

Web-Based Salesforce Order-Management-Administrator Practice Test - Compatible with All Major



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Salesforce Order-Management-Administrator Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <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. |
| Topic 2 | <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 3 | <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 4 | <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. |

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Salesforce Order Management Administrator Accredited Professional Sample Questions (Q51-Q56):

NEW QUESTION # 51

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

Answer: A

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

NEW QUESTION # 52

A customer orders two shirts and one jacket in B2C Commerce. The Order is ingested into Order Management. However, the customer decides to cancel the order prior to fulfillment. What object is created and linked to the Order Summary?

- A. Suspend Order
- B. Return Order
- C. Change Order
- **D. Cancel Order**

Answer: D

Explanation:

The object that is created and linked to the Order Summary when a customer cancels an order prior to fulfillment is Cancel Order. A Cancel Order is a record that represents a cancellation request for an order or part of an order. A Cancel Order has a lookup relationship to both Order Summary and Change Order objects, and it contains information such as the cancellation reason, status, date, etc. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.order_management_cancel_order.htm&type=5

NEW QUESTION # 53

Universal Containers (UC) is evaluating Salesforce Order Management for managing its overarching process because their current system is written mostly in Apex code and has proved difficult to modify, deploy and debug. What are three advantages of using Flow Builder vs writing Apex code to manage the main flow of Order data?

- A. It allows for non-coding members of staff to contribute suggestions for optimizations and better overall customer

experience

- B. Because it is visual it is also self-documenting as changes are made
- C. The admin can easily debug specific business cases visually.
- D. It will notify the admin before a third party integration's data interface has changed
- E. The admin can attach a debugger to live customer sessions

Answer: B,C,E

Explanation:

Explanation

Three advantages of using Flow Builder vs writing Apex code to manage the main flow of Order data are:

The admin can attach a debugger to live customer sessions. This allows the admin to monitor and troubleshoot the flow execution in real time, without affecting the customer experience or data integrity.

The admin can easily debug specific business cases visually. This allows the admin to test the flow with different input values and see how the flow behaves in a graphical interface, without writing any code.

Because it is visual it is also self-documenting as changes are made. This allows the admin to easily understand and maintain the flow logic, as well as track the changes and versions of the flow.

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

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

NEW QUESTION # 54

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

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

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

NEW QUESTION # 55

What two tools can an administrator use to debug an issue with an Apex trigger?

- A. Debug Logs in Setup
- B. Error Logs in the Developer Console
- C. Log Inspector in the Developer Console
- D. Apex Logs in Setup

Answer: A,C

Explanation:

The administrator can use two tools to debug an issue with an Apex trigger: Log Inspector in the Developer Console and Debug Logs in Setup. The Log Inspector is a tool that displays a graphical representation of a debug log, which is a record of database operations, system processes, and errors that occur when executing a transaction or running unit tests. The Log Inspector helps you analyze and troubleshoot your code by highlighting errors, checkpoints, and execution times. The Debug Logs page in Setup lets you monitor and retain debug logs for users, Apex classes, Apex triggers, and Lightning components. You can view, download, or delete debug logs from this page.

NEW QUESTION # 56

