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

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### QUESTION 1

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

Correct Answer: B

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.  
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### QUESTION 2

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 to 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

Correct Answer: D

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.  
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### QUESTION 3

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

Correct Answer: CD

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 4

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

Correct Answer: D

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 Account-Contact model is suitable for B2B transactions, where the customers are businesses or organizations that purchase products or services for professional use.

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#### QUESTION 5

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.

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