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Salesforce AP-219 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Advanced Topics: Troubleshooting configuration issues, diagnosing system integration problems, and resolving deployment obstacles.
Topic 2	<ul style="list-style-type: none">Data Model: Core objects (Order, Order Summary, Fulfillment Orders, Return Orders), B2C Commerce integrations, and tracing data flow including custom attributes.
Topic 3	<ul style="list-style-type: none">User Experience and Customization: Customizing Lightning UI for different user roles using declarative tools like Lightning Page Editor and Report Builder.

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Salesforce Order Management Administrator Accredited Professional Sample Questions (Q24-Q29):

NEW QUESTION # 24

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

Answer: A,B,D

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 # 25

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

- A. Modify the service team profiles to remove access to the lightning component and all associated Apex classes
- B. 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
- C. Modify the Order Summary page layout to remove visibility to the Process Exception component for Service team profiles
- D. 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.

Answer: D

NEW QUESTION # 26

A customer orders 10 products. The products must be shipped to three different locations. Two of the orders are fulfilled at the same location. How many Fulfillment Orders would be created for this order?

- A. One Fulfillment Order per Fulfillment Location, totaling 2
- B. One Fulfillment Order
- **C. One Fulfillment Order per destination, totaling 3**
- D. One Fulfillment Order per item in the order, totaling 10

Answer: C

Explanation:

The number of Fulfillment Orders that would be created for this order is one per destination, totaling 3. A Fulfillment Order is a record that represents a group of products in an order that are fulfilled together from the same location. A Fulfillment Order has a lookup relationship to the Order Summary object, and it contains information such as the fulfillment location, delivery method, status, etc. The number of Fulfillment Orders created depends on three factors: Fulfillment Location, Delivery Method and Recipient Address. These factors determine how the Order Items are grouped and allocated to Fulfillment Orders based on routing rules and inventory availability. In this case, since the products must be shipped to three different locations, three Fulfillment Orders are created for each destination. Verified Reference:https://help.salesforce.com/s/articleView?id=sf.order_management_fulfillment_order.htm&type=5

NEW QUESTION # 27

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

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

Answer: A,B

NEW QUESTION # 28

A user wants to review credit card payment data for a specific Order. Which object should the employee navigate to?

- A. Order
- B. Payment
- C. Payment Method
- **D. Order Payment Summary**

Answer: D

Explanation:

The object that the user should navigate to to review credit card payment data for a specific Order is Order Payment Summary. An Order Payment Summary is a record that represents a payment made for an order or part of an order. An Order Payment Summary has a lookup relationship to both Order Summary and Invoice objects, and it contains information such as the payment amount, method, status, etc. Verified Reference:https://help.salesforce.com/s/articleView?id=sf.order_management_order_payment_summary.htm&type=5

NEW QUESTION # 29

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