

ORDER-MANAGEMENT- ADMINISTRATOR^{Q&As}

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QUESTION 1

Universal Containers (UC) is evaluating Salesforce Order Management for managing its overarching process because their current system is written mostly in Apex code and has proved difficult to modify, deploy and debug. What are three advantages of using Flow Builder vs writing Apex code to manage the main flow of Order data?

- A. It allows for non-coding members of staff to contribute suggestions for optimizations and better overall customer experience
- B. The admin can attach a debugger to live customer sessions
- C. It will notify the admin before a third party integration's data interface has changed
- D. The admin can easily debug specific business cases visually.
- E. Because it is visual it is also self-documenting as changes are made

Correct Answer: BDE

Three advantages of using Flow Builder vs writing Apex code to manage the main flow of Order data are:

The admin can attach a debugger to live customer sessions. This allows the admin to monitor and troubleshoot the flow execution in real time, without affecting the customer experience or data integrity.

The admin can easily debug specific business cases visually. This allows the admin to test the flow with different input values and see how the flow behaves in a graphical interface, without writing any code.

Because it is visual it is also self-documenting as changes are made. This allows the admin to easily understand and maintain the flow logic, as well as track the changes and versions of the flow.

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

QUESTION 2

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.htm&dt=5

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

QUESTION 3

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=5

QUESTION 4

A company's Salesforce org has high-scale orders enabled. During a flash sale, a customer service representative needs to service an order but it shows as a Pending Order Summary in Salesforce.

What should the customer service representative do?

- A. The customer service representative has to wait until the Order Summary is created
- B. Import the Order from the associated Account page
- C. Manually create the Order Summary record
- D. Use the Create Order Summary action on the Order records actions menu

Correct Answer: A

The best thing for the customer service representative to do in this situation is to wait until the Order Summary is created. An Order Summary is a record that represents the financial summary of an order that is received from an external system, such as B2C Commerce or B2B Commerce. An Order Summary is created after an order is ingested into Order Management, and it triggers various flows and processes for order fulfillment and payment processing. A Pending Order Summary is a temporary record that indicates that an order has been received but not yet processed by

Order Management. A customer service representative cannot service an order until it has an Order Summary record.
https://help.salesforce.com/s/articleView?id=sf.order_management_order_summary.htm&dt ype=5

QUESTION 5

An Order contains products that will need to be shipped to multiple addresses. How does this affect fulfillment?

- A. Multiple Invoices will be created
- B. Multiple Order Delivery Group Summaries will be created
- C. Multiple Fulfillment Orders will be created
- D. Multiple Order Payment Summaries will be created

Correct Answer: C

When an order contains products that will need to be shipped to multiple addresses, multiple fulfillment orders will be created. A fulfillment order is a record that represents a part of an order that is fulfilled by a specific location and shipped to a specific address. A fulfillment order can have one or more fulfillment order lines, which are the products that are included in the fulfillment order. An order can have one or more fulfillment orders, depending on how many locations and addresses are involved in the order fulfillment. References: Order Management Objects, Order Fulfillment Flows

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