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Salesforce Order-Management-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Deployment and Debugging: In this area, aspiring order management administrator consultant demonstrates a deep understanding of deployment options, life cycles, and the configuration of supporting objects. This includes creating processes from scratch, leveraging pre-set data, and validating results in runtime scenarios.
Topic 2	<ul style="list-style-type: none">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.
Topic 3	<ul style="list-style-type: none">Process Automation and Integrations: This section helps the Salesforce Order Management Administrator Consultant demonstrate the capability to deliver business value by integrating Order Management with external systems using clicks rather than code. Mastery of navigation within Order Management processes, connecting nodes, and integrating systems efficiently ensures understanding of how to implement effective solutions.
Topic 4	<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 (Q71-Q76):

NEW QUESTION # 71

A company sells its products in kits. The company wants the kits to remain grouped together during returns in Order Management so that all parts of the kit are accounted for.

What should the administrator recommend?

- A. Pass the data as is. Order Management will handle the kit.
- B. Add a custom attribute to the order header only
- C. Track the individual kit items using custom attributes
- D. Add a suffix to the Stock Keeping Unit of the Product which represents Kit status

Answer: C

Explanation:

The best way for the administrator to recommend tracking the kits so that they remain grouped together during returns in Order Management is to use custom attributes. Custom attributes are fields that can be added to objects to store additional information that is not available in standard fields. The administrator can create custom attributes for the Order Item Summary object to indicate whether an item is part of a kit, and what are the other items in the kit. This way, the kits can be easily identified and handled during returns. Verified Reference:

<https://documentation.b2c.commercecloud.salesforce.com/DOC2/topic/com.demandware.dochelp/OrderManagement/Administration/AdminAttrMgrCustomAttributes.html>

NEW QUESTION # 72

In which two ways can order management license be assigned? (choose 2)

- A. By permission set
- B. By user
- C. By profile
- D. By role

Answer: A,B

NEW QUESTION # 73

Which two objects are found within Order Management?

- A. Fulfillment Order
- B. Payment Summary
- C. Receipt
- D. Cart
- E. Packing Manifest

Answer: A,B

Explanation:

Explanation:

Two objects that are found within Order Management are:

Fulfillment Order. A Fulfillment Order is a record that represents a group of products in an order that are fulfilled together from the same location. A Fulfillment Order has a lookup relationship to the Order Summary object, and it contains information such as the fulfillment location, delivery method, status, etc.

Payment Summary. A Payment Summary is a record that represents a payment made for an order or part of an order. A 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_fulfillment_order.htm&type=5

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

NEW QUESTION # 74

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

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

Answer: A

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

When are Fulfillment Orders created by default?

- Answer: A**

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