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**Exam** : **AP-219**

**Title** : Salesforce Order Management  
Administrator Accredited  
Professional

**Vendor** : Salesforce

**Version** : DEMO

**NO.1** Which three steps should an administrator take to set up a mock payment gateway in a new org?

- A. Create a Payment Gateway
- B. Create a Named Credential
- C. Create a Payment Provider
- D. Create a CORS (Cross-Origin Resource Sharing) entry
- E. Create a Trusted Site Entry

**Answer:** A,B,C

Explanation:

To set up a mock payment gateway in a new org, an administrator should take the following steps:

Create a Payment Provider: This is a custom metadata type that defines the configuration and behavior of a payment gateway. A payment provider specifies the name, type, class, and endpoint of the payment gateway.

Create a Named Credential: This is a Salesforce feature that securely stores authentication information for connecting to external services. A named credential specifies the URL, identity type, authentication protocol, and certificate of the payment gateway.

Create a Payment Gateway: This is a custom object that represents an instance of a payment provider. A payment gateway references a payment provider and a named credential, and defines additional settings such as currency, mode, and timeout. Reference: Salesforce Payments and Order Management, [Named Credentials]

**NO.2** What are two reasons for using Flows instead of Apex code?

- A. Flows can be modified and created without a developer
- B. Flows have better performance options for large batches of records
- C. Flows can be triggered by undelete events
- D. Flows provide a visual debug process

**Answer:** A,D

Explanation:

Two reasons for using Flows instead of Apex code are:

Flows can be modified and created without a developer. Flows are declarative tools that allow administrators to build complex business logic using clicks instead of code. Flows do not require any programming skills or knowledge, and they can be easily modified and maintained by administrators.

Flows provide a visual debug process. Flows have a built-in debugger that allows administrators to test and troubleshoot their flows in a graphical interface. The debugger shows the flow execution path, the values of variables and sObject fields, and any errors or warnings that occur in the flow.

Verified Reference: [https://help.salesforce.com/s/articleView?id=sf.flow\\_builder.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.flow\\_builder\\_debug.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_builder_debug.htm&type=5)

**NO.3** What type of relationship exists between FulfillmentOrder and Order Delivery Method?

- A. Lookup (Order Delivery Method)
- B. Master-Detail (Order Delivery Method)
- C. Junction (Many to Many)
- D. One-to-One Lookup (Location) FulfillmentFrom LocationId

**Answer:** A

Explanation:

The type of relationship that exists between FulfillmentOrder and Order Delivery Method is Lookup (OrderDelivery Method). A Lookup field is a type of custom field that creates a relationship between two objects, but does not support rollup summary fields. In this case, a FulfillmentOrder has a Lookup field named Order Delivery Method that references an Order Delivery Method record. An Order Delivery Method is a record that represents a delivery option for fulfilling orders, such as standard shipping, express shipping, in-store pickup, etc. An Order Delivery Method can have many FulfillmentOrders associated with it, but a FulfillmentOrder can only have one Order Delivery Method. Verified Reference:

[https://help.salesforce.com/s/articleView?id=sf.custom\\_field\\_types.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.custom_field_types.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_order\\_delivery\\_method.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_order_delivery_method.htm&type=5)

**NO.4** After deploying a new Lightning Web Component to an org, what should an administrator do to add the component to a Lightning Record Page?

- A.** Create a Metadata API (MDAPI) conversion file with the Command Line interface (CLI) then go to the page and adjust the positioning
- B.** Navigate to the Page, Click on the "Custom Component Editor," Click "Publish" on the new component in the list and adjust the positioning
- C.** Go to Deploy LWC in Setup
- D.** Go to the page, edit it and drag the new component onto the page

**Answer:** D

**NO.5** A developer needs to create a scheduled job in an external system to move Order data into a Salesforce org every 24 hours. In which two ways can this off-platform job be established without additional third-party tools?

- A.** Install a minimal set of dev tools on a machine such as the Command Line Interface (CLI) and create appropriate scripts to import files containing the data
- B.** Set up an SFTP server as a waystation. drop the files there using the off-platform job and schedule a job in-platform to process the file
- C.** Create a job in the org (on-platform) to drop a file of existing data. Use the off-platform machine to generate a file and identify the details between the two. Push the changes to the org's "Import" directory
- D.** Authorize a machine against the Salesforce org's APIs with appropriate security measures and create a script to call the APIs

**Answer:** A,D

Explanation:

Two ways that this off-platform job can be established without additional third-party tools are: Install a minimal set of dev tools on a machine such as the Command Line Interface (CLI) and create appropriate scripts to import files containing the data. The CLI is a tool that allows developers to interact with Salesforce from the command line. The developer can use the CLI to create scripts that use commands such as `force:data:bulk:upsert` or `force:data:tree:import` to import data from CSV or JSON files into Salesforce.

Authorize a machine against the Salesforce org's APIs with appropriate security measures and create a script to call the APIs. The APIs are interfaces that allow developers to access data and functionality in Salesforce from external systems. The developer can use the APIs, such as REST API or Bulk API, to

create a script that authenticates with Salesforce using OAuth 2.0 or JWT, and then performs operations such as insert, update, or delete on Order data.

