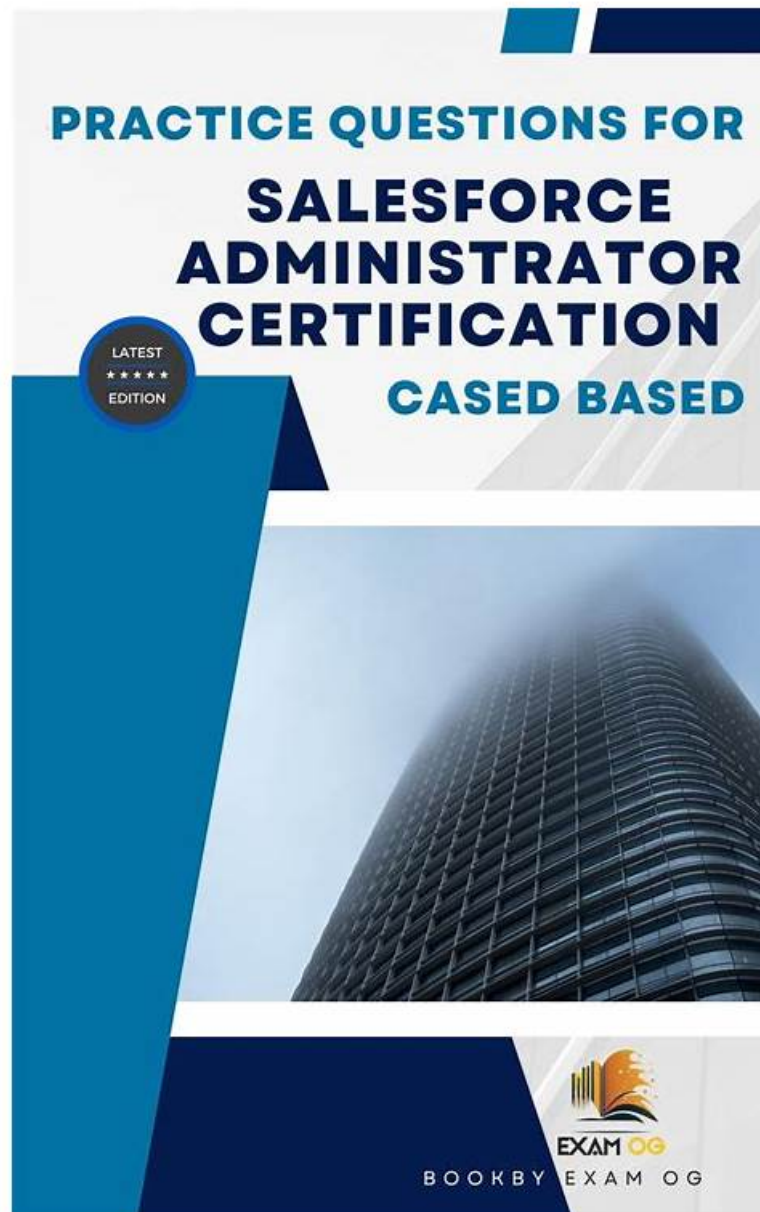


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Salesforce AP-219 Exam Syllabus Topics:

Topic	Details
Topic 1	• Order Management Basics: Foundation of Order Management within Salesforce ecosystem, platform architecture, integration capabilities with third-party systems, and native Salesforce functionality.
Topic 2	• Advanced Topics: Troubleshooting configuration issues, diagnosing system integration problems, and resolving deployment obstacles.
Topic 3	• Data Model: Core objects (Order, Order Summary, Fulfillment Orders, Return Orders), B2C Commerce integrations, and tracing data flow including custom attributes.

Salesforce Order Management Administrator Accredited Professional Sample Questions (Q11-Q16):

NEW QUESTION # 11

What are two reasons for using Flows instead of Apex code?

- A. Flows can be modified and created without a developer
- B. Flows provide a visual debug process
- C. Flows can be triggered by undelete events
- D. Flows have better performance options for large batches of records

Answer: A,B

Explanation:

Two reasons for using Flows instead of Apex code are:

Flows can be modified and created without a developer. Flows are declarative tools that allow administrators to build complex business logic using clicks instead of code. Flows do not require any programming skills or knowledge, and they can be easily modified and maintained by administrators.

Flows provide a visual debug process. Flows have a built-in debugger that allows administrators to test and troubleshoot their flows in a graphical interface. The debugger shows the flow execution path, the values of variables and sObject fields, and any errors or warnings that occur in the flow.

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

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

NEW QUESTION # 12

Order Allocation should work on Order Items in which status?

- A. created
- B. Awaiting Allocation
- C. Pending
- D. Ordered

Answer: B

Explanation:

Order Allocation should work on Order Items in Awaiting Allocation status. This status indicates that the Order Item has been confirmed by the customer and is ready to be allocated to a Fulfillment Order based on routing rules and inventory availability.

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

NEW QUESTION # 13

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 Reference: 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 # 14

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

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

Answer: A

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. Reference: Order Management Objects, [Product Eligibility Flag]

NEW QUESTION # 15

Where can an administrator find the Billing Customer Name as it relates to an Order Summary?

- A. Order Summary Lookup (Payment) Billing Name
- B. Order Summary Lookup (Account) BillToAccountId
- C. Order Summary Lookup (Account) Contact.BillToAccountId
- **D. Order Summary Lookup (Contact) BillToContactId**

Answer: D

NEW QUESTION # 16

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