

ORDER-MANAGEMENT- ADMINISTRATOR^{Q&As}

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QUESTION 1

Which object record is created when customer returns a product after fulfillment?

- A. Return Order
- B. Order Summary Adjustment
- C. Fulfillment Order
- D. Payment Order Summary

Correct Answer: A

The object record that is created when customer returns a product after fulfillment is Return Order. 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. https://help.salesforce.com/s/articleView?id=sf.order_management_return_order.htm&type=5

QUESTION 2

An administrator is encountering errors when reusing a composite API call to load test orders via the Workbench. What are three possible causes of this issue?

- A. The administrator has duplicate Product SKUs in the JSON query
- B. The number of subrequests in the JSON query exceeds the 20 subrequest limit
- C. The Administrator has logged into the wrong environment in Workbench
- D. The administrator is creating multiple objects in a single JSON query
- E. Record IDs used within the request are incorrect

Correct Answer: ABE

Three possible causes of this issue are: The administrator has duplicate Product SKUs in the JSON query. A Product SKU is a unique identifier for a product that is used to track inventory and sales. A Product SKU must be unique within an org, and it cannot be duplicated in a composite API call. If the administrator has duplicate Product SKUs in the JSON query, it will cause an error when loading test orders via the Workbench. The number of subrequests in the JSON query exceeds the 20 subrequest limit. A subrequest is a single HTTP request that is part of a composite API call. A composite API call can contain up to 20 subrequests in a single JSON body. If the administrator has more than 20 subrequests in the JSON query, it will cause an error when loading test orders via the Workbench. Record IDs used within the request are incorrect. A record ID is a unique identifier for a record that is used to reference and manipulate data in Salesforce. A record ID must be valid and exist in the org, and it must match the data type and format of the corresponding field. If the administrator has incorrect record IDs in the JSON query, such as using 15-character IDs instead of 18-character IDs, or using IDs from a different org, it will cause an error when loading test orders via the Workbench.

https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/resources_composite_composite.htm
https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/dome_composite_subject_tree_flat.htm

QUESTION 3

What type of relationship exists between FulfillmentOrder and Order Delivery Method?

- A. Lookup (Order Delivery Method)
- B. Master-Detail (Order Delivery Method)
- C. Junction (Many to Many)
- D. One-to-One Lookup (Location) FulfillmentFrom LocationId

Correct Answer: A

The type of relationship that exists between FulfillmentOrder and Order Delivery Method is Lookup (Order Delivery Method). A Lookup field is a type of custom field that creates a relationship between two objects, but does not support rollup summary fields. In this case, a FulfillmentOrder has a Lookup field named Order Delivery Method that references an Order Delivery Method record. An Order Delivery Method is a record that represents a delivery option for fulfilling orders, such as standard shipping, express shipping, in-store pickup, etc. An Order Delivery Method can have many FulfillmentOrders associated with it, but a FulfillmentOrder can only have one Order Delivery Method.

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

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

QUESTION 4

What can an administrator use to control what inventory is exposed on specific selling channels?

- A. Product Eligibility Flag
- B. Selling Channel Flag
- C. Product Filter Status
- D. Selling Channel Status

Correct Answer: A

The Product Eligibility Flag is a custom field on the Product object that indicates whether a product is eligible for a specific selling channel. An administrator can use this field to control what inventory is exposed on different channels, such as web, mobile, or store. For example, if a product has the Product Eligibility Flag set to Web Only, it will not be available for other channels. References: Order Management Objects, [Product Eligibility Flag]

QUESTION 5

Which three objects are likely to get created in Order Management as an order progresses through its lifecycle?

- A. Fulfillment Order
- B. rma order
- C. Replacement Order

D. Return Order

E. Change Order

Correct Answer: ADE

Three objects that are likely to get created in Order Management as an order progresses through its lifecycle are:

Fulfillment Order. A Fulfillment Order is a record that represents a group of products in an order that are fulfilled together from the same location. A Fulfillment Order has a lookup relationship to the Order Summary object, and it contains

information such as the fulfillment location, delivery method, status, etc. **Return Order.** 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.

Change Order. 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.

https://help.salesforce.com/s/articleView?id=sf.order_management_fulfillment_order.htm&dt ype=5

https://help.salesforce.com/s/articleView?id=sf.order_management_return_order.htm&dt ype=5

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

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