



ORDER-MANAGEMENT- ADMINISTRATOR^{Q&As}

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QUESTION 1

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.

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

QUESTION 2

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

Correct Answer: ABE

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.

References: [Flow Building Blocks]

QUESTION 3

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 page to give users more access and context.

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

QUESTION 4

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.

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

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

QUESTION 5

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"

Correct Answer: D

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.

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

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