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## Salesforce AP-219 Exam Syllabus Topics:

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Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>User Experience and Customization: Customizing Lightning UI for different user roles using declarative tools like Lightning Page Editor and Report Builder.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>Process Automation and Integrations: Configuring end-to-end Order Management processes and external system integrations using declarative tools and clicks-based configuration.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>Order Management Basics: Foundation of Order Management within Salesforce ecosystem, platform architecture, integration capabilities with third-party systems, and native Salesforce functionality.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>Deployment and Debugging: Deployment options, lifecycle management, building processes with pre-configured data, and understanding supporting objects and system runtime.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>Advanced Topics: Troubleshooting configuration issues, diagnosing system integration problems, and resolving deployment obstacles.</li> </ul>

## Salesforce Order Management Administrator Accredited Professional Sample Questions (Q16-Q21):

### NEW QUESTION # 16

An administrator is looking for payment information about a returned item on an Order Summary. Which object should the administrator look at?

- A. Invoice
- B. Return Order Summary
- C. Return
- D. Credit Memo

**Answer: D**

Explanation:

The object that the administrator should look at to find payment information about a returned item on an Order Summary is Credit Memo. A Credit Memo is a record that represents a refund or credit issued to a customer for a returned item. A Credit Memo has a lookup relationship to both Order Summary and Return Order objects, and it contains information such as the credit amount, status, payment method, etc. Verified Reference: [https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_credit\\_memo.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_credit_memo.htm&type=5)

### NEW QUESTION # 17

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

**Answer: A,C**

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 # 18

In which two ways can order management license be assigned? (choose 2)

- A. By profile
- B. By user
- C. By permission set
- D. By role

**Answer: B,C**

#### NEW QUESTION # 19

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. Write Apex classes to query the database and write to a file
- C. Use Data Loader
- D. Use the Developer console
- E. Use Workbench to access the database

**Answer: C**

Explanation:

Use Data Loader. Data Loader is a client application that allows administrators to bulkimport 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 # 20

When can an Invoice be created?

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

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 Invoice record 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 Reference:[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 # 21

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