



ORDER-MANAGEMENT- ADMINISTRATOR^{Q&As}

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QUESTION 1

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]

QUESTION 2

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 3



An administrator is looking for payment information about a returned item on an Order Summary. Which object should the administrator look at?

- A. Return
- B. Credit Memo
- C. Invoice
- D. Return Order Summary

Correct Answer: B

The object that the administrator should look at to find payment information about a returned item on an Order Summary is Credit Memo. A Credit Memo is a record that represents a refund or credit issued to a customer for a returned item. A Credit Memo has a lookup relationship to both Order Summary and Return Order objects, and it contains information such as the credit amount, status, payment method, etc.

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

QUESTION 4

Which of the following options represent two ways that an administrator can utilize APIs in Workbench to query Order Summaries?

- A. Apex API and Connect API
- B. Connect API and Platform API
- C. Platform API and Composite API
- D. Composite API and Invocable API
- E. Invocable API and Apex API

Correct Answer: C

The Platform API and the Composite API are two ways that an administrator can use APIs in Workbench to query Order Summaries. The Platform API allows querying, creating, updating, deleting, and searching records in Salesforce. The Composite API allows combining multiple requests into a single call, which can improve performance and reduce complexity¹²

QUESTION 5

Which object is used to create an invoice?

- A. Fulfillment Order
- B. Order Summary
- C. Shipment
- D. Order



Correct Answer: B

The Order Summary object is used to create an invoice. An invoice is a document that requests payment from a customer for an order. An invoice can include one or more fulfillment orders and one or more credit memos. A fulfillment order is a record that represents a part of an order that is fulfilled by a specific location. A credit memo is a record that represents a partial or full refund for an order or a fulfillment order. To create an invoice, an administrator can use the Create Invoice Apex action in a flow. The Create Invoice Apex action requires the Order Summary ID as an input parameter and creates an Invoice record associated with the Order Summary record. References: Order Management Objects, [Create Invoice Apex Action]

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