C8010-241^{Q&As}

IBM Sterling Order Management V9.2 Solution Design

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QUESTION 1

In the integration between Sterling Order Management V9.2 and WebSphere Commerce, which of the following actions will a customer service representative be UNABLE to take when entering orders through the Sterling application?

A. Make manual adjustments in an order.

B. Enter orders for a customer who has no customer ID.

C. Pre-populate customer information from WebSphere Commerce.

D. Tell customers about promotions and discounts applied to the order.

Correct Answer: C

QUESTION 2

The current implementation of Sterling Selling and Fulfillment Suite is interfaced with a payment system for credit card processing. How would a solution designer efficiently handle the payment system\\'s "Service Unavailable" error during payment authorizations?

A. Set the retryFlag to "Y" in the YFSCollectionCreditCardUE output for the "Service Unavailable" error.

B. Record the "Service Unavailable" error failures in a custom table and process them using a custom agent.

C. Set asynchRequestProcess to "Y" in the YFSCollectionCreditCardUE output for the "Service Unavailable" error.

D. No action is required. The Sterling Payment Agents will automatically handle the "Service Unavailable" error.

Correct Answer: A

QUESTION 3

Payment type charge sequence is configured as follows:

-Credit Card Sequence: 2

-

 Gift Card Sequence: 1

-

 Loyalty Card Sequence: 0 Loyalty Card Sequence: 0 All tenders require authorization and charge. An order totaling $120 is created with three payment methods with the following maximum charge limits and sequences passed:

-Credit Card: Max Charge $100 - Sequence 2

-

 Loyalty Card: Max Charge $10 - Sequence 1

-

 Gift Card: Max Charge $ 20 - Sequence 0 Gift Card: Max Charge $ 20 - Sequence 0 What is the sequence in which authorization requests are created, and in what amounts?

A.

Loyalty Card $10, Gift Card $20, Credit Card $90

B.

Gift Card $20, Loyalty Card $10, Credit Card $90

C.

Credit Card $100, Loyalty Card $10, Gift Card $10

D.

Gift Card $20, Loyalty Card $10, Credit Card $100

Correct Answer: B

QUESTION 4

A business requirement is to charge payment for the exchange order upfront and then refund the customer when the returned item is received. This requirement should be configured as a:

A. even exchange.

B. regular exchange.

C. advanced exchange.

D. advanced pre-paid exchange.

Correct Answer: D

QUESTION 5

An enterprise installed Sterling Selling and Fulfillment Suite. The customer requirement is that the administrator should receive a notification if the agent and integration servers stop running unexpectedly. How can this requirement be achieved?

A. Configure alert notification on the Health Monitor agent.

B. Implement a JMX bean to track the entries in the YFS_HEARTBEAT table.

C. Specify unique runtime IDs when defining the agent and integration servers.

D. Write a servlet filter on the application servers to record the server heartbeat while the server is running.

Correct Answer: A