



C8010-250^{Q&As}

IBM Sterling Order Management V9.4, Implementation

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QUESTION 1

A security company sells a basic security package for \$199, and would like to offer an optional monthly service package for \$42 per month. The basic \$199 package price should be broken down as follows:

Base Price = \$100

Activation Fee = \$99

Which step does the implementation professional need to take to allow this company to accomplish its pricing objective?

- A. Configure price rules that will enable the company to create multiple price list lines for an item, directly in Sterling Order Management
- B. Configure multiple price types for an item
- C. Split the order into multiple line items and then configure the price for each item
- D. Configure price rules that will enable the company to create multiple price list lines for an item, after integrating with third-party pricing engines

Correct Answer: B

QUESTION 2

A sales order was paid for using a combination of the following payment methods:

Customer Account (\$20)

Gift Card (\$10)

Credit Card (\$90)

Gift Cards are configured such that the refund amount is returned to the Customer Account, and Credit Cards are configured to refund to the Credit Card used. The Refund Sequence for the Customer Account is 0 and Credit Card is 0. If this sales order is returned, how is the order completely refunded?

- A. The Credit Card is refunded \$90, the Customer Account is refunded \$20, then the Gift Card is refunded \$10
- B. The Credit Card is refunded \$90, then the Customer Account is refunded \$30.
- C. The Customer Account is refunded the full amount of \$120.
- D. The Customer Account is refunded \$30, then the Credit Card is refunded \$90.

Correct Answer: D

QUESTION 3

Retailer ABC is using IBM Sterling Order Management for its two sub-divisions (enterprises): ONLINE and RETAIL. The



retailer wants to configure a set of users who only have access to the transfer orders (TRANSFER_ORDERS document type) for its ONLINE division (enterprise).

How should an implementation professional configure these users in IBM Sterling Configurator?

- A. Configure users under the ONLINE enterprise and assign them to a team that only has access to the ONLINE enterprise and the TRANSFER_ORDERS document type
- B. Configure users under the ABC enterprise and assign them to the TRANSFER_ORDERS document type in the user configuration
- C. Configure users under the ONLINE enterprise and assign them to the TRANSFER_ORDERS document type in the user configuration
- D. Configure users under the ONLINE enterprise and configure a data access policy that only allows access to the TRANSFER_ORDERS document type

Correct Answer: A

QUESTION 4

A large retailer is out-of-stock on a tire model from the ABC tire company that is requested by a customer.

Which type of association with respect to the ABC tire model can be configured in IBM Sterling Business Center to prompt the CSR to offer the customer a similar tire from the XYZ tire company?

- A. Up-sell association
- B. Competitive association
- C. Cross-sell association
- D. Alternative association

Correct Answer: D

QUESTION 5

An electronic retailer offers installation services for Home Theater systems, and the customer has the option of selecting this service at the time of order Placement.

How should the implementation professional set the service item configuration to fulfill this servicing requirement?

- A. Special Services
- B. Delivery Services
- C. Value-Added Services
- D. Provided Services

Correct Answer: D



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