



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

IBM Commerce Solutions Selling/Order Mgmt Sales Mastery Test v1

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### QUESTION 1

In what phase of the Smarter Commerce lifecycle does WebSphere Commerce solution fit into?

- A. Sourcing and procurement of goods and services.
- B. Servicing customer needs across multiple channels.
- C. Selling and fulfillment across channels.
- D. Personalization and marketing across all channels

Correct Answer: C

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### QUESTION 2

In which of the core business areas of the Smarter Commerce initiative does IBM Sterling Order Management solution fit into?

- A. Buy
- B. Market
- C. Sell and Service
- D. Service

Correct Answer: A

Reference: [http://www.ibm.com/smarterplanet/us/en/smarter\\_commerce/overview/#body\\_service](http://www.ibm.com/smarterplanet/us/en/smarter_commerce/overview/#body_service)

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### QUESTION 3

What types of changes CANNOT be done in the CPQ on Cloud deployment mode?

- A. Configuration of foundation and channels.
- B. Interfaces to 3rd party software packages.
- C. UI stylesheets
- D. Extend DB

Correct Answer: B

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#### QUESTION 4

What does WebSphere Commerce "Customer Interaction Platform" strategy enables businesses to do?

- A. Sell on the web.
- B. Sell across multiple channels.
- C. Connect web and in-store experience.
- D. Monitor all customer interactions.

Correct Answer: B

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

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#### QUESTION 5

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- C. Homegrown tools are expensive to maintain and spreadsheet solutions are always out of date.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

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