

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

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## QUESTION 1

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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## QUESTION 2

A company has multiple fulfillment centers that they want to utilize when orders are fulfilled. The administrator is tasked with minimizing the distance from fulfillment center to delivery location. How can this be accomplished?

- A. Create a Workflow Rule on the Fulfillment Order object that utilizes the Order Management workflow field update actions
- B. Add the "Order Routing Rank By Closest Distance" action to the fulfillment flow
- C. Modify the Fulfillment Location Search process to search by closest distance instead of least number of splits
- D. Ask a developer to create an Apex Action that can determine the closest fulfillment location

Correct Answer: B

The best way for the administrator to accomplish this task is to add the "Order Routing Rank By Closest Distance" action to the fulfillment flow. This action is a flow core action that ranks the fulfillment locations by their distance from the delivery location, and returns a list of ranked locations. The administrator can use this action to find the optimal fulfillment location for each order based on proximity.

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## QUESTION 3

What is the required amount of test code coverage when deploying an Apex class?

- A. 0.55
- B. 0.75
- C. 0.65
- D. 0.85

Correct Answer: B

The required amount of test code coverage when deploying an Apex class is 75%. This means that at least 75% of the Apex code must be covered by unit tests, and all of those tests must complete successfully.

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## QUESTION 4

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 5

What are two ways an administrator can query Order Summaries using APIs in Workbench?

- A. Apex API
- B. Connect API
- C. Platform API
- D. Composite API
- E. Invocable API

Correct Answer: CD

Two ways that an administrator can query Order Summaries using APIs in Workbench are:

Platform API. The Platform API is a set of REST and SOAP APIs that allow developers to access data and functionality in Salesforce from external systems. The Platform API includes various resources and operations for querying, creating,

updating, or deleting records in Salesforce, such as Order Summaries. The administrator can use the Platform API in Workbench by selecting the REST Explorer or SOAP Explorer tabs, and entering the appropriate request URL and parameters.

Composite API. The Composite API is a type of REST API that allows developers to execute multiple subrequests in a single HTTP request. The Composite API includes various resources and operations for batching, tree, sObject

collections, or transactions in Salesforce, such as Order Summaries. The administrator can use the Composite API in Workbench by selecting the REST Explorer tab, and entering the appropriate request URL and JSON body. <https://>

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#### QUESTION 6

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 7

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

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#### QUESTION 8

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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## QUESTION 9

Universal Containers (UC) has a flow which performs some custom logic in order to determine a least-cost shipping location. Some of the variables should be reset at the beginning of each loop iteration. Which design element in Flow allows the Admin to do this?

- A. Preset
- B. Reassignment
- C. Reset
- D. Assignment

Correct Answer: D

The design element in Flow that allows the admin to reset some variables at the beginning of each loop iteration is Assignment. An Assignment element lets the admin assign new values to one or more variables or sObject fields in a flow. The admin can use an Assignment element before a Loop element to initialize the variables that are used in the loop, and then use another Assignment element inside the loop to reset the variables for each iteration.

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## QUESTION 10

Which three objects need to be utilized when creating orders using the composite API?

- A. Pricebook Entry
- B. Contact
- C. Order Summary
- D. Product
- E. Account

Correct Answer: ABE

The Pricebook Entry, Contact, and Account objects are required when creating orders using the composite API. The composite API is a REST API that allows creating multiple records in one request. To create an order using the composite

API, an administrator needs to provide the following information:

The Account ID of the customer who placed the order  
The Contact ID of the customer who placed the order  
The Pricebook Entry IDs of the products that are ordered  
The quantity and unit price of each product

The order status and currency References: [Create Orders Using Composite API], [Composite Resources]

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## QUESTION 11

What are two items that an administrator should consider when building out a flow for one location vs multiple locations?

- A. Having multiple locations mandates writing custom Apex code
- B. A default warehouse location should be set first in flows handling multiple locations
- C. Multiple locations will introduce nested loops which can make the canvas substantially larger
- D. Multiple locations can lead to limit exceptions

Correct Answer: CD

When building a flow for multiple locations, an administrator should consider the following challenges:

Multiple locations will introduce nested loops which can make the canvas substantially larger. For example, a flow that handles multiple fulfillment orders per order and multiple fulfillment order lines per fulfillment order will need to loop through

both levels of records. This can make the flow more complex and harder to maintain.

