



# ORDER-MANAGEMENT- ADMINISTRATOR<sup>Q&As</sup>

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### QUESTION 1

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

Correct Answer: A

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.

[https://help.salesforce.com/s/articleView?id=sf.changesets\\_create\\_outbound.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.changesets_create_outbound.htm&type=5)

### QUESTION 2

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 to Three Regions
- C. Change the page layout template to Three Regions in the layout editor
- D. Add another column component to the existing Lightning Record Page

Correct Answer: B

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. [https://help.salesforce.com/s/articleView?id=sf.lightning\\_app\\_builder\\_customize\\_lex\\_page\\_s.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_customize_lex_page_s.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.lightning\\_app\\_builder\\_templates.htm&type=](https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_templates.htm&type=)

### QUESTION 3

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

Correct Answer: D

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.

[https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_cancel\\_order.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_cancel_order.htm&type=5)

#### QUESTION 4

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

Correct Answer: D

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.

[https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_payment\\_gateway\\_log.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_payment_gateway_log.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_order\\_payment\\_summary.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_order_payment_summary.htm&type=5)

#### QUESTION 5

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

Correct Answer: AC

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. References: Order Management Objects

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