Free Questions for Order-Management-Administrator

Shared by Foley on 04-10-2024

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Question 1

When can an Invoice be created?

Options:

A- At any point before the Fulfillment Order is created, by customizing flow 'Create Invoice and Ensure Funds'

B- At any point before the Fulfillment Order is created, by customizing flow 'Create invoice'

C- At any point after the Fulfillment Order is created, by customizing flow 'Create Invoice and Ensure Funds*

D- At any point after the Fulfillment Order is created, by customizing flow 'Create Invoice'

Answer:

D

Explanation:

The correct time and way for creating an Invoice is at any point after the Fulfillment Order is created, by customizing flow "Create Invoice". This flow is a core action that creates an Invoice record from a Fulfillment Order record, and updates the status of both records accordingly. The administrator can customize this flow to suit their business needs, such as adding conditions, actions, or subflows.

Question 2

Question Type: MultipleChoice

What are two reasons for using Flows instead of Apex code?

Options:

A- Flows can be modified and created without a developer

B- Flows have better performance options for large batches of records

C- Flows can be triggered by undelete events

D- Flows provide a visual debug process

Answer:

A, D

Explanation:

Two reasons for using Flows instead of Apex code are:

Flows can be modified and created without a developer. Flows are declarative tools that allow administrators to build complex business logic using clicks instead of code. Flows do not require any programming skills or knowledge, and they can be easily modified and maintained by administrators.

Flows provide a visual debug process. Flows have a built-in debugger that allows administrators to test and troubleshoot their flows in a graphical interface. The debugger shows the flow execution path, the values of variables and sObject fields, and any errors or warnings that occur in the flow.

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

Question 3

Question Type: MultipleChoice

What object does the Ensure Funds Apex Flow action look for when resolving Invoice balances associated with an Order Summary?

Options:

A- Order Payments

B- Payments

C- Payment Summaries

D- Order Payment Summaries

Answer:

D

Explanation:

The object that the Ensure Funds Apex Flow action looks for when resolving Invoice balances associated with an Order Summary is Order Payment Summaries. This object represents the payments made for an order, and it has a lookup relationship to both Invoice and Order Summary objects. The Ensure Funds Apex Flow action uses this object to calculate the balance due for each Invoice and update its status accordingly. Verified Reference:

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

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

Question 4

The Ensure Funds process works on which set of Order Items?

Options:

A- Only the items with a status of Waiting Payment

B- Only the items on the Fulfillment Order passed into the Ensure Funds method

C- All Items within a delivery group

D- All Sales Order Items

E- Only the items passed into the Ensure Funds method

Answer:

E

Explanation:

The Ensure Funds process works on only the items passed into the Ensure Funds method. This method is a flow core action that verifies that there are enough funds available for each Order Item passed into it, and updates their payment status accordingly. The administrator can pass any Order Items into this method, regardless of their status or delivery group. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_om_actions_ensure_funds_async.htm&type=5

Question 5

Order Allocation should work on Order Items in which status?

Options:

A- Pending

B- created

C- Ordered

D- Awaiting Allocation

Answer:

D

Explanation:

Question 6

Question Type: **MultipleChoice**

When a new Payment Summary is created, an email should be sent to the owner of the associated account and an approval after review should be required. What three steps should the administrator do to implement this functionality?

Options:

A- Create an email alert action

B- Create a trigger flow when the payment summary is created with an email flow node

C- Create an approval process on the Payment Summary object

D- Create a flow to send an email to the owner of the associated account when a payment summary is created

E- Create an email template

Answer:

A, C, E

Explanation:

Three steps that the administrator should do to implement this functionality are:

Create an email template. An email template is a reusable message that contains merge fields that are populated with data from records when the email is sent. The administrator can create an email template for the Payment Summary object that includes information such as the payment amount, date, status, etc.

