

# Desktop-Based Salesforce Order-Management-Administrator Practice Test



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## Salesforce Order-Management-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 4	<ul style="list-style-type: none"> <li>• <b>Order Management Basics:</b> 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.</li> </ul>
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### Salesforce Order Management Administrator Accredited Professional Sample Questions (Q66-Q71):

#### NEW QUESTION # 66

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:

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 References:[https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_order\\_summary.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_order_summary.htm&type=5)

#### NEW QUESTION # 67

A user wants to review credit card payment data for a specific Order. Which object should the employee navigate to?

- A. Payment
- **B. Order Payment Summary**
- C. Payment Method
- D. Order

**Answer: B**

Explanation:

Explanation

The object that the user should navigate to to review credit card payment data for a specific Order is Order Payment Summary. An

Order Payment Summary is a record that represents a payment made for an order or part of an order. An Order Payment Summary has a lookup relationship to both Order Summary and Invoice objects, and it contains information such as the payment amount, method, status, etc. Verified References: [https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_order\\_payment\\_summary.htm&t](https://help.salesforce.com/s/articleView?id=sf.order_management_order_payment_summary.htm&t)

#### NEW QUESTION # 68

Which option is available for an admin to use as middleware to import data to, or export data from Order Management?

- A. Find an application on AppExchange
- B. Use the Developer console
- C. Use Data Loader
- D. Write Apex classes to query the database and write to a file
- E. Use Workbench to access the database

**Answer: C**

Explanation:

Explanation

Use Data Loader. Data Loader is a client application that allows administrators to bulk import or export data from Salesforce using CSV files. The administrator can use Data Loader to import data into Order Management objects, such as Order Summary, Order Item Summary, Fulfillment Order, etc., or export data from these objects for backup or analysis purposes.

Verified References: <https://appexchange.salesforce.com/>

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

#### NEW QUESTION # 69

An Order contains products that will need to be shipped to multiple addresses. How does this affect fulfillment?

- A. Multiple Invoices will be created
- B. Multiple Order Payment Summaries will be created
- C. Multiple Order Delivery Group Summaries will be created
- D. Multiple Fulfillment Orders will be created

**Answer: D**

Explanation:

When an order contains products that will need to be shipped to multiple addresses, multiple fulfillment orders will be created. A fulfillment order is a record that represents a part of an order that is fulfilled by a specific location and shipped to a specific address. A fulfillment order can have one or more fulfillment order lines, which are the products that are included in the fulfillment order. An order can have one or more fulfillment orders, depending on how many locations and addresses are involved in the order fulfillment. Reference: Order Management Objects, Order Fulfillment Flows

#### NEW QUESTION # 70

Based on some changes in Universal Containers' Commerce engine, new Orders are expected to have two additional attributes at the header level. In Order Management, which other Object besides Order also needs to be extended?

- A. Change Order
- B. Delivery Groups
- C. Order Summary
- D. Payment Summary

**Answer: C**

Explanation:

Based on some changes in Universal Containers' Commerce engine, new Orders are expected to have two additional attributes at the header level. In Order Management, besides Order, the other object that also needs to be extended is Order Summary. An Order Summary is a record that stores information about an order, such as the total amount, the number of items, and the fulfillment status. An Order Summary is created by a process called Create Order Summary Process, which runs whenever an order is created or updated. The process calls a flow called Create OrderSummary Flow, which calculates the order summary fields and creates or

updates the order summary record. To extend an object in Order Management, an administrator can create custom attributes on that object that match the API name and data type of the corresponding attributes in B2C Commerce. References: Order Management Objects

### NEW QUESTION # 71

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