ATMIC NETWORKS
YOUR GUIDE TO GLOBAL CERTIFIATION

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Question: 1

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

Answer: B

Explanation:

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. Verified Reference: https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_deploying_ant_deploy.htm

Question: 2

An administrator suspects that recent changes to a flow have created a defect. The administrator wants to test the flow with input data that they believe will cause the error. What can the developer do next?

A. Open the Flow and select Attach to Live Session. Provide the Session Id. Select Attach
B. Open the Flow, Select Debug, Provide the input values, Select Run
C. Open the Flow, Select Debug with inputs. Provide the input values, select Run
D. Open the Flow and select Attach to Live Session and Provide the Order Number

Answer: C

Explanation:

Debugging a flow with input data allows the administrator to test the flow with specific values and see how the flow behaves. The Debug with inputs option is available in the Flow Builder toolbar and lets the administrator provide input values for each flow variable before running the flow. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.flow_builder_debug.htm&type=5

Question: 3

An administrator is attempting to deploy a Change Set from a development org to a test org but the test org is not available in the list of target organizations. What are two reasons that could cause this issue?

A. The components in the Change set could not be found within the test org
B. Change Sets can only be deployed from a sandbox org to a production org, not another sandbox org.
C. The development org has not been approved to upload Change Sets from within the test org
D. The development org and test org are not associated with the same production org.

Answer: CD

Explanation:

Two reasons that could cause the issue of not being able to deploy a Change Set from a development org to a test org are:
The development org has not been approved to upload Change Sets from within the test org. To deploy Change Sets between two sandbox orgs, the administrator needs to establish a deployment connection between them. A deployment connection allows one org to send outbound Change Sets and another org to receive inbound Change Sets. The administrator can create a deployment connection request from the development org and approve it from the test org.
The development org and test org are not associated with the same production org. To deploy Change Sets between two sandbox orgs, they must be linked to the same production org. A production org is an org that contains live data and business processes. A sandbox org is a copy of a production org that is used for development, testing, or training purposes. Sandbox orgs inherit the deployment connections of their source production orgs. Reference: Deploy Using Change Sets, Deploy a Change Set

Question: 4

Which three statements are true about change sets?

A. Sending a change set between two orgs requires a deployment connection
B. Change sets can only be sent between orgs that are affiliated with a production org
C. A change request should be created when the admin wants to send customizations from the current org to another org
D. Changes can be deployed to any instance of Salesforce as long as the destination has approved it E. Change sets can contain only modifications made through the Setup menu

Answer: A, B, E

Explanation:

Three statements that are true about change sets are:
Sending a change set between two orgs requires a deployment connection. A deployment connection is a link between two orgs that allows one org to send change sets to another org. Change sets can only be sent between orgs that are affiliated with a production org. A production org is an org that is used for live operations and data, and it can have one or more sandbox orgs that are used for development and testing. Change sets can only be sent from a sandbox org to its associated production org, or from one sandbox org to another sandbox org that shares the same production org.
Change sets can contain only modifications made through the Setup menu. A change set is a collection of metadata components that can be deployed from one org to another. Metadata components are customizations that are made through the Setup menu, such as custom objects, fields, workflows, etc.
Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.changesets_about.htm&type=5https://help.salesforce.com/s/articleView?id=sf.changesets_components.htm&type=5

Question: 5

An administrator has created a flow but during testing they encounter an unhandled fault error. Which three

can the administrator do to get more details for debugging?

A. Create a fault connector
B. Add a Display Text component which includes {! SFIow.FaultMessage}
C. Add an error node
D. Add a screen node
E. Create an error connector

Answer: A, B, E

Explanation:

Three things that the administrator can do to get more details for debugging when encountering an unhandled fault error are:
Create a fault connector. A fault connector is a special type of connector that handles errors that occur in a flow element, such as an assignment, a loop, or an action. A fault connector can route the flow to another element or end the flow with an error message.
Add a Display Text component which includes {! SFIow.FaultMessage}. A Display Text component is a screen component that displays text on a screen element in a flow. The {! SFIow.FaultMessage} is a system variable that contains information about the error that occurred in the flow, such as the element name, error type, and error message.
Create an error connector. An error connector is a special type of connector that handles errors that occur in a screen element, such as invalid user input or required fields being left blank. An error connector can route the flow to another screen element or end the flow with an error message.
Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_connector_fault.htm&type=5https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_component_display_text .htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_connector_error.htm&type=5

Question: 6

An admin is working with Order Management licensed as standalone (B2C Commerce is not in the scenario). The admin submits a JSON payload using Workbench and Workbench indicates the operation was successful The second time the same payload is submitted the operation fails. What are two likely causes?

