



# M8010-238<sup>Q&As</sup>

IBM Commerce Solutions Selling/Order Mgmt Sales Mastery Test v1

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### QUESTION 1

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)

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### QUESTION 2

What type of capability is NOT provided by Delivery and Services Scheduling?

- A. Ability to schedule appointment at the time of creating an order.
- B. Ability to determine the best delivery crew or service provider.
- C. Ability to setup warranty based annual service maintenance schedules.
- D. Ability to connect Inventory availability with crew availability.

Correct Answer: B

Reference:

<http://public.dhe.ibm.com/common/ssi/ecm/en/zzd03092usen/ZZD03092USEN.PDF> (page 1, second paragraph, page 2, first paragraph)

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### QUESTION 3

What are manual pricing rules?

- A. Pricing rules that are automatically applied to a quote by the system.
- B. Pricing rules that are suggested by the system for a sales rep to use in a quote.
- C. Pricing rules that always require approval by a sales manager if applied.
- D. Pricing rules that allow discounting of shipping costs.

Correct Answer: B



Reference:

[http://publib.boulder.ibm.com/infocenter/caas/v1r0/index.jsp?topic=%2Fcom.ibm.help.gettin\\_gstarted.doc%2Fgettingstarted.html](http://publib.boulder.ibm.com/infocenter/caas/v1r0/index.jsp?topic=%2Fcom.ibm.help.gettin_gstarted.doc%2Fgettingstarted.html)

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#### QUESTION 4

What are the solution capabilities of WebSphere Commerce platform?

- A. Sell across direct and extended channels.
- B. Support for marketing and merchandizing across channels.
- C. Both A and B.
- D. Manage enterprise wide product and customer information

Correct Answer: C

Reference: <http://publib.boulder.ibm.com/infocenter/wchelp/v7r0m0/index.jsp?topic=%2Fcom.ibm.commerce.admin.doc%2Fconcepts%2Fcovoverall.htm> (first two paragraphs)

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#### QUESTION 5

IBM Sterling Order Management was built for multi-enterprise business processes in which of the following business models?

- A. B2B
- B. B2C
- C. B2B, B2C
- D. B2B, B2C, B2B2B, B2B2C

Correct Answer: C

Reference: <http://www-01.ibm.com/software/genservers/commerceproductline/> (first paragraph, last sentence)

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