M8010-238^{Q&As}

IBM Commerce Solutions Selling/Order Mgmt Sales Mastery Test v1

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QUESTION 1

IBM Sterling Order Management enables commerce across a _____.

A. Dynamic Business Network

B. Wide Area Network

C. Storage Area Network

D. EDI Network

Correct Answer: A

Reference: http://www-142.ibm.com/software/products/us/en/category/SWH00 (topic: order management)

QUESTION 2

WebSphere Commerce helps businesses to deliver and manage brand experience across which of the following channels and touchpoints?

A. Any B2C touchpoint, excluding B2B.

B. Web only.

C. Web, mobile, call center, in-store, and extended channels such as social networks.

D. WebSphere Commerce does not manage the customer experience.

Correct Answer: C

QUESTION 3

What are the key trends driving the Commerce space?

A. Customers expect highly personalized and rich interaction.

B. Businesses are becoming product-centric.

C. Customers want to simplify shopping by using one channel for a given transaction.

D. None of the above.

Correct Answer: A

QUESTION 4

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 5

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/

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