A. Stock Keeping Unit values must be updated
B. The payment data must be updated
C. The stock levels in the org are depleted from the first order
D. The Order Reference Number must be updated

Answer: B, D

Explanation:

Two likely causes that could make the second submission of the same JSON payload fail are:
The payment data must be updated. The payment data in the JSON payload contains information such as the payment method, amount, and authorization code. If the same payment data is used for the second order, it may cause a duplicate payment error or an invalid authorization error.
The Order Reference Number must be updated. The Order Reference Number is a unique identifier for each order that is generated by the external system and sent in the JSON payload. If the same Order Reference Number is used for the second order, it may cause a duplicate order error or an invalid order error.

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

Question: 7

What three steps are required when deploying changes via change sets?

A. Deploy the change set in the target org
B. Approve the change set in the sandbox org
C. Upload the change set to the target org
D. Add the change set to the release schedule in the target org
E. Create the change set in the sandbox org

Answer: A, C, E

Explanation:

Three steps that are required when deploying changes via change sets are:
Create the change set in the sandbox org. This is the first step where the administrator selects the metadata components that they want to deploy and adds them to a change set in the source org, which is usually a sandbox org.
Upload the change set to the target org. This is the second step where the administrator sends the change set from the source org to the destination org, which is usually a production org or another sandbox org. The administrator needs to have a deployment connection with the target org and permission to upload change sets.
Deploy the change set in the target org. This is the final step where the administrator validates and deploys the change set in the destination org. The administrator needs to have permission to deploy change sets and resolve any deployment errors or warnings.
Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.changesets_create_outbound.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.changesets_deploy.htm&type=5

Question: 8

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

Answer: B, D, E

Explanation:

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.
Verified Reference:
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: 9

A user is encountering an error when attempting to save an Account record. What can an administrator use to research the issue?

A. The Problems tab within the developer console
B. The Chrome Dev Tools Console
C. Lightning Logs within Setup
D. A user trace flag and debug log on the affected user

Answer: D

Explanation:

The best way for an administrator to research the issue when a user is encountering an error when attempting to save an Account record is to use a user trace flag and debug log on the affected user. A user trace flag enables debug logging for a specific user, and a debug log captures database operations, system processes, and errors that occur when executing a transaction or running unit tests. The administrator can use these tools to identify the root cause of the error and fix it accordingly. Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.code_add_users_debug_log.htm&type=5https://help.salesforce.com/s/articleView?id=sf.code_viewing_debug_logs.htm&type=5

Question: 10

How can an administrator allow an org to publish a change set to another org?

A. In the target org: Open Deployment Settings, Select the environments to allow publishing from and Move them to the Enabled list
B. In the source org: open Deployment settings, Select the environments to publish to and Move them to the enabled list
C. In the source org: Open Publish Settings, Select the checkbox next to the environment to publish to and Click Save
D. In the target org: Open Deployment Settings, Click Edit next to the source org. Select Allow Inbound Changes and Click Save

Answer: A

Explanation:

The correct way for an administrator to allow an org to publish a change set to another org is to open Deployment Settings in the target org, select the environments to allow publishing from and move them to the Enabled list. This creates a deployment connection between the source org and the target org, which allows the source org to upload change sets to the target org. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.changesets_create_outbound.htm&type=5

Question: 11

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?

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

Question: 12

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?

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: 13

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?

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: 14

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

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.htmhttps://developer.salesforce.com/docs/atlas.en- us.platform_events.meta/platform_events/platform_events_considerations.htm

Question: 15

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

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

Question: 16

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?

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

Question: 17

Order Allocation should work on Order Items in which status?

A. Pending
B. created
C. Ordered
D. Awaiting Allocation

Answer: D

Explanation:

Order Allocation should work on Order Items in Awaiting Allocation status. This status indicates that the Order Item has been confirmed by the customer and is ready to be allocated to a Fulfillment Order based on routing rules and inventory availability. Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.order_management_order_item_status.htm&type= 5

Question: 18

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

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_asynchtm&type=5

Question: 19

What object does the Ensure Funds Apex Flow action look for when resolving Invoice balances

associated with an Order Summary?

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_asynchtm&type=5

Question: 20

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

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: AD

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

Question: 21

When can an Invoice be created?

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

Question: 22

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 fable of accounting data in the external system
E. Create an External Data Source pointing to the external system's database

Answer: C, D, E

Explanation:

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

Question: 23

An administrator needs to send an Outbound Message to an external accounting system whenever a Fulfillment Order is created. What is the best practice to create this functionality?

