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QUESTION 1

How can you make Business flows configurable and adaptive in Order Management?

A. By doing a value chain analysis.

B. By altering the process model.

C. With customization.

D. With change request management.

Correct Answer: C

QUESTION 2

Which of the following is NOT a key benefit of using Global Inventory Visibility?

A. Reduce the cost of processing a return.

B. Increase customer satisfaction with accurate promising.

C. Complete view of all supply and demand.

D. Better inventory utilization.

Correct Answer: A

Reference: http://www-01.ibm.com/software/commerce/order-management/inventory/

QUESTION 3

IBM Sterling OM provides a single order repository that enables a user to modify, update or track all orders real-time for what type of channel?

A. Field Sales

B. Retail Store

C. Call Center

D. Any combination of channels.

Correct Answer: D

Reference: http://www.redbooks.ibm.com/redpieces/pdfs/redp4766.pdf (Page 5, table1)

QUESTION 4

What component of IBM Sterling Order Management allows companies to efficiently handle returns and exchange processes?

A. Sterling Collaboration Network

B. Reverse Logistics

C. Sourcing and Scheduling

D. Vendor Management

Correct Answer: B

Reference: http://www.redbooks.ibm.com/redpieces/pdfs/redp4766.pdf (Page 6, 3rd paragraph)

QUESTION 5

What are the characteristics that ensure best performance and scalability of the configuration engine?

A. Stateless design

B. Model caching

C. Both A and B

D. Runtime XML files for models

Correct Answer: A

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