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Salesforce Order-Management-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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.

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Salesforce Order Management Administrator Accredited Professional

Sample Questions (Q58-Q63):

NEW QUESTION # 58

Where should a service agent go first to view process exceptions related to a specific Order?

- A. Change order Record -Related Tab
- **B. Order Record - Process Exception Details Tab**
- C. Order Record - Details Tab
- D. Order Summary Record - Related Tab

Answer: B

Explanation:

Explanation

The best place for a service agent to go first to view process exceptions related to a specific Order is the Order Record - Process Exception Details Tab. This tab shows a list of process exceptions that occurred during the order lifecycle, such as errors in payment authorization, inventory allocation, fulfillment location assignment, etc. The service agent can use this tab to identify and resolve the issues that affect the order processing.

Verified

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

NEW QUESTION # 59

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

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

Answer: D

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 # 60

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

Answer: A

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 # 61

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

NEW QUESTION # 62

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

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

Answer: C

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

NEW QUESTION # 63

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