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Salesforce Order-Management-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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.

Salesforce Order Management Administrator Accredited Professional Sample Questions (Q81-Q86):

NEW QUESTION # 81

A company's sales team wants the Total Amount field to be included in the Highlights panel at the top of the Credit Memo record page. How can the administrator meet this requirement?

- A. Edit the Credit Memo page layout to include the Total Amount field in the Highlights Panel
- B. Edit the properties of the Highlights Panel component on the Credit Memo lightning record page
- C. Modify the compact layout on the Credit Memo object
- D. Modify the sales team profile's assigned record type to include the Total Amount field in the Highlights Panel

Answer: C

Explanation:

Explanation

The best way for the administrator to meet this requirement is to modify the compact layout on the Credit Memo object. A Credit Memo is a record that represents a refund or credit issued to a customer for an order or part of an order. A Credit Memo has various fields and related lists that display information such as the credit amount, status, reason, etc. A compact layout is a type of layout that determines which fields appear in the highlights panel at the top of a record page in Lightning Experience or Salesforce mobile app. The administrator can use the Object Manager to modify the compact layout on the Credit Memo object and add the Total Amount field to the compact layout. This way, the sales team can see the Total Amount field in the highlights panel at the top of the Credit Memo record page. 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.compact_layouts_overview.htm&type=5

NEW QUESTION # 82

Which three components can be used to modify the user experience in the Order Summary detail page?

- A. Related List-Single

- B. Accordion
- C. Tabs
- D. Related List - Double

Answer: A,B,C

Explanation:

Three components that can be used to modify the user experience in the Order Summary detail page are:

Tabs. Tabs are a type of component that allow users to switch between different views or subpages on a record page. Tabs can contain other components, such as charts, reports, or custom components, that display different information or functionality related to a record. The administrator can use the Lightning App Builder to add and customize tabs on the Order Summary detail page to give users more options and flexibility.

Accordion. Accordion is a type of component that allow users to expand and collapse sections of a record page. Accordion can contain other components, such as fields, related lists, or custom components, that display different information or functionality related to a record. The administrator can use the Lightning App Builder to add and customize accordion on the Order Summary detail page to give users more control and visibility.

Related List-Single. Related List-Single is a type of component that displays a single related list for a record.

A related list is a list of records that are linked to another record by a relationship field, such as lookup or master-detail. The administrator can use the Lightning App Builder to add and customize related list-single on the Order Summary detail page to give users more access and context.

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

NEW QUESTION # 83

Which three objects are likely to get created in Order Management as an order progresses through its lifecycle?

- A. Change Order
- B. Fulfillment Order
- C. Return Order
- D. Replacement Order
- E. rmaorder

Answer: A,B,C

Explanation:

Explanation

Three objects that are likely to get created in Order Management as an order progresses through its lifecycle are:

Fulfillment Order. 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.

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.

Change Order. A Change Order is a record that represents a change request for an order or part of an order. A Change Order has a lookup relationship to the Order Summary object, and it contains information such as the change type, status, date, etc.

Verified References:

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

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_change_order.htm&type=5

NEW QUESTION # 84

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

- A. 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
- B. 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.
- C. Modify the Order Summary page layout to remove visibility to the Process Exception component for Service team profiles

- D. Modify the service team profiles to remove access to the lightning component and all associated Apex classes

Answer: B

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 # 85

Once the administrator has activated the integration between B2C Commerce and Order Management, orders being placed by customers will be sent to Order Management if the order status is set to which two values?

- A. Drafted
- **B. New**
- C. Open
- **D. Active**
- E. Created

Answer: B,D

Explanation:

Once the administrator has activated the integration between B2C Commerce and Order Management, orders being placed by customers will be sent to Order Management if the order status is set to Active or New. These are the two order statuses that indicate that an order has been created or confirmed by a customer, and that it needs to be processed by Order Management.

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

[id=sf.order_management_order_api.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_order_api.htm&type=5)

NEW QUESTION # 86

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