ORDER-MANAGEMENT-ADMINISTRATOR Q&As

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QUESTION 1

Which three steps should an administrator take to set up a mock payment gateway in a new org?

A. Create a Payment Gateway

B. Create a Named Credential

C. Create a Payment Provider

D. Create a CORS (Cross-Origin Resource Sharing) entry

E. Create a Trusted Site Entry

Correct Answer: ABC

To set up a mock payment gateway in a new org, an administrator should take the following steps:

Create a Payment Provider: This is a custom metadata type that defines the configuration and behavior of a payment gateway. A payment provider specifies the name, type, class, and endpoint of the payment gateway. Create a Named

Credential: This is a Salesforce feature that securely stores authentication information for connecting to external services. A named credential specifies the URL, identity type, authentication protocol, and certificate of the payment gateway.

Create a Payment Gateway: This is a custom object that represents an instance of a payment provider. A payment gateway references a payment provider and a named credential, and defines additional settings such as currency, mode, and

timeout. References: Salesforce Payments and Order Management, [Named Credentials]

QUESTION 2

Users are reporting slow load times for Lightning Record Pages. How can an administrator analyze the performance?

A. Use the Analyze function in the Lightning Record Page editor

B. Run a performance analysis using the Developer Console

C. Use the Page Layout Analysis tool in Setup

D. Use Chrome DevTools

Correct Answer: A

The Analyze function in the Lightning Record Page editor helps an administrator analyze the performance of a Lightning Record Page. It provides recommendations on how to improve the page load time, such as removing unused components, reducing the number of fields, or using conditional visibility rules.

QUESTION 3

An administrator has created a flow but during testing they encounter an unhandled fault error. Which three can the administrator do to get more details for debugging?

A. Create a fault connector

B. Add a Display Text component which includes {! SFlow.FaultMessage}

C. Add an error node

D. Add a screen node

E. Create an error connector

Correct Answer: ABE

Three things that the administrator can do to get more details for debugging when encountering an unhandled fault error are:

Create a fault connector. A fault connector is a special type of connector that handles errors that occur in a flow element, such as an assignment, a loop, or an action. A fault connector can route the flow to another element or end the flow with

an error message.

Add a Display Text component which includes {! SFlow.FaultMessage}. A Display Text component is a screen component that displays text on a screen element in a flow. The {! SFlow.FaultMessage} is a system variable that contains

information about the error that occurred in the flow, such as the element name, error type, and error message.

Create an error connector. An error connector is a special type of connector that handles errors that occur in a screen element, such as invalid user input or required fields being left blank. An error connector can route the flow to another

screen element or end the flow with an error message.

https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_connector_fault.htmandtyp e=5

https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_component_disp lay_text.htmandtype=5

https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_connector_error.htmandty pe=5

QUESTION 4

A customer applied a 10% off discount when placing an order. What object is created when the discount is applied to the order?

A. Order Discount

B. Order Payment Summary

C. Order Adjustment Group Summary D. Credit Memo

Correct Answer: C

When a customer applies a discount when placing an order, an order adjustment group summary is created. An order adjustment group summary is a record that represents a modification to the order amount, such as a discount, a surcharge, or a tax. An order adjustment group summary can have one or more order adjustments, which are the individual modifications that are applied to the order or the order items. An order can have one or more order adjustment group summaries, depending on how many types of modifications are applied to the order. References: Order Management Objects, [Order Adjustments]

QUESTION 5

A customer orders a product through B2C Commerce but changes the quantity ordered after the Order Summary record is created in Order Management. Later, the customer returns one of the products. Which objects will be created in Order Management?

