



M8010-238^{Q&As}

IBM Commerce Solutions Selling/Order Mgmt Sales Mastery Test v1

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QUESTION 1

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 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)

QUESTION 3

Why do prospects need enterprise strength CPQ solution?

- A. Sales reps are too aggressive in their discounting.
- B. Sales reps do not know the products well and require help in recommending the best product that fit their prospects needs.
- C. Homegrown tools are expensive to maintain and spreadsheet solutions are always out of date.
- D. All of the above.

Correct Answer: A



QUESTION 4

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_brochure.pdf

(page 2, second paragraph, right column)

QUESTION 5

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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