A. Create a Process Builder
B. Create a Flow
C. Create an Apex Trigger
D. Create a Workflow Rule

Answer: A

Explanation:

The best practice to create this functionality is to use a Process Builder. A Process Builder is a declarative tool that allows administrators to automate business processes based on certain criteria and actions. The administrator can create a Process Builder that triggers when a Fulfillment Order is created, and then executes an Outbound Message action that sends the information to the external accounting system. Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.process_action_outbound_message.htm&type=5

Question: 24

Which option is available for an admin to use as middleware to import data to. or export data from Order Management?

A. Use Workbench to access the database
B. Use the Developer console
C. Find an application on AppExchange

D. Write Apex classes to query the database and write to a file
E. Use Data Loader

Answer: E

Explanation:

Use Data Loader. Data Loader is a client application that allows administrators to bulk import or export data from Salesforce using CSV files. The administrator can use Data Loader to import data into Order Management objects, such as Order Summary, Order Item Summary, Fulfillment Order, etc., or export data from these objects for backup or analysis purposes.
Verified Reference: https://appexchange.salesforce.com/
https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5

Question: 25

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 closes! distance instead of least number of splits
D. Ask a developer to create an Apex Action that can determine the closest fulfillment location

Answer: B

Explanation:

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

Question: 26

What does the number of Fulfillment Orders created depend upon?

A. Fulfillment Location. Delivery Method and Number of Payments
B. Fulfillment Location, Recipient Address and Quantity
C. Fulfillment Location. Delivery Method and Recipient Address
D. Fulfillment Location, Delivery Charges and Quantity

Answer: C

Explanation:

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. For example, if an order has two items that can be fulfilled from different locations, or have different delivery methods or recipient addresses, then two Fulfillment Orders are created for that order. Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.om_order_fulfillment.htm&type=5

Question: 27

An administrator is looking for payment information about a returned item on an Order Summary.

Which object should the administrator look at?

A. Return
B. Credit Memo
C. Invoice
D. Return Order Summary

Answer: B

Explanation:

The object that the administrator should look at to find payment information about a returned item on an Order Summary is Credit Memo. A Credit Memo is a record that represents a refund or credit issued to a customer for a returned item. A Credit Memo has a lookup relationship to both Order Summary and Return Order objects, and it contains information such as the credit amount, status, payment method, etc.
Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.order_management_credit_memo.htm&type=5

Question: 28

Which two statements about the Order Summary object are accurate?

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

Question: 29

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?

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: 30

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

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: 31

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

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: 32

Which two objects are found within Order Management?

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

Question: 33

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

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: 34

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?

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: 35

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

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: 36

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

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: 37

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?

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

Question: 38

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

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

Question: 39

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?

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/AdminAttrMgrCustomAttributes.html

Question: 40

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

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/AdminAttrMgrCustomAttributes.html

Question: 41

What does a summary object represent?

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 Order Item Summary records and displays it in fields such as total amount, tax amount, discount amount, etc. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.order_management_order_summary.htm&type=5

Question: 42

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

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: 43

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

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.htmhttps://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: 44

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

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: 45

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

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: 46

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?

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: 47

What type of relationship exists between FulfillmentOrder and Location?

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

Question: 48

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

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: 49

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

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

Question: 50

How can a user view the information exchanged between the payment platform and the external payment gateways?

A. Navigate to Payments within the setup menu and select the payment platform
B. Check associated debug logs in Debug Logs in setup
C. Check for process exceptions associated with the Order Payment Summary
D. Navigate to Payment Gateway Logs related list on the corresponding Order Payment Summary

Answer: D

Explanation:

The best way for a user to view the information exchanged between the payment platform and the

external payment gateways is to navigate to Payment Gateway Logs related list on the corresponding Order Payment Summary. A Payment Gateway Log is a record that captures the request and response messages between the payment platform and the external payment gateways, such as Stripe, PayPal, etc. A Payment Gateway Log has a lookup relationship to the Order Payment Summary object, which represents a payment made for an order or part of an order. A user can use the Payment Gateway Logs related list on the Order Payment Summary page to view the details of the payment transactions, such as the request and response payloads, status codes, timestamps, etc. Verified Reference:

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

Question: 51

An administrator is encountering errors when reusing a composite API call to load test orders via the Workbench. What are three possible causes of this issue?

