



# ORDER-MANAGEMENT- ADMINISTRATOR<sup>Q&As</sup>

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### QUESTION 1

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.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.om_process_exception_details.htm&type=5)

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### QUESTION 2

A company has an external system that stores client accounting data but they want to be able to search for this data within Salesforce. What three steps should the administrator take to implement this functionality?

- A. Create an automated import of the external data using the Job Scheduler
- B. Create an automated data capture (or the external system)
- C. Create an Indirect Lookup field to connect to the Account
- D. Create an External Object for each table of accounting data in the external system
- E. Create an External Data Source pointing to the external system's database

Correct Answer: CDE

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

Create an External Data Source pointing to the external system's database. 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.

Create an External Object for each table of accounting data in the external system. An External Object is a type of custom object that maps to a table in an external system. The administrator can create an External Object for each table of

accounting data that they want to access from Salesforce, and define its fields and relationships accordingly.

Create an Indirect Lookup field to connect to the Account. An Indirect Lookup field is a type of custom field that links a child External Object record to a parent standard or custom object record. The administrator can create an Indirect



## Lookup

field on the External Object that references the Account object, and specify the external column name and value that match the Account ID.

[https://help.salesforce.com/s/articleView?id=sf.external\\_object\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.external_object_overview.htm&type=5)

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### QUESTION 3

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.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.external_object_overview.htm&type=5)

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### QUESTION 4

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.

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## QUESTION 5

An administrator is configuring delivery methods. What two types of records need to be created?

- A. Order Delivery Method
- B. Order Delivery Summary
- C. Product Summary
- D. Delivery Method
- E. Product

Correct Answer: AD

The Order Delivery Method and Delivery Method objects are used to configure delivery methods for orders. A delivery method is a way of delivering an order to a customer, such as standard shipping, express shipping, or in-store pickup. A Delivery Method record defines the name, description, type, and cost of a delivery method. An Order Delivery Method record associates an order with a delivery method and stores additional information such as the delivery address, tracking number, and status. References: Order Management Objects, [Delivery Methods]

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