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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.
Topic 4	<ul style="list-style-type: none">Process Automation and Integrations: Configuring end-to-end Order Management processes and external system integrations using declarative tools and clicks-based configuration.

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Salesforce Order Management Administrator Accredited Professional Sample Questions (Q60-Q65):

NEW QUESTION # 60

Some admins are exploring the optimal Data Model for their QMS Org. What should be considered when choosing between Person Accounts vs Contacts?

- A. Person Accounts are appropriate for B2C transactions while Account-Contact model is appropriate for B2B transactions
- B. Person Accounts once enabled cannot be rolled back and makes changes to the data model
- C. Person Accounts are appropriate for B2B transactions while Account-Contact model is appropriate for B2C transactions
- D. Person Accounts once enabled can be rolled back

Answer: A

Explanation:

The correct statement about Person Accounts and Contacts is that Person Accounts are appropriate for B2C transactions while Account-Contact model is appropriate for B2B transactions. A Person Account is a type of account that represents an individual consumer, rather than a business or organization. A Person Account combines the features and fields of both the Account and Contact objects, and it does not require a Contact record to be associated with it. A Person Account is suitable for B2C transactions, where the customers are individual consumers who purchase products or services for personal use. An Account-Contact model is a type of data model that represents a business or organization as an account, and its employees or affiliates as contacts. An account can have many contacts associated with it, but a contact can only belong to one account. An Account-Contact model is suitable for B2B transactions, where the customers are businesses or organizations that purchase products or services for professional use. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.accounts_person.htm&type=5

NEW QUESTION # 61

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

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 # 62

Which objects can a Process Exception be related to?

- A. Order Summary, Fulfillment Order
- B. Order Summary, Order Details, Fulfillment Order
- C. Order Summary, Fulfillment Order, Payment Invoice
- D. Order Details, Fulfillment Order, Payment Invoice

Answer: A

NEW QUESTION # 63

What three steps are required when deploying changes via change sets?

- A. Upload the change set to the target org
- B. Deploy the change set in the target org
- C. Create the change set in the sandbox org
- D. Approve the change set in the sandbox org
- E. Add the change set to the release schedule in the target org

Answer: A,B,C

Explanation:

Three steps that are required when deploying changes via change sets are:

Create the change set in the sandbox org. This is the first step where the administrator selects the metadata components that they want to deploy and adds them to a change set in the source org, which is usually a sandbox org.

Upload the change set to the target org. This is the second step where the administrator sends the change set from the source org to the destination org, which is usually a production org or another sandbox org. The administrator needs to have a deployment connection with the target org and permission to upload change sets.

Deploy the change set in the target org. This is the final step where the administrator validates and deploys the change set in the destination org. The administrator needs to have permission to deploy change sets and resolve any deployment errors or warnings.

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

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

NEW QUESTION # 64

A customer wants to change the layout of the out of the box Order Summary Lightning Record Page to three columns instead of two. How can an administrator satisfy this requirement?

- A. Edit the Lightning Record Page and change the Template to Three Regions
- B. Create a new Lightning Record Page and select the ThreeRegions template
- C. Add another column component to the existing Lightning Record Page
- D. Change the page layout template to Three Regions in the layout editor

Answer: A

Explanation:

The best way for the administrator to satisfy this requirement is to edit the Lightning Record Page and change the Template to Three Regions. A Lightning Record Page is a type of page that displays details and related information about a specific record in Lightning Experience or Salesforce mobile app. A Lightning Record Page can be customized using the Lightning App Builder, which is a tool that allows administrators to drag and drop components onto a page layout. A Template is a predefined layout that determines how components are arranged on a page. A Three Regions template is a type of template that divides the page into three columns or regions. The administrator can edit the Lightning Record Page for the Order Summary object, and change the Template to Three Regions in the Lightning App Builder. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_customize_lex_pages.htm&type=5

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

NEW QUESTION # 65

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