A. The administrator has duplicate Product SKUs in the JSON query
B. The number of subrequests in the JSON query exceeds the 20 subrequest limit
C. The Administrator has logged into the wrong environment in Workbench
D. The administrator is creating multiple objects in a single JSON query
E. Record IDs used within the request are incorrect

Answer: A, B, E

Explanation:

Three possible causes of this issue are:
The administrator has duplicate Product SKUs in the JSON query. A Product SKU is a unique identifier for a product that is used to track inventory and sales. A Product SKU must be unique within an org, and it cannot be duplicated in a composite API call. If the administrator has duplicate Product SKUs in the JSON query, it will cause an error when loading test orders via the Workbench.
The number of subrequests in the JSON query exceeds the 20 subrequest limit. A subrequest is a single HTTP request that is part of a composite API call. A composite API call can contain up to 20 subrequests in a single JSON body. If the administrator has more than 20 subrequests in the JSON query, it will cause an error when loading test orders via the Workbench.
Record IDs used within the request are incorrect. A record ID is a unique identifier for a record that is used to reference and manipulate data in Salesforce. A record ID must be valid and exist in the org, and it must match the data type and format of the corresponding field. If the administrator has incorrect record IDs in the JSON query, such as using 15-character IDs instead of 18-character IDs, or using IDs from a different org, it will cause an error when loading test orders via the Workbench.
Verified Reference: https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/resources_composite_composite.htmhttps://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/dome_composite_sobject_tree_flat.htm

Question: 52

How can an administrator synchronize licenses from the production org when preparing a sandbox for development?

A. Use a custom shell script
B. import a Change Set
C. Export a Change Set
D. Run the Match Production Licenses to Sandbox without a Refresh tool in Setup

Answer: D

Explanation:

The best way for an administrator to synchronize licenses from the production org when preparing a sandbox for development is to run the Match Production Licenses to Sandbox without a Refresh tool in Setup. This tool allows

administrators to match their sandbox licenses with their production licenses without refreshing their sandbox. This way, the administrator can ensure that the sandbox has the same number and type of licenses as the production org, and avoid any license-related issues when developing or testing in the sandbox. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.data_sandbox_licenses.htm&type=5

Question: 53

In which two ways can Order Management licenses be assigned?

A. By Permission Set
B. By Hole
C. By Profile
D. By User

Answer: A, D

Explanation:

Two ways that Order Management licenses can be assigned are:
By Permission Set. A Permission Set is a collection of settings and permissions that give users access to various tools and functions in Salesforce. A Permission Set can be assigned to individual users or groups of users, regardless of their profile or role. An administrator can create a Permission Set that includes the Order Management User permission, which enables users to access Order Management features and data. The administrator can then assign this Permission Set to the users who need Order Management licenses.
By User. A User is a record that represents a person who can log in and access Salesforce. A User has various fields and settings that determine their access and permissions in Salesforce, such as profile, role, license type, etc. An administrator can assign an Order Management license to a user by editing the user record and selecting Order Management User from the License Type picklist. The administrator can also enable the Order Management User permission on the user record.
Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.order_management_user_permission.htm&type=5https://help.salesforce.com/s/articleView?id=sf.users_understanding_license_types.htm&type=5

Question: 54

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

Answer: C, D

Explanation:

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.
Verified Reference: https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/intro_what_is_rest_api.htmhttps://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/resources_composite.htm

Question: 55

A customer wants to change the layout of the out of the box Order Summary Lightning Record Page to three columns instead of two. How can an administrator satisfy this requirement?

A. Create a new Lightning Record Page and select the Three Regions template
B. Edit the Lightning Record Page and change the Template lo Three Regions
C. Change the page layout template to Three Regions in the layout editor
D. Add another column component lo the existing Lightning Record Page

Answer: B

Explanation:

The best way for the administrator to satisfy this requirement is to edit the Lightning Record Page and change the Template to Three Regions. A Lightning Record Page is a type of page that displays details and related information about a specific record in Lightning Experience or Salesforce mobile app. A Lightning Record Page can be customized using the Lightning App Builder, which is a tool that allows administrators to drag and drop components onto a page layout. A Template is a predefined

layout that determines how components are arranged on a page. A Three Regions template is a type of template that divides the page into three columns or regions. The administrator can edit the Lightning Record Page for the Order Summary object, and change the Template to Three Regions in the Lightning App Builder. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_customize_lex_pages.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_templates.htm&type=5

Question: 56

What two steps are required to add an item to the Actions & Recommendations panel on the Order Summary record page?

