Free Questions for Order-Management-Administrator by dumpssheet

Shared by Leon on 24-05-2024

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Some admins are exploring the optimal Data Model for their QMS Org. What should be considered when choosing between Person Accounts vs Contacts?

Options:

A- Person Accounts once enabled cannot be rolled back and makes changes to the data model

B- Person Accounts once enabled can be rolled back

C- Person Accounts are appropriate for B2B transactions while Account-Contact model is appropriate for B2C transactions

D- Person Accounts are appropriate for B2C transactions while Account-Contact model is appropriate for B2B transactions

Answer:

D

Explanation:

The correct statement about Person Accounts and Contacts is that Person Accounts are appropriate for B2C transactions while Account-Contact model is appropriate for B2B transactions. A Person Account is a type of account that represents an individual consumer, rather

than a business or organization. A Person Account combines the features and fields of both the Account and Contact objects, and it does not require a Contact record to be associated with it. A Person Account is suitable for B2C transactions, where the customers are individual consumers who purchase products or services for personal use. An Account-Contact model is a type of data model that represents a business or organization as an account, and its employees or affiliates as contacts. An account can have many contacts associated with it, but a contact can only belong to one account. An Account-Contact model is suitable for B2B transactions, where the customers are businesses or organizations that purchase products or services for professional use. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.accounts_person.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.accounts_contacts.htm&type=5

Question 2

Question Type: MultipleChoice

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

Options:

A- Lookup (Order Delivery Method)

B- Master-Detail (Order Delivery Method)

C- Junction (Many to Many)

D- One-to-One Lookup (Location) FulfillmentFrom LocationId

Answer:

A

Explanation:

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. Verified Reference: 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 3

Question Type: MultipleChoice

What type of relationship exists between FulfillmentOrder and Location?

Options:

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

Answer:

C

Explanation:

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

Question 4

A customer orders 10 products. The products must be shipped to three different locations. Two of the orders are fulfilled at the same location. How many Fulfillment Orders would be created for this order?

Options:

A- One Fulfilment Order per item in the order, totaling 10

B- One Fulfillment Order per Fulfillment Location, totaling 2

C- One Fulfillment Order

D- One Fulfillment Order pet destination, totaling 3

Answer:

D

Explanation:

The number of Fulfillment Orders that would be created for this order is one per destination, totaling 3. 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. The number of Fulfillment Orders created depends on three factors: Fulfillment Location, Delivery Method and Recipient Address. These factors determine how the Order Items are grouped and allocated to Fulfillment Orders based on routing rules and inventory availability. In this case, since the products must be shipped to three different locations, three Fulfillment Orders are created for each destination. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.order_management_fulfillment_order.htm&type=5

Question 5

Question Type: **MultipleChoice**

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?

Options:

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

Answer:

A

Explanation:

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

Question 6

Question Type: **MultipleChoice**

An administrator is tasked to utilize a Product Price Book which is managed on an external platform. How can the administrator meet this requirement?

Options:

A- Create an External Data Source in Setup which references the external platform where the Pricebook is held

B- Go to Setup. Order settings, and select Enable Optional Price Books for Orders

C- This is not possible, all Products require a Pricebook Entry

D- Edit the Product page layout to make the Pricebook field not require

Answer:

A

Explanation:

The best way for the administrator to meet this requirement is to create an External Data Source in Setup that references the external platform where the Pricebook is held. 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. This way, the administrator can access the Product Price Book data from the external platform without importing it into Salesforce. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.external_object_overview.htm&type=5

Question 7

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?

Options:

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

Answer:

A, D

Explanation:

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.

Verified Reference: https://developer.salesforce.com/docs/atlas.en-us.sfdx_cli_reference.meta/sfdx_cli_reference/cli_reference_force_data.htm https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/intro_what_is_rest_api.htm https://developer.salesforce.com/docs/atlas.en-us.api_asynch.meta/api_asynch/asynch_api_intro.htm

Question 8

Question Type: **MultipleChoice**

How can an administrator quickly examine the relationships between several objects?

Options:

A- Go to Schema Builder and check the boxes next to the object names

B- File a support case asking for a data relationship diagram

C- Generate an Entity Relationship Diagram by going to Data in Setup

D- Download it from the Partner Community

Answer:

A

Explanation:

The best way for an administrator to quickly examine the relationships between several objects is to go to Schema Builder and check the boxes next to the object names. Schema Builder is a tool that allows administrators to view and modify the data model of their org in a graphical interface. Schema Builder shows the objects and fields in the org, as well as the relationships between them. The administrator can use Schema Builder to select the objects that they want to examine, and see how they are connected to each other. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.schema_builder.htm&type=5

Question 9

What does a summary object represent?

Options:

A- A dynamic view of underlying data

B- An individual change lo financial data

C- A change lo an underlying record.

D- A discount to underlying data

Answer:

A

Explanation:

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

Question 10

Question Type: **MultipleChoice**

Which two practices ate needed for a custom attribute to map into Order Management assuming the attribute has been created on the necessary objects?

Options:

A- The types must match within reason

B- The names must be an exact match

C- The types must be an exact match (i.e. String to String)

D- The names must only contain letters and underscores

Answer:

A, B

Explanation:

Two practices that are needed for a custom attribute to map into Order Management assuming the attribute has been created on the necessary objects are:

The types must match within reason. The data type of the custom attribute in Order Management must match or be compatible with the data type of the corresponding attribute in the external system, such as B2C Commerce or B2B Commerce. For example, if the attribute is a string in B2C Commerce, it must also be a string in Order Management.

The names must be an exact match. The name of the custom attribute in Order Management must be exactly the same as the name of the corresponding attribute in the external system, including capitalization and punctuation. For example, if the attribute is named "kitItem" in B2C Commerce, it must also be named "kitItem" in Order Management.

Verified Reference:
https://documentation.b2c.commercecloud.salesforce.com/DOC2/topic/com.demandware.dochelp/OrderManagement/Administration/AdminAttrMgrC

Question 11

A company sells its products in kits. The company wants the kits to remain grouped together during returns in Order Management so that all parts of the kit are accounted for.

What should the administrator recommend?

Options:

A- Add a suffix to the Stock Keeping Unit of the Product which represents Kit status

B- Track the individual kit items using custom attributes

C- Add a custom attribute to the order header only

D- Pass the data as is. Order Management will handle the kit.

Answer:

B

Explanation:

The best way for the administrator to recommend tracking the kits so that they remain grouped together during returns in Order Management is to use custom attributes. Custom attributes are fields that can be added to objects to store additional information that is not available in standard fields. The administrator can create custom attributes for the Order Item Summary object to indicate whether an item is part of a kit, and what are the other items in the kit. This way, the kits can be easily identified and handled during returns. Verified Reference:

https://documentation.b2c.commercecloud.salesforce.com/DOC2/topic/com.demandware.dochelp/OrderManagement/Administration/AdminAttrMgrC

Question 12

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?

Options:

A- Order Error

B- Process Exception

C- Order Summary Exception

D- Fulfillment Error

Answer:

B

Explanation:

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