

Top New Order-Management-Administrator Test Prep | High-quality Valid Order-Management-Administrator Exam Experience: Salesforce Order Management Administrator Accredited Professional

MANAGEMENT 101: LEADERSHIP, MOTIVATION & ORGANIZATIONAL BEHAVIOR

ULTIMATE EXAM STUDY GUIDE & REVIEW NOTES

PROFESSOR'S FOREWORD: Management is the art of getting things done through others. It is not common sense; it is a science with defined functions and theories. On this exam, do not confuse "Leading" with "Managing." Do not confuse **Herzberg's Hygiene Factors** (which prevent dissatisfaction) with **Motivators** (which create satisfaction). You must be able to apply **Maslow's Hierarchy** to a workplace scenario and distinguish between **Efficiency** and **Effectiveness**.

PART 1: THE FOUR FUNCTIONS OF MANAGEMENT (POLC)

Managers, regardless of their level or industry, perform four fundamental functions. This is known as the **POLC Model**.

1. Planning (Setting the Direction)

- **Definition:** Defining goals, establishing strategy, and developing plans to coordinate activities.
- **Key Output:** Vision statements, Mission statements, and Strategic Plans.
- **Question Asked:** "Where are we going and how do we get there?"

2. Organizing (Structuring)

- **Definition:** Determining what needs to be done, how it will be done, and who is to do it. It involves assigning tasks, grouping tasks into departments, and allocating resources.
- **Key Output:** Organizational Charts and Job Descriptions.
- **Question Asked:** "Who does what?"

3. Leading (Motivating)

- **Definition:** Directing and motivating all involved parties and resolving conflicts. It involves influence and communication.
- **Key Output:** High employee morale, teamwork, and conflict resolution.
- **Question Asked:** "How do we inspire people to work hard?"

4. Controlling (Monitoring)

- **Definition:** Monitoring activities to ensure they are being accomplished as planned and correcting any significant deviations.
- **The Cycle:** Set Standards -> Measure Performance -> Compare to Standards -> Corrective Action.

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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"> • 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.
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"> • 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.

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Salesforce Order Management Administrator Accredited Professional Sample Questions (Q37-Q42):

NEW QUESTION # 37

A developer needs to create a scheduled job in an external system to move Order data into a Salesforce org every 24 hours. In which two ways can this off-platform job be established without additional third-party tools?

- A. Set up an SFTP server as a waystation. drop the files there using the off-platform job and schedule a job in-platform to process the file
- B. Create a job in the org (on-platform) to drop a file of existing data. Use the off-platform machine to generate a file and identify the details between the two. Push the changes to the org's "Import" directory
- C. Authorize a machine against the Salesforce org's APIs with appropriate security measures and create a script to call the APIs
- D. Install a minimal set of dev tools on a machine such as the Command Line Interface (CLI) and create appropriate scripts to import files containing the data

Answer: C,D

Explanation:

Two ways that this off-platform job can be established without additional third-party tools are:

Install a minimal set of dev tools on a machine such as the Command Line Interface (CLI) and create appropriate scripts to import files containing the data. The CLI is a tool that allows developers to interact with Salesforce from the command line. The developer can use the CLI to create scripts that use commands such as `force:data:bulk:upsert` or `force:data:tree:import` to import data from CSV or JSON files into Salesforce.

Authorize a machine against the Salesforce org's APIs with appropriate security measures and create a script to call the APIs. The APIs are interfaces that allow developers to access data and functionality in Salesforce from external systems. The developer can use the APIs, such as REST API or Bulk API, to create a script that authenticates with Salesforce using OAuth 2.0 or JWT, and then performs operations such as insert, update, or delete on Order data.

Verified Reference: https://developer.salesforce.com/docs/atlas.en-us.sfdx_cli_reference.meta/sfdx_cli_reference/cli_reference_force_data.htm

https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/intro_what_is_rest_api.htm

https://developer.salesforce.com/docs/atlas.en-us.api_asynch.meta/api_asynch/asynch_api_intro.htm

NEW QUESTION # 38

What type of relationship exists between FulfillmentOrder and Location?

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

Answer: B

Explanation:

The type of relationship that exists between FulfillmentOrder and Location is Many-to-One Lookup (Location) FulfilledFrom Location Id. A Lookupfield 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 References: 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 # 39

An admin is working with Order Management licensed as standalone (B2C Commerce is not in the scenario).

The admin submits a JSON payload using Workbench and Workbench indicates the operation was successful. The second time the same payload is submitted the operation fails. What are two likely causes?

- **A. The Order Reference Number must be updated**
- B. The stock levels in the org are depleted from the first order
- **C. The payment data must be updated**
- D. Stock Keeping Unit values must be updated

Answer: A,C

Explanation:

Two likely causes that could make the second submission of the same JSON payload fail are:

The payment data must be updated. The payment data in the JSON payload contains information such as the payment method, amount, and authorization code. If the same payment data is used for the second order, it may cause a duplicate payment error or an invalid authorization error.

The Order Reference Number must be updated. The Order Reference Number is a unique identifier for each order that is generated by the external system and sent in the JSON payload. If the same Order Reference Number is used for the second order, it may cause a duplicate order error or an invalid order error.

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

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

NEW QUESTION # 40

What can an administrator use to control what inventory is exposed on specific selling channels?

- A. Selling Channel Status
- **B. Product Eligibility Flag**
- C. Product Filter Status
- D. Selling Channel Flag

Answer: B

Explanation:

The Product Eligibility Flag is a custom field on the Product object that indicates whether a product is eligible for a specific selling channel. An administrator can use this field to control what inventory is exposed on different channels, such as web, mobile, or store. For example, if a product has the Product Eligibility Flag set to Web Only, it will not be available for other channels. References: Order Management Objects, [Product Eligibility Flag]

NEW QUESTION # 41

What are two ways an administrator can export data from order Management?
(Choose 2)

- A. User the developer console
- **B. Use data loader**
- C. Find an application on AppExchange
- D. Write APEX classes to query the daase and write to a file
- **E. Use workbench to access the daase**

Answer: B,E

NEW QUESTION # 42

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