A. Drag the Actions & Recommendations component on the page
B. Make a new Lightning Record Page
C. Create a New Deployment
D. Create a new sub-flow

Answer: A, D

Explanation:

Two steps that are required to add an item to the Actions & Recommendations panel on the Order Summary record

page are:
Drag the Actions & Recommendations component on the page. The Actions & Recommendations component is a standard component that displays actions and recommendations based on business logic for records in Lightning Experience or Salesforce mobile app. The administrator can use the Lightning App Builder to drag and drop the Actions & Recommendations component onto the Order Summary record page layout.
Create a new sub-flow. A sub-flow is a type of flow that can be invoked by another flow as an element. A sub-flow can contain logic and actions that are specific to a certain scenario or use case, such as order fulfillment or payment processing. The administrator can use Flow Builder to create a new sub-flow that defines the actions and recommendations for Order Summaries, and then add it to the Actions & Recommendations component on the record page.
Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.om_actions_recommendations.htm&type=5https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_subflow.htm&type=5

Question: 57

A company's service learn should not see Process Exceptions on any Order Summaries. How can an administrator meet these requirements?

A. Modify the service team profiles to remove access to the lightning component and all associated Apex classes
B. Add a filter to the Process Exception component on the Order Summary lightning record page to hide the component for the service team's Profile

C. Create a copy of the Order Summary lightning record page for the service team and remove the Process Exceptions component. Activate the lightning record page by profile for all Service team profiles.
D. Modify the Order Summary page layout to remove visibility to the Process Exception component for Service team profiles

Answer: C

Explanation:

The best way for the administrator to meet these requirements is to create a copy of the Order Summary lightning record page for the service team and remove the Process Exceptions component. Activate the lightning record page by profile for all Service team profiles. 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. The Process Exceptions component is a standard component that displays process exceptions related to an order on its record page. The administrator can use the Lightning App Builder to create a copy of the Order Summary lightning record page for the service team and remove the Process Exceptions component from the page layout. The administrator can then activate the lightning record page by profile for all Service team profiles, so that they do not see Process Exceptions on any Order Summaries. Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.order_management_process_exception.htm&type= 5
https://help.salesforce.com/s/articleView?id=sf.om_process_exceptions_component.htm&type=5https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_assign_lex_pages.htm&type =5

Question: 58

A company's sales team wants the Total Amount field to be included in the Highlights panel at the top of the Credit Memo record page. How can the administrator meet this requirement?

A. Modify the sales team profile's assigned record type to include the Total Amount field in the Highlights Panel
B. Edit the Credit Memo page layout lo include the Total Amount field in the Highlights Panel
C. Edit the properties of the Highlights Panel component on the Credit Memo lightning record page
D. Modify the compact layout on the Credit Memo object

Answer: D

Explanation:

The best way for the administrator to meet this requirement is to modify the compact layout on the Credit Memo object. A Credit Memo is a record that represents a refund or credit issued to a customer for an order or part of an order. A Credit Memo has various fields and related lists that display information such as the credit amount, status, reason, etc. A compact layout is a type of layout that determines which fields appear in the highlights panel at the top of a record page in Lightning Experience or Salesforce mobile app. The administrator can use the Object Manager to modify the compact layout on the Credit Memo object and add the Total Amount field to the

compact layout. This way, the sales team can see the Total Amount field in the highlights panel at the top of the Credit Memo record page. Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.order_management_credit_memo.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.compact_layouts_overview.htm&type=5

Question: 59

Which three components can be used to modify the user experience in the Order Summary detail page?

A. Tabs
B. Accordion
C. Related List-Single
D. Related List - Double

Answer: A, B, C

Explanation:

Three components that can be used to modify the user experience in the Order Summary detail page are:
Tabs. Tabs are a type of component that allow users to switch between different views or subpages on a record page. Tabs can contain other components, such as charts, reports, or custom components, that display different information or functionality related to a record. The administrator can use the Lightning App Builder to add and customize tabs on the Order Summary detail page to give users more options and flexibility.
Accordion. Accordion is a type of component that allow users to expand and collapse sections of a record page. Accordion can contain other components, such as fields, related lists, or custom components, that display different information or functionality related to a record. The administrator can use the Lightning App Builder to add and customize accordion on the Order Summary detail page to give users more control and visibility.
Related List-Single. Related List-Single is a type of component that displays a single related list for a record. A related list

is a list of records that are linked to another record by a relationship field, such as lookup or master-detail. The administrator can use the Lightning App Builder to add and customize related list-single on the Order Summary detail page to give users more access and context.

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

Question: 60

Which of the following options represent two ways that an administrator can utilize APIs in Workbench to query Order Summaries?

