ORDER-MANAGEMENT-ADMINISTRATOR^{Q&As}

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1 / 5

QUESTION 1

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

Correct Answer: BD

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.

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https://help.salesforce.com/s/articleView?id=sf.order_management_payment_api.htmandtype =5

QUESTION 2

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

Correct Answer: C

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. References: Order Management Objects, [Order Adjustments]

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3 / 5
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QUESTION 3

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

Correct Answer: D

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. References: Order Management Console, Order Management Lifecycle

QUESTION 4

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

Correct Answer: ABC

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

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4 / 5

page to give users more access and context.

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QUESTION 5

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

Correct Answer: D

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.
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5 / 5