



ORDER-MANAGEMENT- ADMINISTRATOR^{Q&As}

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QUESTION 1

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

QUESTION 2

A company's service team should not see Process Exceptions on any Order Summaries. How can an administrator meet these requirements?

- A. Modify the service team profiles to remove access to the lightning component and all associated Apex classes
- B. Add a filter to the Process Exception component on the Order Summary lightning record page to hide the component for the service team's Profile
- C. Create a copy of the Order Summary lightning record page for the service team and remove the Process Exceptions component. Activate the lightning record page by profile for all Service team profiles.
- D. Modify the Order Summary page layout to remove visibility to the Process Exception component for Service team profiles

Correct Answer: C

The best way for the administrator to meet these requirements is to create a copy of the Order Summary lightning record page for the service team and remove the Process Exceptions component. Activate the lightning record page by profile for all Service team profiles. A Process Exception is a record that represents an error or exception that occurred during the order lifecycle, such as payment authorization failure, inventory allocation failure, fulfillment location assignment failure, etc. A Process Exception has a lookup relationship to the Order object, and it contains information such as the exception type, status, message, etc. The Process Exceptions component is a standard component that displays process exceptions related to an order on its record page. The administrator can use the Lightning App Builder to create a copy of the Order Summary lightning record page for the service team and remove the Process Exceptions component from the page layout. The administrator can then activate the lightning record page by profile for all Service team profiles, so that they do not see Process Exceptions on any Order Summaries.

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

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



https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_assign_lex_pages.ht mandtype=5

QUESTION 3

What are two items that an administrator should consider when building out a flow for one location vs multiple locations?

- A. Having multiple locations mandates writing custom Apex code
- B. A default warehouse location should be set first in flows handling multiple locations
- C. Multiple locations will introduce nested loops which can make the canvas substantially larger
- D. Multiple locations can lead to limit exceptions

Correct Answer: CD

When building a flow for multiple locations, an administrator should consider the following challenges:

Multiple locations will introduce nested loops which can make the canvas substantially larger. For example, a flow that handles multiple fulfillment orders per order and multiple fulfillment order lines per fulfillment order will need to loop through

both levels of records. This can make the flow more complex and harder to maintain.

Multiple locations can lead to limit exceptions. For example, a flow that queries or updates a large number of records across multiple locations may hit the SOQL query limit or the DML statement limit. To avoid this, an administrator should use

bulkified actions and optimize the flow performance. References: Order Fulfillment Flows, [Flow Performance Best Practices]

QUESTION 4

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.dochelp/OrderManagement/Administration/AdminAttrMgrCustomAttributes.html>

QUESTION 5

What three steps are required when deploying changes via change sets?

- A. Deploy the change set in the target org
- B. Approve the change set in the sandbox org
- C. Upload the change set to the target org
- D. Add the change set to the release schedule in the target org
- E. Create the change set in the sandbox org

Correct Answer: ACE

Three steps that are required when deploying changes via change sets are:

Create the change set in the sandbox org. This is the first step where the administrator selects the metadata components that they want to deploy and adds them to a change set in the source org, which is usually a sandbox org. Upload the

change set to the target org. This is the second step where the administrator sends the change set from the source org to the destination org, which is usually a production org or another sandbox org. The administrator needs to have a

deployment connection with the target org and permission to upload change sets.

Deploy the change set in the target org. This is the final step where the administrator validates and deploys the change set in the destination org. The administrator needs to have permission to deploy change sets and resolve any deployment

errors or warnings.

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

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

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