A. A Change Order object and Cancel Order Object

B. The Order Summary object and Change Order object

C. A Return Order object and Change Order object

D. A Cancel Order object and Return Order object

Correct Answer: C

The objects that will be created in Order Management when a customer orders a product through B2C Commerce but changes the quantity ordered after the Order Summary record is created in Order Management, and then returns one of the products are: A Return Order object. 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. A Change Order object. A Change Order is a record that represents a change request for an order or part of an order. A Change Order has a lookup relationship to the Order Summary object, and it contains information such as the change

type, status, date, etc. Verified References:
https://help.salesforce.com/s/articleView?id=sf.order_management_return_order.htmandtype =5
https://help.salesforce.com/s/articleView?id=sf.order_management_change_order.htmandtyp e=5

QUESTION 6

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

Correct Answer: A

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. https://help.salesforce.com/s/articleView?id=sf.order_management_order_summary.htmandt ype=5

QUESTION 7

Which object is used to create an invoice?

A. Fulfillment Order

B. Order Summary

C. Shipment

D. Order

Correct Answer: B

The Order Summary object is used to create an invoice. An invoice is a document that requests payment from a customer for an order. An invoice can include one or more fulfillment orders and one or more credit memos. A fulfillment order is a record that represents a part of an order that is fulfilled by a specific location. A credit memo is a record that represents a partial or full refund for an order or a fulfillment order. To create an invoice, an administrator can use the Create Invoice Apex action in a flow. The Create Invoice Apex action requires the Order Summary ID as an input parameter and creates an Invoice record associated with the Order Summary record. References: Order Management Objects, [Create Invoice Apex Action]

QUESTION 8

Once the administrator has activated the integration between B2C Commerce and Order Management, orders being placed by customers will be sent to Order Management if the order status is set to which two values?

A. Created

B. Active

C. Drafted

D. New

E. Open

Correct Answer: BD

Once the administrator has activated the integration between B2C Commerce and Order Management, orders being placed by customers will be sent to Order Management if the order status is set to Active or New. These are the two order statuses that indicate that an order has been created or confirmed by a customer, and that it needs to be processed by Order Management.
https://help.salesforce.com/s/articleView?id=sf.order_management_order_api.htmandtype=5

QUESTION 9

An admin is analyzing project requirements and notes that there are requirements to support both high volume and multiple locations. What is the recommended approach for this scenario?

A. Download the Single Location High Volume sample flow from the Partner Community and modify all the flows to loop through locations

B. Download the Multiple Locations sample flow from the Partner Community and have developers add Apex code to enhance performance

C. Download the Single Location High Volume sample flow and the Multiple Locations sample flow from the Partner Community and make a blend ?between the two considering trade-offs

D. Download the Single Location High Volume sample flow from the Partner Community and have the developers add Apex code to enhance performance

Correct Answer: C

The Single Location High Volume sample flow and the Multiple Locations sample flow are two examples of how to implement order fulfillment with Order Management. The Single Location High Volume sample flow is optimized for performance and scalability, but it only supports one fulfillment location per order. The Multiple Locations sample flow supports multiple fulfillment locations per order, but it has lower performance and scalability. To support both high volume and multiple locations, an admin can download both sample flows from the Partner Community and make a blend between them, considering trade-offs such as complexity, maintainability, and customizability. References: Order Fulfillment Flows, Partner Community

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QUESTION 10

Where should a service agent go first to view process exceptions related to a specific Order?

A. Order Record - Process Exception Details Tab

B. Change order Record - Related Tab

C. Order Record - Details Tab

D. Order Summary Record - Related Tab

Correct Answer: A

The best place for a service agent to go first to view process exceptions related to a specific Order is the Order Record - Process Exception Details Tab. This tab shows a list of process exceptions that occurred during the order lifecycle, such as errors in payment authorization, inventory allocation, fulfillment location assignment, etc. The service agent can use this tab to identify and resolve the issues that affect the order processing.
https://help.salesforce.com/s/articleView?id=sf.om_process_exception_details.htmandtype=5

QUESTION 11

What two steps are required to add an item to the Actions and Recommendations panel on the Order Summary record page?

