

M8010-238^{Q&As}

IBM Commerce Solutions Selling/Order Mgmt Sales Mastery Test v1

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QUESTION 1

In which deployment option is the Salesforce.com integration supported?

- A. IBM Sterling CPQ on premise
- B. IBM Sterling CPQ SaaS Premium
- C. IBM Sterling CPQ on Cloud
- D. All of the above.

Correct Answer: D

QUESTION 2

How do today\\'s customers interact with a brand?

- A. Customers expect the brand to provide a seamless and consistent cross-channel experience.
- B. Customers expect a dedicated and independent system for each channel for more focused service.
- C. Customers are increasing using only a single channel for all their interactions.
- D. None of the above.

Correct Answer: A

Reference:

ftp://ftp.software.ibm.com/software/solutions/soa/pdfs/FINAL_Cross_channel_Commerce_b rochure.pdf (page 2, second paragraph, right column)

QUESTION 3

Which functionality is NOT included if a customer has a license for 100 IBM Sterling CPQ Direct Sales users?

- A. Manage orders placed from quotes through IBM Sterling Call Center.
- B. Salesforce.com integration.
- C. Ability to create catalog and pricing data in Sterling.
- D. Ability to use the configurator APIs for building of custom mobile apps for enterprise sales people on the road.

Correct Answer: D

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QUESTION 4

In which of the core business areas of the Smarter Commerce initiative does IBM Sterling Order Management solution fit into?

- A. Buy
- B. Market
- C. Sell and Service
- D. Service

Correct Answer: A

Reference: http://www.ibm.com/smarterplanet/us/en/smarter_commerce/overview/#body_service

QUESTION 5

What business models does WebSphere Commerce support?

- A. B2C eCommerce
- B. B2C and B2B eCommerce
- C. B2C, B2B and indirect selling including B2B2C
- D. B2C, B2B and Supply Chain

Correct Answer: C

Reference: http://www.redbooks.ibm.com/redbooks/pdfs/sg247588.pdf

QUESTION 6

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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QUESTION 7

What functionality supports Move Add Cancel Delete (MACD) process for service configurations?

- A. Lock contracted prices.
- B. Execute date validations.
- C. Comparison of current with new/changed configurations.
- D. All of the above

Correct Answer: C

QUESTION 8

How does WebSphere Commerce support the business need of running multiple sites or micro-sites?

- A. Starter store sites
- B. Extended sites
- C. Widgets
- D. Site Management Tools

Correct Answer: B

Reference: http://www-01.ibm.com/software/genservers/commerce/extended/ (Overview, first paragraph)

QUESTION 9

IBM Sterling CPQ has customers in many different verticals. Which combination of verticals reflects most accurately, the CPQ customers?

- A. Manufacturing, High Tech, Communication/Media/Entertainment, LifeScience, and Education.
- B. Communication/Media/Entertainment/ LifeScience, High Tech, Pharma, Consumer.
- C. LifeScience, Manufacturing, Construction, Communication/Media/Entertainment/ Consumer.
- D. Manufacturing, High Tech, Communication/Media/Entertainment/ LifeScience, Consumer.

Correct Answer: A

Reference:

http://publib.boulder.ibm.com/infocenter/caas/v1r0/index.jsp?topic=%2Fcom.ibm.help.catal

ogmgmtconcepts.doc%2Fc_AssignCustomersToEntitlements.html (see the first bulleted point on the page)



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QUESTION 10

WebSphere Commerce platform empowers business users to manage the brand experience using which of the following tools?

- A. WebSphere Commerce Admin Console
- B. Management Center tools
- C. Starter Stores
- D. Rational Application Development tools

Correct Answer: B

Reference: http://www-01.ibm.com/software/genservers/commerce/socialcommerce/ (third paragraph on the page right after bulleted points)

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