Free Salesforce AP-219 Practice Questions

Shared by Richmond on 13-08-2026

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Question 1

Question Type: MultipleChoice

A customer applied a 10% off discount when placing an order. What object is created when the discount is applied to the order?

Options:

A- Order Discount
B- Order Payment Summary
C- Order Adjustment Group Summary
D- Credit Memo

Answer:

C

Explanation:

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. Reference:Order Management Objects, [Order Adjustments]

Question 2

Question Type: MultipleChoice

An Administrator has created a change set with two items, a new apex class

and a new apex trigger. When attempting to deploy the change set, and error

occurs? What could be the cause?

Options:

A- Create a trigger flow when the payment summary is created with an email flow node
B- Different Metadata types cannot be deployed within a single change set
C- An Apex Trigger cannot be deployed via change set
D- Apex Classes require a header file when deployed
E- The new apex class and trigger have lowered the sent *** **** the ********* threshold

Answer:

D

Question 3

Question Type: MultipleChoice

Which two APIs can an admin suggest so that customers can initiate order cancellations and returns from the B2C Commerce storefront and have their action carry out the cancel and returnoperations in Order Management?

Options:

A- Connect APIs
B- Bulk APIs
C- REST APIs
D- Streaming APIs

Answer:

A, C

Explanation:

Two APIs that an admin can suggest so that customers can initiate order cancellations and returns from the B2C Commerce storefront and have theiraction carry out the cancel and return operations in Order Management are:

Connect APIs. These are RESTful APIs that expose resources in Order Management, such as orders, payments, shipments, etc. They allow customers to perform CRUD (create, read, update,delete) operations on these resources from external systems, such as B2C Commerce.

REST APIs. These are HTTP-based APIs that enable developers to access data in Order Management using standard HTTP methods, such as GET, POST, PUT, PATCH, and DELETE. Theyallow customers to interact with Order Management resources using JSON or XML formats.

Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.order_management_connect_api.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.order_management_rest_api.htm&type=5

Question 4

Question Type: MultipleChoice

Which three options are the main types of building blocks when working in Flow Builder?

Options:

A- Connectors
B- Elements
C- Async processes
D- Data lookups
E- Resources

Answer:

A, B, E

Explanation:

The main types of building blocks when working in Flow Builder are:

Elements: These are the components that definethe logic and functionality of a flow. Elements include actions, assignments, decisions, loops, screens, subflows, and waits.

Resources: These are the variables, constants, formulas, collections, and record choice sets that store data in a flow. Resourcescan be used as inputs or outputs for elements.

Connectors: These are the arrows that connect elements and resources in a flow. Connectors determine the sequence and direction of the flow execution. Reference: [Flow Building Blocks]

Question 5

Question Type: MultipleChoice

The order object represents which two statements? (Choose 2)

Options:

A- The invoice data for accounting purposes
B- The customer's intent at the time or purchase
C- An overall summary of the order being processed
D- The initial exchange of funds for goods or services

Answer:

B, D

Question 6

Question Type: MultipleChoice

When a new PaymentSummary is created, an email should be sent to the owner of the associated account and an approval after review should be required. What three steps should the administrator do to implement this functionality?

Options:

A- Create an email alert action
B- Create a trigger flow when the payment summary is created with an email flow node
C- Create an approval process on the Payment Summary object
D- Create a flow to send an email to the owner of the associated account when a payment summary is created
E- Create an email template

Answer:

A, C, E

Explanation:

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

Create an email template. An email template is a reusable message that contains merge fields that are populated with data from records when the email is sent. The administrator can create an email template for the Payment Summary object that includes information such as the payment amount, date, status, etc.

Create an email alert action. An email alert action is a type of action that sends an emailto one or more recipients when a flow executes. The administrator can create an email alert action that uses the email template created in the previous step and sends it to the owner of the associated account when a new Payment Summary is created.

Create an approval process on the Payment Summary object. An approval process is a way to automate the approval of records based on certain criteria and actions. The administrator can create an approval process on the Payment Summary object that requires an approval after review from a designated approver.

Verified Reference:
https://help.salesforce.com/s/articleView?id=sf.email_templates_create.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_action_email.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.approvals_creating_approval_processes.htm&type=5

Question 7

Question Type: MultipleChoice

An administrator is setting up Order Management in a development org. The

administrator is using Workbench to create test orders but the corresponding Order

Summaries are not being created. What could be the issue?

Options:

A- Order Summary has been disabled in the Order Management settings in Setup
B- The Order object trigger is not activated
C- The administrator did not set the 'CreateOrderSummary' attribute to TRUE in the API call in workbench when posting the orders
D- The Create Order Summary flow is not activated

Answer:

D

Question 8

Question Type: MultipleChoice

Some admins are exploring the optimal Data Model for their QMS Org. What should be considered when choosing between Person Accounts vs Contacts?

Options:

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

Answer:

D

Explanation:

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. Verified Reference: https://help.salesforce.com/s/articleView?id=sf.accounts_person.htm&type=5https://help.salesforce.com/s/articleView?id=sf.accounts_contacts.htm&type=5

Question 9

Question Type: MultipleChoice

In which two ways can order management license be assigned? (Select 2)

Options:

A- By role
B- By profile
C- By permission set
D- By user

Answer:

C, D

Question 10

Question Type: MultipleChoice

An administrator is attempting to export the data stored in a custom field on a standard object using Data Loader. However, after exporting the records neither the field header nor any of the field data appear in the CSV file. What could be the cause of this issue?

Options:

A- The user does not have access to the field
B- A mapping file was not used when the data was loaded in
C- The user has rights to the field but there are no values in it
D- The user needs to install a specific Zulu JDK that is recommended by Salesforce.

Answer:

A

Question 11

Question Type: MultipleChoice

An administrator is tasked to utilize a Product Price Book which is managed on an external platform. How can the administrator meet this requirement?

Options:

A- Create an External Data Source in Setup which references the external platform where the Pricebook is held

B- Go to Setup. Order settings, and select Enable Optional Price Books for Orders
C- This is not possible,all Products require a Pricebook Entry
D- Edit the Product page layout to make the Pricebook field not require

Answer:

B