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Salesforce AP-219 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none">• Process Automation and Integrations:
Topic 3	<ul style="list-style-type: none">• Configuring end-to-end Order Management processes and external system integrations using declarative tools and clicks-based configuration.
Topic 4	<ul style="list-style-type: none">• Advanced Topics: Troubleshooting configuration issues, diagnosing system integration problems, and resolving deployment obstacles.

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Salesforce Order Management Administrator Accredited Professional Sample Questions (Q112-Q117):

NEW QUESTION # 112

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 once enabled can be rolled back
- **B. Person Accounts are appropriate for B2C transactions while Account-Contact model is appropriate for B2B transactions**
- C. Person Accounts are appropriate for B2B transactions while Account-Contact model is appropriate for B2C transactions
- D. Person Accounts once enabled cannot be rolled back and makes changes to the data model

Answer: B

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

NEW QUESTION # 113

Which three components can be used to modify the user experience in the Order Summary detail page?

- **A. Accordion**
- **B. Related List-Single**
- C. Related List - Double
- **D. Tabs**

Answer: A,B,D

Explanation:

Three components that can be used to modify the user experience in the Order Summary detail page are:

Tabs. Tabs are a type of component that allow users to switch between different views or subpages on a record page. Tabs can contain other components, such as charts, reports, or custom components, that display different information or functionality related to a record. The administrator can use the Lightning App Builder to add and customize tabs on the Order Summary detail page to give users more options and flexibility.

Accordion. Accordion is a type of component that allow users to expand and collapse sections of a record page. Accordion can contain other components, such as fields, related lists, or custom components, that display different information or functionality related to a record. The administrator can use the Lightning App Builder to add and customize accordion on the Order Summary detail page to give users more control and visibility.

Related List-Single. Related List-Single is a type of component that displays a single related list for a record. A related list is a list of records that are linked to another record by a relationship field, such as lookup or master-detail. The administrator can use the Lightning App Builder to add and customize related list-single on the Order Summary detail page to give users more access and context.

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

NEW QUESTION # 114

An administrator wants to collect additional information from the customer when they cancel items on an Order Summary. How can the administrator modify the user interface to collect this information?

- A. Create a workflow rule that fires when an Order Summary is edited with field update actions for each of the questions that needs to be answered
- B. Modify the Return Item Flow to collect the additional information
- **C. Copy the Cancel Item Flow and add a screen component with the new questions**
- D. Create a lightning web component with the additional questions and add it to the Order Summary lightning record page

Answer: C

NEW QUESTION # 115

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 Workbench to access the database
- C. Write Apex classes to query the database and write to a file
- **D. Use Data Loader**
- E. Use the Developer console

Answer: D

Explanation:

Use Data Loader. Data Loader is a client application that allows administrators to bulkimport 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 Reference: <https://appexchange.salesforce.com/> https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5

NEW QUESTION # 116

When a new PaymentSummary is created, an email should be sent to the owner of the associated account and an approval after review should be required. What three steps should the administrator do to implement this functionality?

- **A. Create an approval process on the Payment Summary object**
- B. Create a flow to send an email to the owner of the associated account when a payment summary is created
- **C. Create an email alert action**
- **D. Create an email template**
- E. Create a trigger flow when the payment summary is created with an email flow node

Answer: A,C,D

Explanation:

Three steps that the administrator should do to implement this functionality are:

Create an email template. An email template is a reusable message that contains merge fields that are populated with data from records when the email is sent. The administrator can create an email template for the Payment Summary object that includes information such as the payment amount, date, status, etc.

Create an email alert action. An email alert action is a type of action that sends an email to one or more recipients when a flow executes. The administrator can create an email alert action that uses the email template created in the previous step and sends it to the owner of the associated account when a new Payment Summary is created.

Create an approval process on the Payment Summary object. An approval process is a way to automate the approval of records based on certain criteria and actions. The administrator can create an approval process on the Payment Summary object that requires an approval after review from a designated approver.

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

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

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

NEW QUESTION # 117

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