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

Answer: C

Explanation:

The Platform API and the Composite API are two ways that an administrator can use APIs in Workbench to query Order Summaries. The Platform API allows querying, creating, updating, deleting, and searching records in Salesforce. The Composite API allows combining multiple requests into a single call, which can improve performance and reduce complexity12

Question: 61

The Northern Trail Outfitters (NTO) team is already using Order Management. The team wants to transition from their home-grown Commerce engine to B2C Commerce Cloud. Which action do they need to perform?

A. File a support case to activate an integration between B2C Commerce and Order Management
B. Export the orders from B2C periodically and import them into Order Management using a scheduled job
C. Change the Order Integration Flow in Setup so the org will start seeing the orders flow in
D. Create a Flow to download the Orders from an SFTP location where B2C Commerce drops them and then ingest the data into Order Management

Answer: A

Explanation:

The integration between B2C Commerce and Order Management is not enabled by default. To activate it, an administrator needs to file a support case with Salesforce and provide the necessary information, such as the B2C Commerce instance URL, the Order Management org ID, and the API user credentials3

Question: 62

How can an administrator add visibility rules for the buttons in the Highlights Panel on the Order Summary record page?

A. Modify the visibility rules of the Highlights Panel Actions in the page layout
B. Navigate to the Order Summary object in Setup and modify the Highlights Panel visibility rules C. Modify the Lightning Record Page Highlights Panel using Dynamic Actions
D. Create a custom Highlights Panel component

Answer: C

Explanation:

Dynamic Actions allow an administrator to add visibility rules for the buttons in the Highlights Panel on the Lightning Record Page. Dynamic Actions let you configure when and where actions appear on a record page based on criteria such as record field values, user permissions, or device type.

Question: 63

Users are reporting slow load times for Lightning Record Pages. How can an administrator analyze the performance?

A. Use the Analyze function in the Lightning Record Page editor
B. Run a performance analysis using the Developer Console
C. Use the Page Layout Analysis tool in Setup
D. Use Chrome DevTools

Answer: A

Explanation:

The Analyze function in the Lightning Record Page editor helps an administrator analyze the performance of a Lightning Record Page. It provides recommendations on how to improve the page load time, such as removing unused components, reducing the number of fields, or using conditional visibility rules.

Question: 64

Which practice should an admin consider when working with the Ensure Funds Async action?

A. The invoice object should be logged and cloned to a custom object before calling the action
B. The invoice object should be cloned to a custom object before calling the action
C. The invoice ID should be assigned somewhere in the flow before calling the action
D. The Invoice ID should be logged before passing it to the Ensure Funds Async action

Answer: C

Explanation:

The Ensure Funds Async action requires the invoice ID as an input parameter. The action checks if there are enough funds available for the invoice and updates the invoice status accordingly. The invoice ID should be assigned somewhere in the flow before calling the action, otherwise the action will fail. Reference: Salesforce Payments and Order Management

Question: 65

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.

Answer: B

Explanation:

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. Reference: Order Management Lifecycle, Order Management Objects, Configure Order Management Flows

Question: 66

An admin is analyzing project requirements and notes that there are requirements to support both high volume and multiple locations. What is the recommended approach for this scenario?

A. Download the Single Location High Volume sample flow from the Partner Community and modify all the flows to loop through locations

B. Download the Multiple Locations sample flow from the Partner Community and have developers add Apex code to enhance performance

C. Download the Single Location High Volume sample flow and the Multiple Locations sample flow from the Partner Community and make a blend ® between the two considering trade-offs

D. Download the Single Location High Volume sample flow from the Partner Community and have the developers add Apex code to enhance performance

Answer: C

Explanation:

The Single Location High Volume sample flow and the Multiple Locations sample flow are two examples of how to implement order fulfillment with Order Management. The Single Location High Volume sample flow is optimized for performance and scalability, but it only supports one fulfillment location per order. The Multiple Locations sample flow supports multiple fulfillment locations per order, but it has lower performance and scalability. To support both high volume and multiple locations, an admin can download both sample flows from the Partner Community and make a blend between them, considering trade-offs such as complexity, maintainability, and customizability. Reference: Order Fulfillment Flows, Partner Community

Question: 67

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

Answer: CD

Explanation:

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. Reference: Order Fulfillment Flows, [Flow Performance Best Practices]

Question: 68

Which three options are the main types of building blocks when working in Flow Builder?