Verified Reference: [https://developer.salesforce.com/docs/atlas.en-](https://developer.salesforce.com/docs/atlas.en-us.sfdx_cli_reference.meta/sfdx_cli_reference/cli_reference_force_data.htm)

[us.sfdx\\_cli\\_reference.meta/sfdx\\_cli\\_reference/cli\\_reference\\_force\\_data.htm](https://developer.salesforce.com/docs/atlas.en-us.sfdx_cli_reference.meta/sfdx_cli_reference/cli_reference_force_data.htm)

[https://developer.salesforce.com/docs/atlas.en-](https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/intro_what_is_rest_api.htm)

[us.api\\_rest.meta/api\\_rest/intro\\_what\\_is\\_rest\\_api.htm](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.en-](https://developer.salesforce.com/docs/atlas.en-us.api_asynch.meta/api_asynch/asynch_api_intro.htm)

[us.api\\_asynch.meta/api\\_asynch/asynch\\_api\\_intro.htm](https://developer.salesforce.com/docs/atlas.en-us.api_asynch.meta/api_asynch/asynch_api_intro.htm)

**NO.6** 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

**Answer:** B

Explanation:

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. Verified

Reference: [https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_credit\\_memo.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_credit_memo.htm&type=5)

**NO.7** An Order Summary has three Fulfillment Orders and two Credit Memos associated with it. How many Invoices will be created when using the Create Invoice Apex action in a flow?

**A.** 2.0

**B.** 5.0

**C.** 1.0

**D.** 3.0

**Answer:** C

Explanation:

One invoice will be created when using the Create Invoice Apex action in a flow. The Create Invoice Apex action is a custom action that creates an invoice for an order summary. 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. An order summary can have multiple fulfillment orders and credit memos associated with it, but only one invoice will be created for the entire order summary. Reference: Order Management Objects, [Create Invoice Apex Action]

**NO.8** A company's sales team wants the Total Amount field to be included in the Highlights panel at the top of the Credit Memo record page. How can the administrator meet this requirement?

**A.** Modify the sales team profile's assigned record type to include the Total Amount field in the

### Highlights Panel

- B.** Edit the Credit Memo page layout to include the Total Amount field in the Highlights Panel
- C.** Edit the properties of the Highlights Panel component on the Credit Memo lightning record page
- D.** Modify the compact layout on the Credit Memo object

**Answer:** D

Explanation:

The best way for the administrator to meet this requirement is to modify the compact layout on the Credit Memo object. A Credit Memo is a record that represents a refund or credit issued to a customer for an order or part of an order. A Credit Memo has various fields and related lists that display information such as the credit amount, status, reason, etc. A compact layout is a type of layout that determines which fields appear in the highlights panel at the top of a record page in Lightning Experience or Salesforce mobile app. The administrator can use the Object Manager to modify the compact layout on the Credit Memo object and add the Total Amount field to the compact layout. This way, the sales team can see the Total Amount field in the highlights panel at the top of the Credit Memo record page. Verified Reference:

[https://help.salesforce.com/s/articleView?id=sf.order\\_management\\_credit\\_memo.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.order_management_credit_memo.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.compact\\_layouts\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.compact_layouts_overview.htm&type=5)

**NO.9** An administrator is attempting to deploy a Change Set from a development org to a test org but the test org is not available in the list of target organizations. What are two reasons that could cause this issue?

- A.** The components in the Change set could not be found within the test org
- B.** ChangeSets can only be deployed from a sandbox org to a production org, not another sandbox org.
- C.** The development org has not been approved to upload Change Sets from within the test org
- D.** The development org and test org are not associated with the same production org.

**Answer:** C,D

Explanation:

Two reasons that could cause the issue of not being able to deploy a Change Set from a development org to a test org are:

The development org has not been approved to upload Change Sets from within the test org. To deploy ChangeSets between two sandbox orgs, the administrator needs to establish a deployment connection between them. A deployment connection allows one org to send outbound Change Sets and another org to receive inbound Change Sets. The administrator can create a deployment connection request from the development org and approve it from the test org.

The development org and test org are not associated with the same production org. To deploy Change Sets between two sandbox orgs, they must be linked to the same production org. A production org is an org that contains live data and business processes. A sandbox org is a copy of a production org that is used for development, testing, or training purposes. Sandbox orgs inherit the deployment connections of their source production orgs. Reference: Deploy Using Change Sets, Deploy a Change Set

**NO.10** Where is the Shipping Address stored as it relates to Order Summary?

- A.** Order Delivery Group Summary
- B.** Order Shipping Summary

C. Order Shipping Details

D. Order Delivery Group Details

**Answer:** A

**NO.11** 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

**Answer:** C,D

Explanation:

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.

Verified Reference: [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.en-us.api_rest.meta/api_rest/intro_what_is_rest_api.htm)

[https://developer.salesforce.com/docs/atlas.en-us.api\\_rest.meta/api\\_rest/resources\\_composite.htm](https://developer.salesforce.com/docs/atlas.en-us.api_rest.meta/api_rest/resources_composite.htm)