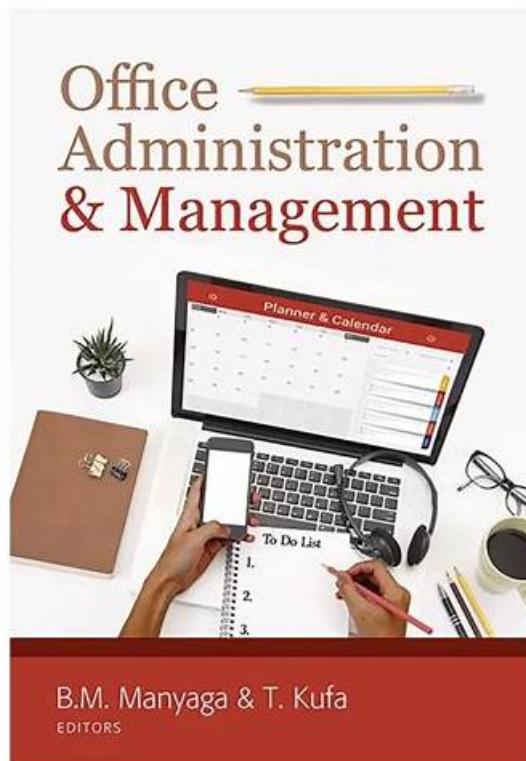


Order-Management-Administrator Question Explanations | Order-Management-Administrator Exam Questions



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Salesforce Order-Management-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.

Topic 3	<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 4	<ul style="list-style-type: none"> 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.
Topic 5	<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.

>> Order-Management-Administrator Question Explanations <<

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Salesforce Order Management Administrator Accredited Professional Sample Questions (Q10-Q15):

NEW QUESTION # 10

What type of relationship exists between FulfillmentOrder and Location?

- A. One-to-One Lookup (Location) FulfilledFrom Location
- B. One-to-Many Lookup (Location) FulfilledFrom Location Id
- C. Junction (Many to Many)
- D. Many-to-One Lookup (Location) Fulfilled from Location Id

Answer: D

Explanation:

The type of relationship that exists between FulfillmentOrder and Location is Many-to-One Lookup (Location) FulfilledFrom Location Id. A Lookup field is a type of custom field that creates a relationship between two objects, but does not support rollup summary fields. A Many-to-One relationship means that many child records can be related to one parent record, but not vice versa. In this case, a FulfillmentOrder has a Lookup field named FulfilledFrom Location Id that references a Location record. A Location is a record that represents a physical location from which order product items are fulfilled, such as warehouses and retail stores. A Location can have many FulfillmentOrders associated with it, but a FulfillmentOrder can only have one Location. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.custom_field_types.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.order_management_location.htm&type=5

NEW QUESTION # 11

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

- A. Create a New Deployment

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

Answer: B,C

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

NEW QUESTION # 12

A company's service team should not see Process Exceptions on any Order Summaries. How can an administrator meet these requirements?

- A. Create a copy of the Order Summary lightning record page for the service team and remove the Process Exceptions component. Activate the lightning record page by profile for all Service team profiles.
- B. Modify the Order Summary page layout to remove visibility to the Process Exception component for Service team profiles
- C. Modify the service team profiles to remove access to the lightning component and all associated Apex classes
- D. Add a filter to the Process Exception component on the Order Summary lightning record page to hide the component for the service team's Profile

Answer: A

Explanation:

Explanation

The best way for the administrator to meet these requirements is to create a copy of the Order Summary lightning record page for the service team and remove the Process Exceptions component. Activate the lightning record page by profile for all Service team profiles. 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. The Process Exceptions component is a standard component that displays process exceptions related to an order on its record page. The administrator can use the Lightning App Builder to create a copy of the Order Summary lightning record page for the service team and remove the Process Exceptions component from the page layout. The administrator can then activate the lightning record page by profile for all Service team profiles, so that they do not see Process Exceptions on any Order Summaries. Verified References:

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

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

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

NEW QUESTION # 13

At minimum, a custom attribute must be created on which objects for the values to automap in Order Management from B2C Commerce Cloud at the Order item level?

- A. Order Item and Order Item Summary
- B. Order, Order Summary, Change Order and Fulfillment Order
- C. Order, Order Summary, Order Item and Order Item Summary
- D. Order and Order Summary

Answer: A

Explanation:

At minimum, a custom attribute must be created on the Order Item and Order Item Summary objects for the values to automap in Order Management from B2C Commerce Cloud at the order item level. A custom attribute is a field that stores additional information about an object that is not captured by the standard fields. A custom attribute can be created on any object in Order Management, but it must have the same API name and data type as the corresponding attribute in B2C Commerce Cloud. For example, if an order item has a custom attribute called Color in B2C Commerce Cloud, then an Order Item and an Order Item Summary must also have a custom attribute called Color in Order Management for the value to automap. Reference: Order Management Objects, [Custom Attributes]

NEW QUESTION # 14

A company has an external system that stores client accounting data but they want to be able to search for this data within Salesforce. What three steps should the administrator take to implement this functionality?

- A. Create an automated import of the external data using the Job Scheduler
- B. Create an automated data capture (or the external system)
- C. Create an Indirect Lookup field to connect to the Account
- D. Create an External Data Source pointing to the external system's database
- E. Create an External Object for each table of accounting data in the external system

Answer: C,D,E

Explanation:

Three steps that the administrator should take to implement this functionality are:

Create an External Data Source pointing to the external system's database. An External Data Source is a type of metadata that defines the connection and authentication information for an external system that stores data outside of Salesforce. The administrator can create an External Data Source using the Lightning Connect OData 2.0 or 4.0 adapters, which support read-only access to data in relational databases.

Create an External Object for each table of accounting data in the external system. An External Object is a type of custom object that maps to a table in an external system. The administrator can create an External Object for each table of accounting data that they want to access from Salesforce, and define its fields and relationships accordingly.

Create an Indirect Lookup field to connect to the Account. An Indirect Lookup field is a type of custom field that links a child External Object record to a parent standard or custom object record. The administrator can create an Indirect Lookup field on the External Object that references the Account object, and specify the external column name and value that match the Account ID.

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

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

NEW QUESTION # 15

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