ORDER-MANAGEMENT-ADMINISTRATOR^{Q&As}

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QUESTION 1

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

Correct Answer: CD

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. https://

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

QUESTION 2

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

Correct Answer: A

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. https://help.salesforce.com/s/articleView?id=sf.order_management_order_summary.htmandt ype=5

QUESTION 3

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

Correct Answer: D

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. https://help.salesforce.com/s/articleView?id=sf.order_management_order_payment_summ ary.htmandtype=5 https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_om_actions_ensure_fun ds_async.htmandtype=5

QUESTION 4

Which two objects are found within Order Management?

A. Fulfillment Order

B. Receipt

C. Cart

D. Payment Summary

E. Packing Manifest

Correct Answer: AD

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

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to

both Order Summary and Invoice objects, and it contains information such as the payment amount, method, status, etc.

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https://help.salesforce.com/s/articleView?id=sf.order_management_payment_summary.ht mandtype=5

QUESTION 5

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

Correct Answer: C

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. References: Order Management Objects, Order Fulfillment Flows

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