Multiple locations can lead to limit exceptions. For example, a flow that queries or updates a large number of records across multiple locations may hit the SOQL query limit or the DML statement limit. To avoid this, an administrator should use

bulkified actions and optimize the flow performance. References: Order Fulfillment Flows, [Flow Performance Best Practices]

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## QUESTION 12

Which set of conditions is required for an Order Summary object to be created?

- A. An Order is created, its status is set to Draft, Create OrderSummary Flow is installed and Create OrderSummary Flow is activated.
- B. An Order is created, the Create Order Summary Process is installed and the Create Order Summary Process is active
- C. An Order is created, its status is set to Activated. Create OrderSummary Flow is installed and Create OrderSummary Flow is activated.
- D. An Order is created, its status is set to Activated. Create OrderSummary Flow is installed and the Create OrderSummary Process is installed.

Correct Answer: B

The Order Summary object is a custom object that stores information about an order, such as the total amount, the number of items, and the fulfillment status. The Order Summary object is created by a process called Create Order Summary Process, which runs whenever an order is created or updated. The process calls a flow called Create OrderSummary Flow, which calculates the order summary fields and creates or updates the order summary record. The process and the flow are part of the Order Management package and must be installed and activated for the order summary object to be created. References: Order Management Lifecycle, Order Management Objects, Configure Order Management Flows



## QUESTION 13

An administrator is creating a flow to manage order fulfillment. The administrator creates a fault path to handle a possible error. What object record should the administrator create in the fault path to notify users of an error?

- A. Order Error
- B. Process Exception
- C. Order Summary Exception
- D. Fulfillment Error

Correct Answer: B

The object record that the administrator should create in the fault path to notify users of an error is Process Exception. A Process Exception is a record that represents an error or exception that occurred during the order lifecycle, such as

payment authorization failure, inventory allocation failure, fulfillment location assignment failure, etc. A Process Exception has a lookup relationship to the Order object, and it contains information such as the exception type, status, message,

etc.

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## QUESTION 14

Which data type is the Status field on an Order Summary object?

- A. Picklist
- B. String
- C. Text
- D. Number

Correct Answer: A

The Status field on an Order Summary object is a picklist data type. A picklist is a field that allows users to select one value from a predefined list of values. The Status field on an Order Summary object indicates the current state of the order, such as Draft, Activated, Completed, or Cancelled. The values for the Status field are defined in the Order Status picklist field on the Order object. References: Order Management Objects, [Picklist Fields]

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## QUESTION 15

A developer needs to create a scheduled job in an external system to move Order data into a Salesforce org every 24 hours. In which two ways can this off-platform job be established without additional third-party tools?

- A. Install a minimal set of dev tools on a machine such as the Command Line Interface (CLI) and create appropriate

scripts to import files containing the data

B. Set up an SFTP server as a waystation. drop the files there using the off-platform job and schedule a job in-platform to process the file

C. Create a job in the org (on-platform) to drop a file of existing data. Use the off-platform machine to generate a file and identify the details between the two. Push the changes to the org's "Import" directory

D. Authorize a machine against the Salesforce org's APIs with appropriate security measures and create a script to call the APIs

Correct Answer: AD

Two ways that this off-platform job can be established without additional third-party tools are:

Install a minimal set of dev tools on a machine such as the Command Line Interface (CLI) and create appropriate scripts to import files containing the data. The CLI is a tool that allows developers to interact with Salesforce from the command

line. The developer can use the CLI to create scripts that use commands such as `force:data:bulk:upsert` or `force:data:tree:import` to import data from CSV or JSON files into Salesforce.

Authorize a machine against the Salesforce org's APIs with appropriate security measures and create a script to call the APIs. The APIs are interfaces that allow developers to access data and functionality in Salesforce from external systems.

The developer can use the APIs, such as REST API or Bulk API, to create a script that authenticates with Salesforce using OAuth 2.0 or JWT, and then performs operations such as insert, update, or delete on Order data. <https://>

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