ORDER-MANAGEMENT-ADMINISTRATOR^{Q&As}

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

C. Change the page layout template to Three Regions in the layout editor

D. Add another column component lo 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.htmandtype=5 https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_templates.htmandtype=

QUESTION 3

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

QUESTION 4

A company has an external system that stores client accounting data but they want to be able to search for this data within Salesforce. What three steps should the administrator take to implement this functionality?

A. Create an automated import of the external data using the Job Scheduler

B. Create an automated data capture (or the external system

C. Create an Indirect Lookup field to connect to the Account

D. Create an External Object for each fable of accounting data in the external system

E. Create an External Data Source pointing to the external system\\'s database

Correct Answer: CDE

Three steps that the administrator should take to implement this functionality are:

Create an External Data Source pointing to the external system\\'s database. An External Data Source is a type of metadata that defines the connection and authentication information for an external system that stores data outside of

Salesforce. The administrator can create an External Data Source using the Lightning Connect OData 2.0 or 4.0 adapters, which support read-only access to data in relational databases.

Create an External Object for each table of accounting data in the external system. An External Object is a type of custom object that maps to a table in an external system. The administrator can create an External Object for each table of

accounting data that they want to access from Salesforce, and define its fields and relationships accordingly.

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Create an Indirect Lookup field to connect to the Account. An Indirect Lookup field is a type of custom field that links a child External Object record to a parent standard or custom object record. The administrator can create an Indirect Lookup

field on the External Object that references the Account object, and specify the external column name and value that match the Account ID.

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

QUESTION 5

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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