A. Drag the Actions and Recommendations component on the page

B. Make a new Lightning Record Page

C. Create a New Deployment

D. Create a new sub-flow

Correct Answer: AD

Two steps that are required to add an item to the Actions and Recommendations panel on the Order Summary record page are:

Drag the Actions and Recommendations component on the page. The Actions and Recommendations component is a standard component that displays actions and recommendations based on business logic for records in Lightning Experience

or Salesforce mobile app. The administrator can use the Lightning App Builder to drag and drop the Actions and Recommendations component onto the Order Summary record page layout.

Create a new sub-flow. A sub-flow is a type of flow that can be invoked by another flow as an element. A sub-flow can contain logic and actions that are specific to a certain scenario or use case, such as order fulfillment or payment

processing. The administrator can use Flow Builder to create a new sub-flow that defines the actions and recommendations for Order Summaries, and then add it to the Actions and Recommendations component on the record page.

https://help.salesforce.com/s/articleView?id=sf.om_actions_recommendations.htmandtype=5
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_subflow.htmandtype=5

QUESTION 12

An administrator is tasked to utilize a Product Price Book which is managed on an external platform. How can the administrator meet this requirement?

A. Create an External Data Source in Setup which references the external platform where the Pricebook is held

B. Go to Setup. Order settings, and select Enable Optional Price Books for Orders

C. This is not possible, all Products require a Pricebook Entry

D. Edit the Product page layout to make the Pricebook field not require

Correct Answer: A

The best way for the administrator to meet this requirement is to create an External Data Source in Setup that references the external platform where the Pricebook is held. An External Data Source is a type of metadata that defines the connection and authentication information for an external system that stores data outside of Salesforce. The administrator can create an External Data Source using the Lightning Connect OData 2.0 or 4.0 adapters, which support read-only access to data in relational databases. This way, the administrator can access the Product Price Book data from the external platform without importing it into Salesforce.
https://help.salesforce.com/s/articleView?id=sf.external_object_overview.htmandtype=5

QUESTION 13

For what use case would an administrator enable Person Accounts during Order Management setup?

A. Person Accounts are always enabled for Order Management

B. Connecting Order Management to B2C Commerce

C. Connecting to an external ERP system

D. Connecting Order Management to B2B Commerce

Correct Answer: B

An administrator would enable Person Accounts during Order Management setup for the use case of connecting Order Management to B2C Commerce. B2C Commerce is a cloud-based platform that enables businesses to create and manage online storefronts for consumers. B2C Commerce uses Person Accounts to represent individual shoppers who place orders on the storefronts. Person Accounts are a type of account that combines account and contact information into a single record. To connect Order Management to B2C Commerce, an administrator needs to enable Person Accounts in Order Management and install the B2C Commerce Integration package from AppExchange. References: B2C Commerce Integration, [Person Accounts]

QUESTION 14

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. Add a suffix to the Stock Keeping Unit of the Product which represents Kit status

B. Track the individual kit items using custom attributes

C. Add a custom attribute to the order header only

D. Pass the data as is. Order Management will handle the kit.

Correct Answer: B

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.
https://documentation.b2c.commercecloud.salesforce.com/DOC2/topic/com.demandware.d
ochelp/OrderManagement/Administration/AdminAttrMgrCustomAttributes.html

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QUESTION 15

An administrator is looking for payment information about a returned item on an Order Summary. Which object should the administrator look at?

A. Return

B. Credit Memo

C. Invoice

D. Return Order Summary

Correct Answer: B

The object that the administrator should look at to find payment information about a returned item on an Order Summary is Credit Memo. A Credit Memo is a record that represents a refund or credit issued to a customer for a returned item. A Credit Memo has a lookup relationship to both Order Summary and Return Order objects, and it contains information such as the credit amount, status, payment method, etc. https://help.salesforce.com/s/articleView?id=sf.order_management_credit_memo.htmandtype =5