A. Connectors
B. Elements
C. Async processes
D. Data lookups
E. Resources

Answer: A, B, E

Explanation:

The main types of building blocks when working in Flow Builder are:
Elements: These are the components that define the logic and functionality of a flow. Elements include actions, assignments, decisions, loops, screens, subflows, and waits.
Resources: These are the variables, constants, formulas, collections, and record choice sets that store data in a flow. Resources can be used as inputs or outputs for elements.
Connectors: These are the arrows that connect elements and resources in a flow. Connectors determine the sequence and direction of the flow execution. Reference: [Flow Building Blocks]

Question: 69

Which two Order Management objects have their tabs set to Tab Hidden by default?

A. OrderDeliveryMethod
B. SalesLocation
C. Locations
D. Fulfillment Orders
E. Accounts

Answer: A, C

Explanation:

The OrderDeliveryMethod and Locations objects have their tabs set to Tab Hidden by default. These objects are used to store information about how an order is delivered and where it is fulfilled from, respectively. They are not meant to be accessed directly by users, but rather through related lists or lookup fields on other objects. Reference: Order Management Objects

Question: 70

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

Answer: ABC

Explanation:

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. Reference: Salesforce Payments and Order Management, [Named Credentials]

Question: 71

What can an administrator use to control what inventory is exposed on specific selling channels?

A. Product Eligibility Flag
B. Selling Channel Flag
C. Product Filter Status
D. Selling Channel Status

Answer: A

Explanation:

The Product Eligibility Flag is a custom field on the Product object that indicates whether a product is eligible for a specific selling channel. An administrator can use this field to control what inventory is

exposed on different channels, such as web, mobile, or store. For example, if a product has the Product Eligibility Flag set to Web Only, it will not be available for other channels. Reference: Order Management Objects, [Product Eligibility Flag]

Question: 72

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

Answer: A, D

Explanation:

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. Reference: Order Management Objects, [Delivery Methods]

Question: 73

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

Answer: A, B, E

Explanation:

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 Reference: [Create Orders Using Composite API], [Composite Resources]

Question: 74

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

Answer: C

Explanation:

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. Reference: Order Management Objects, [Create Invoice Apex Action]

Question: 75

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

Answer: C

Explanation:

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. Reference: Order Management Objects, Order Fulfillment Flows

Question: 76

A customer applied a 10% off discount when placing an order. What object is created when the discount is applied to the order?

A. Order Discount
B. Order Payment Summary
C. Order Adjustment Group Summary
D. Credit Memo

Answer: C

Explanation:

When a customer applies a discount when placing an order, an order adjustment group summary is created. An order adjustment group summary is a record that represents a modification to the order amount, such as a discount, a surcharge, or a tax. An order adjustment group summary can have one or more order adjustments, which are the individual modifications that are applied to the order or the order items. An order can have one or more order adjustment group summaries, depending on how many types of modifications are applied to the order. Reference: Order Management Objects, [Order Adjustments]

Question: 77

At minimum, a custom attribute must be created on which objects for the values to automap in Order Management from B2C Commerce Cloud at the Order item level?

A. Order and Order Summary
B. Order Item and Order Item Summary
C. Order, Order Summary, Order Item and Order Item Summary
D. Order, Order Summary, Change Order and Fulfillment Order

Answer: B

Explanation:

At minimum, a custom attribute must be created on the Order Item and Order Item Summary objects for the values to automap in Order Management from B2C Commerce Cloud at the order item level. A custom attribute is a field that stores additional information about an object that is not captured by the standard fields. A custom attribute can be created on any object in Order Management, but it must have the same API name and data type as the corresponding attribute in B2C Commerce Cloud. For example, if an order item has a custom attribute called Color in B2C Commerce Cloud, then an Order Item and an Order Item Summary must also have a custom attribute called Color in Order Management for the value to automap. Reference: Order Management Objects, [Custom Attributes]

Question: 78

An admin wants to deploy certain pages in Order Management to approved mobile devices. Which two steps are the recommended approach for this?

A. Build a custom application on Heroku calling the APIs
B. Install the Salesforce mobile app from Apple Store or Google Play
C. Save the pages with the options of both Desktop and Phone applied
D. Use the mobile publisher to create an app

Answer: BC

Explanation:

The recommended approach for deploying certain pages in Order Management to approved mobile devices is to install the Salesforce mobile app from Apple Store or Google Play and save the pages with the options of both Desktop and Phone applied. The Salesforce mobile app is designed for easy data access on the go. You can view Order Management

record pages on the mobile app, but you can't access its console features, like screen flows. To make a page available on the mobile app, you need to save it with the options of both Desktop and Phone applied in the Lightning App Builder. Reference: Salesforce Order Management, Mobile App Theme FAQ

Question: 79

An administrator needs to ensure that the Orders coming from B2C Commerce honor some business rules which need to be the same in both B2C and Order Management. This validation must happen before the Order Summary object is created. What can the administrator suggest to the developer to implement this requirement?

