



ORDER-MANAGEMENT- ADMINISTRATOR^{Q&As}

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QUESTION 1

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.htm&type=5

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

QUESTION 2

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 3

Which three components can be used to modify the user experience in the Order Summary detail page?

- A. Tabs
- B. Accordion
- C. Related List-Single
- D. Related List - Double

Correct Answer: ABC

Three components that can be used to modify the user experience in the Order Summary detail page are:

Tabs. Tabs are a type of component that allow users to switch between different views or subpages on a record page. Tabs can contain other components, such as charts, reports, or custom components, that display different information or

functionality related to a record. The administrator can use the Lightning App Builder to add and customize tabs on the Order Summary detail page to give users more options and flexibility.

Accordion. Accordion is a type of component that allow users to expand and collapse sections of a record page. Accordion can contain other components, such as fields, related lists, or custom components, that display different information or

functionality related to a record. The administrator can use the Lightning App Builder to add and customize accordion on the Order Summary detail page to give users more control and visibility.

Related List-Single. Related List-Single is a type of component that displays a single related list for a record. A related list is a list of records that are linked to another record by a relationship field, such as lookup or master-detail. The

administrator can use the Lightning App Builder to add and customize related list- single on the Order Summary detail page to give users more access and context.

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

QUESTION 4

An administrator needs to import Order Summary records containing historical data but does not want them to be actioned on by Order Management. Which feature supports this use case?

- A. Custom checkbox
- B. Unmanaged Order Checkbox
- C. Order Life Cycle Type Picklist
- D. Order Management Type Picklist

Correct Answer: B

The feature that supports this use case is the Unmanaged Order Checkbox. This is a standard field on the Order Summary object that indicates whether the order is managed by Order Management or not. If this field is checked, then



the order is not actioned on by Order Management, and it does not trigger any flows or processes. The administrator can use this field to import Order Summary records containing historical data without affecting the order lifecycle.
https://help.salesforce.com/s/articleView?id=sf.order_management_order_summary.htm&dt type=5

QUESTION 5

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]

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