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

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### QUESTION 1

A customer orders 10 products. The products must be shipped to three different locations. Two of the orders are fulfilled at the same location. How many Fulfillment Orders would be created for this order?

- A. One Fulfillment Order per item in the order, totaling 10
- B. One Fulfillment Order per Fulfillment Location, totaling 2
- C. One Fulfillment Order
- D. One Fulfillment Order per destination, totaling 3

Correct Answer: D

The number of Fulfillment Orders that would be created for this order is one per destination, totaling 3. 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. The number of Fulfillment Orders created depends on three factors: Fulfillment Location, Delivery Method and Recipient Address. These factors determine how the Order Items are grouped and allocated to Fulfillment Orders based on routing rules and inventory availability. In this case, since the products must be shipped to three different locations, three Fulfillment Orders are created for each destination.

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### QUESTION 2

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

### QUESTION 3

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 to

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

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#### QUESTION 4

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://>



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#### QUESTION 5

Where should a service agent go first to view process exceptions related to a specific Order?

- A. Order Record - Process Exception Details Tab
- B. Change order Record - Related Tab
- C. Order Record - Details Tab
- D. Order Summary Record - Related Tab

Correct Answer: A

The best place for a service agent to go first to view process exceptions related to a specific Order is the Order Record - Process Exception Details Tab. This tab shows a list of process exceptions that occurred during the order lifecycle, such as errors in payment authorization, inventory allocation, fulfillment location assignment, etc. The service agent can use this tab to identify and resolve the issues that affect the order processing.

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