Create an email alert action. An email alert action is a type of action that sends an email to one or more recipients when a flow executes. The administrator can create an email alert action that uses the email template created in the previous step and sends it to the owner of the associated account when a new Payment Summary is created.

Create an approval process on the Payment Summary object. An approval process is a way to automate the approval of records based on certain criteria and actions. The administrator can create an approval process on the Payment Summary object that requires an approval after review from a designated approver.

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

Question 7

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?

Options:

A- Preset

B- Reassignment

C- Reset

D- Assignment

Answer:

D

Explanation:

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. Verified Reference:

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

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

Question 8

Question Type: **MultipleChoice**

What ate two reasons an admin should choose an Event over a Trigger when it comes to building out a solution?

Options:

A- Event order is not guaranteed within a topic

B- Events are asynchronous

C- Events cannot be subscribed lo in a batch for bulk operations

D- Events do not participate in a transaction scope

Answer:

B, D

Explanation:

Two reasons an admin should choose an Event over a Trigger when it comes to building out a solution are:

Events are asynchronous. This means that events are processed in the background, without blocking the main execution thread. This can improve the performance and user experience of the solution, as well as avoid governor limits and timeouts.

Events do not participate in a transaction scope. This means that events are independent of the transaction that publishes them, and they do not affect the rollback or commit behavior of the transaction. This can avoid unwanted side effects and errors in the solution, as well as decouple the logic from the data.

Verified Reference: https://developer.salesforce.com/docs/atlas.en-us.platform_events.meta/platform_events/platform_events_intro.htm https://developer.salesforce.com/docs/atlas.en-us.platform_events.meta/platform_events/platform_events_considerations.htm

Question 9

Question Type: MultipleChoice

An administrator is running into performance issues due to a high number of records being created in a flow. How can the administrator modify the flow to improve scalability?

Options:

A- Ask a developer to create a Flow apex action to offload the creation of records

B- Ask a developer to offload all the Flow functionality to Apex code via Triggers and Apex classes

C- Use the Bulk Create Records node in the Flow to improve performance

D- Offload the creation of records to a Subflow that will be called in the Reference Flow

Answer:

C

Explanation:

The best way for an administrator to modify the flow to improve scalability when running into performance issues due to a high number of records being created in a flow is to use the Bulk Create Records node in the Flow. This node allows the administrator to create multiple records of the same object type in one transaction, which reduces the number of database operations and improves the flow performance. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_data_bulk_create.htm&type=5

Question 10

Question Type: **MultipleChoice**

Which two APIs can an admin suggest so that customers can initiate order cancellations and returns from the B2C Commerce storefront and have their action carry out the cancel and return operations in Order Management?

Options:

A- Connect APIs

B- Bulk APIs

C- REST APIs

D- Streaming APIs

Answer:

A, C

Explanation:

Two APIs that an admin can suggest so that customers can initiate order cancellations and returns from the B2C Commerce storefront and have their action carry out the cancel and return operations in Order Management are:

Connect APIs. These are RESTful APIs that expose resources in Order Management, such as orders, payments, shipments, etc. They allow customers to perform CRUD (create, read, update, delete) operations on these resources from external systems, such as B2C Commerce.

REST APIs. These are HTTP-based APIs that enable developers to access data in Order Management using standard HTTP methods, such as GET, POST, PUT, PATCH, and DELETE. They allow customers to interact with Order Management resources using JSON or XML formats.

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

Question 11

Question Type: MultipleChoice

Once the administrator has activated the integration between B2C Commerce and Order Management, orders being placed by customers will be sent to Order Management if the order status is set to which two values?

Options:

A- Created

B- Active

C- Drafted

D- New

E- Open

Answer:

B, D

Explanation:

Once the administrator has activated the integration between B2C Commerce and Order Management, orders being placed by customers will be sent to Order Management if the order status is set to Active or New. These are the two order statuses that indicate that an order has been created or confirmed by a customer, and that it needs to be processed by Order Management. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.order_management_order_api.htm&type=5