Free Questions for Order-Management-Administrator by actualtestdumps

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Question 1

An administrator has created a new currency field on the Fulfillment Order object and wants to roll up the total to the Order Summary object. When creating a rollup field on the Order Summary object, Fulfillment Order does not appear as an option. Why is this?

Options:

A- Rollup Fields cannot sum Currency Fields

B- The Rollup Summary field must be created on the Fulfillment Order object with the Order Summary object as the parent

C- The Order Summary field on the Fulfillment Order object is a Lookup

D- The Order Summary object has reached the limit of Rollup Summary fields

Answer:

C

Explanation:

The reason why Fulfillment Order does not appear as an option when creating a rollup field on the Order Summary object is that the Order Summary field on the Fulfillment Order object is a Lookup. A Lookup field is a type of custom field that creates a relationship

between two objects, but does not support rollup summary fields. To create a rollup summary field, the relationship between the objects must be master-detail, which means that the child record cannot exist without its parent record. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.custom_field_types.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

Question 2

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?

Options:

A- Custom checkbox

B- Unmanaged Order Checkbox

C- Order Life Cycle Type Picklist

D- Order Management Type Picklist

Answer:

B

Explanation:

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

Question 3

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

Options:

A- Return Order

B- Order Summary Adjustment

C- Fulfillment Order

D- Payment Order Summary

Answer:

A

Explanation:

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

Question 4

Question Type: **MultipleChoice**

A customer orders a product through B2C Commerce but changes the quantity ordered after the Order Summary record is created in Order Management. Later, the customer returns one of the products. Which objects will be created in Order Management?

Options:

A- A Change Order object and Cancel Order Object

B- The Order Summary object and Change Order object

C- A Return Order object and Change Order object

D- A Cancel Order object and Return Order object

Answer:

C

Explanation:

The objects that will be created in Order Management when a customer orders a product through B2C Commerce but changes the quantity ordered after the Order Summary record is created in Order Management, and then returns one of the products are:

A Return Order object. 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.

A Change Order object. 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.

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

Question 5

Question Type: **MultipleChoice**

A user wants to review credit card payment data for a specific Order. Which object should the employee navigate to?

Options:

A- Payment Method

B- Order Payment Summary

C- Payment

D- Order

Answer:

B

Explanation:

The object that the user should navigate to to review credit card payment data for a specific Order is Order Payment Summary. An Order Payment Summary is a record that represents a payment made for an order or part of an order. An Order 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. Verified Reference:

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

Question 6

Question Type: **MultipleChoice**

Which two objects are found within Order Management?

Options:

A- Fulfillment Order

B- Receipt

C- Cart

D- Payment Summary

E- Packing Manifest

Answer:

A, D

Explanation:

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.

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

Question 7

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

Options:

A- Fulfillment Order

B- rma order

C- Replacement Order

D- Return Order

E- Change Order

Answer:

A, D, E

Explanation:

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.

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

Question 8

Question Type: MultipleChoice

Where should a service agent go first to view process exceptions related to a specific Order?

Options:

A- Order Record - Process Exception Details Tab

B- Change order Record - Related Tab

C- Order Record - Details Tab

D- Order Summary Record - Related Tab

Answer:

A

Explanation:

The best place for a service agent to go first to view process exceptions related to a specific Order is the Order Record - Process Exception Details Tab. This tab shows a list of process exceptions that occurred during the order lifecycle, such as errors in payment authorization, inventory allocation, fulfillment location assignment, etc. The service agent can use this tab to identify and resolve the issues that affect the order processing. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.om_process_exception_details.htm&type=5

Question 9

Question Type: **MultipleChoice**

A customer orders two shirts and one jacket in B2C Commerce. The Order is ingested into Order Management. However, the customer decides to cancel the order prior to fulfillment. What object is created and linked to the Order Summary?

Options:

A- Suspend Order

B- Change Order

C- Return Order

D- Cancel Order

Answer:

D

Explanation:

The object that is created and linked to the Order Summary when a customer cancels an order prior to fulfillment is Cancel Order. A Cancel Order is a record that represents a cancellation request for an order or part of an order. A Cancel Order has a lookup relationship to both Order Summary and Change Order objects, and it contains information such as the cancellation reason, status, date, etc. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.order_management_cancel_order.htm&type=5

Question 10

Which two statements about the Order Summary object are accurate?

Options:

A- It can be deleted using the Delete button

B- it does not exist without the original Order object

C- It is read-only for financial order data

D- It has a single shipping address to which all Order Items will be shipped

Answer:

B, C

Explanation:

Two statements about the Order Summary object that are accurate are:

It does not exist without the original Order object. 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 has a master-detail relationship to the Order object, which means that it cannot exist without its parent Order record.

It is read-only for financial order data. An Order Summary contains financial order data, such as total amount, tax amount, discount amount, etc., that are populated from the external system when the order is created. These fields are read-only and cannot be edited in Order Management.

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