A. Use an AppExchange solution
B. Handle this in the Commerce System originating the Orders.
C. Write an Apex class with the validation rules and expose it as an Invocable Action
D. Use a Salesforce Labs solution

Answer: B

Explanation:

The administrator can suggest to the developer to handle this requirement in the Commerce System originating the Orders. This way, the validation rules can be applied before the orders are sent to Order Management via the B2C Commerce Integration. The B2C Commerce Integration imports order data into Order Management and creates Order Summary records based on the order data. The validation must happen before the Order Summary object is created, so it cannot be done in Order Management using Apex or other tools. Reference: B2C Commerce Integration, Order Management Lifecycle

Question: 80

What two tools can an administrator use to debug an issue with an Apex trigger?

A. Apex Logs in Setup
B. Error Logs in the Developer Console
C. Log Inspector in the Developer Console
D. Debug Logs in Setup

Answer: C, D

Explanation:

The administrator can use two tools to debug an issue with an Apex trigger: Log Inspector in the Developer Console and Debug Logs in Setup. The Log Inspector is a tool that displays a graphical representation of a debug log, which is a record of database operations, system processes, and errors that occur when executing a transaction or running unit tests. The Log Inspector helps you analyze and troubleshoot your code by highlighting errors, checkpoints, and execution times. The Debug Logs page in Setup lets you monitor and retain debug logs for users, Apex classes, Apex triggers, and Lightning components. You can view, download, or delete debug logs from this page.

Question: 81

Based on some changes in Universal Containers' Commerce engine, new Orders are expected to have two additional attributes at the header level. In Order Management, which other Object besides Order also needs to be extended?

A. Delivery Groups
B. Order Summary
C. Change Order
D. Payment Summary

Answer: B

Explanation:

Based on some changes in Universal Containers' Commerce engine, new Orders are expected to have two additional attributes at the header level. In Order Management, besides Order, the other object that also needs to be extended is Order Summary. An Order Summary is a record that stores information about an order, such as the total amount, the number of items, and the fulfillment status. An Order Summary 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. To extend an object in Order Management, an administrator can create custom attributes on that object that match the API name and data type of the corresponding attributes in B2C Commerce.
Reference: Order Management Objects

Question: 82

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

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

Answer: A

Explanation:

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.
Reference: Order Management Objects, [Picklist Fields]

Question: 83

Which object is used to create an invoice?

A. Fulfillment Order
B. Order Summary
C. Shipment
D. Order

Answer: B

Explanation:

The Order Summary object is used to create an invoice. 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. To create an invoice, an administrator can use the Create Invoice Apex action in a flow. The Create Invoice Apex action requires the Order Summary ID as an input parameter and creates an Invoice record associated with the Order Summary record.
Reference: Order Management Objects, [Create Invoice Apex Action]

Question: 84

Where should a service agent go first to initiate changes related to an Order in Order Management?

A. Change Order Details
B. Order Details
C. Fulfillment Order Details
D. Order Summary Details

Answer: D

Explanation:

A service agent should go first to the Order Summary Details page to initiate changes related to an order in Order Management. The Order Summary Details page provides a global view of the entire order lifecycle, including order capture, fulfillment, shipping, payment, invoicing, and service. From this page, a service agent can access various actions and flows to process changes such as cancellations, returns, exchanges, reshipments, refunds, and discounts. The service agent can also view related records such as Order, Fulfillment Orders, Shipments, Invoices, Credit Memos, and Change Orders. Reference: Order Management Console, Order Management Lifecycle

Question: 85

For what use case would an administrator enable Person Accounts during Order Management setup?

A. Person Accounts are always enabled for Order Management
B. Connecting Order Management to B2C Commerce
C. Connecting to an external ERP system
D. Connecting Order Management to B2B Commerce

Answer: B

Explanation:

An administrator would enable Person Accounts during Order Management setup for the use case of connecting Order Management to B2C Commerce. B2C Commerce is a cloud-based platform that enables businesses to create and manage online storefronts for consumers. B2C Commerce uses Person Accounts to represent individual shoppers who place orders on the storefronts. Person Accounts are a type of account that combines account and contact information into a single record. To connect Order Management to B2C Commerce, an administrator needs to enable Person Accounts in Order Management and install the B2C Commerce Integration package from AppExchange. Reference: B2C Commerce Integration, [Person Accounts]