ORDER-MANAGEMENT-ADMINISTRATOR^{Q&As}

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QUESTION 1

Where should a service agent go first to initiate changes related to an Order in Order Management?

A. Change Order Details

B. Order Details

C. Fulfillment Order Details

D. Order Summary Details

Correct Answer: D

A service agent should go first to the Order Summary Details page to initiate changes related to an order in Order Management. The Order Summary Details page provides a global view of the entire order lifecycle, including order capture, fulfillment, shipping, payment, invoicing, and service. From this page, a service agent can access various actions and flows to process changes such as cancellations, returns, exchanges, reshipments, refunds, and discounts. The service agent can also view related records such as Order, Fulfillment Orders, Shipments, Invoices, Credit Memos, and Change Orders. References: Order Management Console, Order Management Lifecycle

QUESTION 2

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.htmandtype =5

QUESTION 3

What type of relationship exists between FulfillmentOrder and Location?

A. One-to-One Lookup (Location) FulfilledFrom Location

B. Junction (Many to Many)

C. Many-to-One Lookup (Location) Fulfil led from Location Id

D. One-to-Many Lookup (Location) FulfilledFrom Location Id

Correct Answer: C

The type of relationship that exists between FulfillmentOrder and Location is Many-to-One Lookup (Location)
FulfilledFrom Location Id. A Lookup field is a type of custom field that creates a relationship between two objects, but
does not support rollup summary fields. A Many-to-One relationship means that many child records can be related to
one parent record, but not vice versa. In this case, a FulfillmentOrder has a Lookup field named FulfilledFrom Location
Id that references a Location record. A Location is a record that represents a physical location from which order product
items are fulfilled, such as warehouses and retail stores. A Location can have many FulfillmentOrders associated with it,
but a FulfillmentOrder can only have one Location.

https://help.salesforce.com/s/articleView?id=sf.custom_field_types.htmandtype=5
https://help.salesforce.com/s/articleView?id=sf.order_management_location.htmandtype=5

QUESTION 4

Which two objects are found within Order Management?

A. Fulfillment Order

B. Receipt

C. Cart

D. Payment Summary

E. Packing Manifest

Correct Answer: AD

Two objects that are found within Order Management 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. Payment Summary. A Payment Summary is a
record that represents a payment made for an order or part of an order. A Payment Summary has a lookup relationship
to

both Order Summary and Invoice objects, and it contains information such as the payment amount, method, status, etc.

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

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

QUESTION 5

Which practice should an admin consider when working with the Ensure Funds Async action?

A. The invoice object should be logged and cloned to a custom object before calling the action

B. The invoice object should be cloned to a custom object before calling the action

C. The invoice ID should be assigned somewhere in the flow before calling the action

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D. The Invoice ID should be logged before passing it to the Ensure Funds Async action

Correct Answer: C

The Ensure Funds Async action requires the invoice ID as an input parameter. The action checks if there are enough funds available for the invoice and updates the invoice status accordingly. The invoice ID should be assigned somewhere in the flow before calling the action, otherwise the action will fail. References: Salesforce Payments and Order Management

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