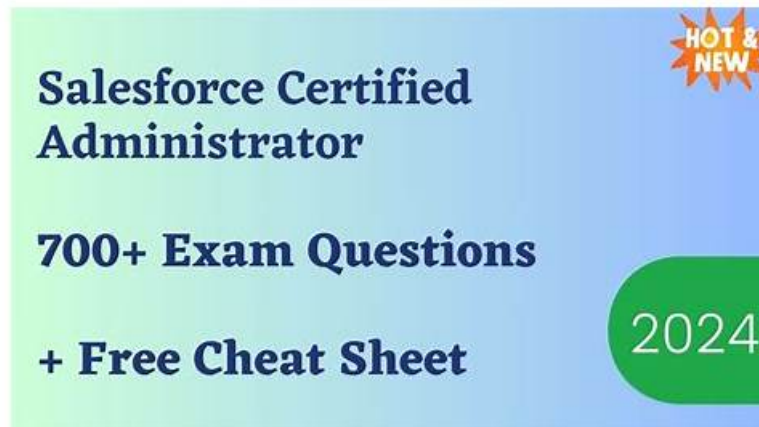


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### Salesforce Order-Management-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Deployment and Debugging:</b> 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>

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

## Salesforce Order Management Administrator Accredited Professional Sample Questions (Q71-Q76):

### NEW QUESTION # 71

An administrator has created a screen flow for users to create accounts. Some users have complained that they do not always have all the required data to create the account and lost progress when they leave the flow. What two steps should the administrator take to prevent lost progress? Choose 2

- A. Add a pause button to the footer of the screen flow
- B. Enable paused flows in process automation settings in setup
- C. Add the paused flows component to the home page
- D. Ask a developer to create a lightning component to pause the flow

Answer: B,C

### NEW QUESTION # 72

Which three steps should an administrator take to set up a mock payment gateway in a new org?

- A. Create a Payment Provider
- B. Create a Trusted Site Entry
- C. Create a CORS (Cross-Origin Resource Sharing) entry
- D. Create a Payment Gateway
- E. Create a Named Credential

Answer: A,D,E

Explanation:

To set up a mock payment gateway in a new org, an administrator should take the following steps:

Create a Payment Provider: This is a custom metadata type that defines the configuration and behavior of a payment gateway. A payment provider specifies the name, type, class, and endpoint of the payment gateway.

Create a Named Credential: This is a Salesforce feature that securely stores authentication information for connecting to external services. A named credential specifies the URL, identity type, authentication protocol, and certificate of the payment gateway.

Create a Payment Gateway: This is a custom object that represents an instance of a payment provider. A payment gateway references a payment provider and a named credential, and defines additional settings such as currency, mode, and timeout.

References: Salesforce Payments and Order Management, [Named Credentials]

### NEW QUESTION # 73

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

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

**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

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

#### NEW QUESTION # 74

An administrator is tasked to utilize a Product Price Book which is managed on an external platform. How can the administrator meet this requirement?

- A. Create an External Data Source in Setup which references the external platform where the Pricebook is held
- B. This is not possible, all Products require a Pricebook Entry
- C. Edit the Product page layout to make the Pricebook field not require
- D. Go to Setup, Order settings, and select Enable Optional Price Books for Orders

**Answer: D**

#### NEW QUESTION # 75

Which option is available for an admin to use as middleware to import data to, or export data from Order Management?

- A. Find an application on AppExchange
- B. Use Workbench to access the database
- C. Use Data Loader
- D. Write Apex classes to query the database and write to a file
- E. Use the Developer console

**Answer: C**

Explanation:

Use Data Loader. Data Loader is a client application that allows administrators to bulk import or export data from Salesforce using CSV files. The administrator can use Data Loader to import data into Order Management objects, such as Order Summary, Order Item Summary, Fulfillment Order, etc., or export data from these objects for backup or analysis purposes.

Verified Reference: <https://appexchange.salesforce.com/> [https://help.salesforce.com/s/articleView?id=sf.data\\_loader.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5)

#### NEW QUESTION # 76

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