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

| Topic   | Details   |
|---------|---|
| Topic 1 | <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 2 | <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 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>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 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>  |

## Salesforce Order Management Administrator Accredited Professional Sample Questions (Q82-Q87):

### NEW QUESTION # 82

A company's Salesforce org has high-scale orders enabled. During a flash sale, a customer service representative needs to service an order but it shows as a Pending Order Summary in Salesforce.

What should the customer service representative do?

- A. Manually create the Order Summary record
- B. The customer service representative has to wait until the Order Summary is created**
- C. Import the Order from the associated Account page
- D. Use the Create Order Summary action on the Order records actions menu

### Answer: B

Explanation:

The best thing for the customer service representative to do in this situation is to wait until the Order Summary is created. An Order Summary is a record that represents the financial summary of an order that is received from an external system, such as B2C Commerce or B2B Commerce. An Order Summary is created after an order is ingested into Order Management, and it triggers various flows and processes for order fulfillment and payment processing. A Pending Order Summary is a temporary record that indicates that an order has been received but not yet processed by Order Management. A customer service representative cannot service an order until it has an Order Summary record. Verified References: <https://help.salesforce.com>

### NEW QUESTION # 83

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

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

**Answer: A**

Explanation:

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 # 84

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

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

**Answer: A**

Explanation:

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 References:[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 # 85

Order Allocation should work on Order Items in which status?

- A. Ordered
- B. Pending
- C. Awaiting Allocation
- D. created

**Answer: C**

Explanation:

Order Allocation should work on Order Items in Awaiting Allocation status. This status indicates that the Order Item has been confirmed by the customer and is ready to be allocated to a Fulfillment Order based on routing rules and inventory availability.

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

### NEW QUESTION # 86

An admin wants to deploy certain pages in Order Management to approved mobile devices. Which two steps are the recommended

approach for this?

- A. Use the mobile publisher to create an app
- B. Save the pages with the options of both Desktop and Phone applied
- C. Build a custom application on Heroku calling the APIs
- D. Install the Salesforce mobile app from Apple Store or Google Play

**Answer: B,D**

Explanation:

The recommended approach for deploying certain pages in Order Management to approved mobile devices is to install the Salesforce mobile app from Apple Store or Google Play and save the pages with the options of both Desktop and Phone applied. The Salesforce mobile app is designed for easy data access on the go. You can view Order Management record pages on the mobile app, but you can't access its console features, like screen flows. To make a page available on the mobile app, you need to save it with the options of both Desktop and Phone applied in the Lightning App Builder. Reference: Salesforce Order Management, Mobile App Theme FAQ

## NEW QUESTION # 87

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