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Salesforce AP-219 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"> Advanced Topics: Troubleshooting configuration issues, diagnosing system integration problems, and resolving deployment obstacles.
Topic 3	<ul style="list-style-type: none"> Deployment and Debugging: Deployment options, lifecycle management, building processes with pre-configured data, and understanding supporting objects and system runtime.
Topic 4	<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.

Salesforce Order Management Administrator Accredited Professional Sample Questions (Q38-Q43):

NEW QUESTION # 38

An admin is observing a flow and needs to watch all of the variables changing as the process executes, but nothing like this is being displayed. What did the developer forget to enable?

- A. Show the details of what's executed and render flow in Lightning Experience
- B. Show the details of what's executed and render flow in Lightning Runtime**
- C. Show execution details inline
- D. Show execution details

Answer: B

NEW QUESTION # 39

How can an administrator quickly examine the relationships between several objects?

- A. Generate an Entity Relationship Diagram by going to Data in Setup
- B. Goto SchemaBuilder and check the boxes next to the objectnames**
- C. File a support case asking for a data relationship diagram
- D. Download it from the Partner Community

Answer: B

Explanation:

The best way for an administrator to quickly examine the relationships between several objects is to go to Schema Builder and check the boxes next to the object names. Schema Builder is a tool that allows administrators to view and modify the data model of their org in a graphical interface. Schema Builder shows the objects and fields in the org, as well as the relationships between them. The administrator can use Schema Builder to select the objects that they want to examine, and see how they are connected to each other. Verified Reference:https://help.salesforce.com/s/articleView?id=sf.schema_builder.htm&type=5

NEW QUESTION # 40

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

Answer: D

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 Reference: 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 # 41

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

Answer: D

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

NEW QUESTION # 42

An admin is analyzing project requirements and notes that there are requirements to support both high volume and multiple locations. What is the recommended approach for this scenario?

- A. **Download the Single Location High Volume sample flow and the Multiple Locations sample flow from the Partner Community and make a blend between the two considering trade-offs**
- B. Download the Multiple Locations sample flow from the Partner Community and have developers add Apex code to enhance performance
- C. Download the Single Location High Volume sample flow from the Partner Community and modify all the flows to loop through locations
- D. Download the Single Location High Volume sample flow from the Partner Community and have the developers add Apex code to enhance performance

Answer: A

Explanation:

The Single Location High Volume sample flow and the Multiple Locations sample flow are two examples of how to implement order fulfillment with Order Management. The Single Location High Volume sample flow is optimized for performance and scalability, but it only supports one fulfillment location per order. The Multiple Locations sample flow supports multiple fulfillment locations per order, but it has lower performance and scalability. To support both high volume and multiple locations, an admin can download both sample flows from the Partner Community and make a blend between them, considering trade-offs such as complexity, maintainability, and customizability. Reference: Order Fulfillment Flows, Partner Community

NEW QUESTION # 43

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