



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

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### QUESTION 1

In which two ways can Order Management licenses be assigned?

- A. By Permission Set
- B. By Role
- C. By Profile
- D. By User

Correct Answer: AD

Two ways that Order Management licenses can be assigned are: By Permission Set. A Permission Set is a collection of settings and permissions that give users access to various tools and functions in Salesforce. A Permission Set can be assigned to individual users or groups of users, regardless of their profile or role. An administrator can create a Permission Set that includes the Order Management User permission, which enables users to access Order Management features and data. The administrator can then assign this Permission Set to the users who need Order Management licenses. By User. A User is a record that represents a person who can log in and access Salesforce. A User has various fields and settings that determine their access and permissions in Salesforce, such as profile, role, license type, etc. An administrator can assign an Order Management license to a user by editing the user record and selecting Order Management User from the License Type picklist. The administrator can also enable the Order Management User permission on the user record.

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[https://help.salesforce.com/s/articleView?id=sf.users\\_understanding\\_license\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_understanding_license_types.htm&type=5)

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### QUESTION 2

An Order Summary has three Fulfillment Orders and two Credit Memos associated with it. How many Invoices will be created when using the Create Invoice Apex action in a flow?

- A. 2.0
- B. 5.0
- C. 1.0
- D. 3.0

Correct Answer: C

One invoice will be created when using the Create Invoice Apex action in a flow. The Create Invoice Apex action is a custom action that creates an invoice for an order summary. 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. An order summary can have multiple fulfillment orders and credit memos associated with it, but only one invoice will be created for the entire order summary.

References: Order Management Objects, [Create Invoice Apex Action]

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### QUESTION 3

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.

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### QUESTION 4

What does a summary object represent?

- A. A dynamic view of underlying data
- B. An individual change to financial data
- C. A change to an underlying record.
- D. A discount to underlying data

Correct Answer: A



A summary object represents a dynamic view of underlying data. A summary object is a type of object that aggregates data from related records and displays it in a single record. For example, an Order Summary object represents the financial summary of an order that is received from an external system, such as B2C Commerce or B2B Commerce. An Order Summary object aggregates data from related Order Item Summary records and displays it in fields such as total amount, tax amount, discount amount, etc.

[https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_order\\_summary.htm&dt type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_order_summary.htm&dt type=5)

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### QUESTION 5

Which three options are the main types of building blocks when working in Flow Builder?

- A. Connectors
- B. Elements
- C. Async processes
- D. Data lookups
- E. Resources

Correct Answer: ABE

The main types of building blocks when working in Flow Builder are:

**Elements:** These are the components that define the logic and functionality of a flow. Elements include actions, assignments, decisions, loops, screens, subflows, and waits.

**Resources:** These are the variables, constants, formulas, collections, and record choice sets that store data in a flow. Resources can be used as inputs or outputs for elements.

**Connectors:** These are the arrows that connect elements and resources in a flow. Connectors determine the sequence and direction of the flow execution.

References: [Flow Building Blocks]

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### QUESTION 6

Which two APIs can an admin suggest so that customers can initiate order cancellations and returns from the B2C Commerce storefront and have their action carry out the cancel and return operations in Order Management?

- A. Connect APIs
- B. Bulk APIs
- C. REST APIs
- D. Streaming APIs

Correct Answer: AC

Two APIs that an admin can suggest so that customers can initiate order cancellations and returns from the B2C



Commerce storefront and have their action carry out the cancel and return operations in Order Management are:

Connect APIs. These are RESTful APIs that expose resources in Order Management, such as orders, payments, shipments, etc. They allow customers to perform CRUD (create, read, update, delete) operations on these resources from

external systems, such as B2C Commerce.

REST APIs. These are HTTP-based APIs that enable developers to access data in Order Management using standard HTTP methods, such as GET, POST, PUT, PATCH, and DELETE. They allow customers to interact with Order

Management resources using JSON or XML formats.

[https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_connect\\_api.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_connect_api.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_rest\\_api.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_rest_api.htm&type=5)

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### QUESTION 7

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

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### QUESTION 8

When can an Invoice be created?

- A. At any point before the Fulfillment Order is created, by customizing flow "Create Invoice and Ensure Funds"
- B. At any point before the Fulfillment Order is created, by customizing flow "Create invoice"
- C. At any point after the Fulfillment Order is created, by customizing flow "'Create Invoice and Ensure Funds\*"
- D. At any point after the Fulfillment Order is created, by customizing flow "Create Invoice"

Correct Answer: D

The correct time and way for creating an Invoice is at any point after the Fulfillment Order is created, by customizing



flow "Create Invoice". This flow is a core action that creates an Invoice record from a Fulfillment Order record, and updates the status of both records accordingly. The administrator can customize this flow to suit their business needs, such as adding conditions, actions, or subflows.

[https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_elements\\_om\\_actions\\_create\\_invoice.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_om_actions_create_invoice.htm&type=5)

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#### QUESTION 9

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.

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#### QUESTION 10

How can an administrator allow an org to publish a change set to another org?

- A. In the target org: Open Deployment Settings, Select the environments to allow publishing from and Move them to the Enabled list
- B. In the source org: open Deployment settings, Select the environments to publish to and Move them to the enabled list
- C. In the source org: Open Publish Settings, Select the checkbox next to the environment to publish to and Click Save
- D. In the target org: Open Deployment Settings, Click Edit next to the source org. Select Allow Inbound Changes and Click Save

Correct Answer: A

The correct way for an administrator to allow an org to publish a change set to another org is to open Deployment Settings in the target org, select the environments to allow publishing from and move them to the Enabled list. This creates a deployment connection between the source org and the target org, which allows the source org to upload change sets to the target org.

[https://help.salesforce.com/s/articleView?id=sf.changesets\\_create\\_outbound.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.changesets_create_outbound.htm&type=5)

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#### QUESTION 11



What object does the Ensure Funds Apex Flow action look for when resolving Invoice balances associated with an Order Summary?

- A. Order Payments
- B. Payments
- C. Payment Summaries
- D. Order Payment Summaries

Correct Answer: D

The object that the Ensure Funds Apex Flow action looks for when resolving Invoice balances associated with an Order Summary is Order Payment Summaries. This object represents the payments made for an order, and it has a lookup relationship to both Invoice and Order Summary objects. The Ensure Funds Apex Flow action uses this object to calculate the balance due for each Invoice and update its status accordingly.

[https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_order\\_payment\\_summary.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_order_payment_summary.htm&type=5)

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## QUESTION 12

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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[https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_elements\\_connector\\_error.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_connector_error.htm&type=5)

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### QUESTION 13

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_return_order.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_change\\_order.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_change_order.htm&type=5)

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### QUESTION 14

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]

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#### QUESTION 15

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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