



1Z0-510^{Q&As}

Oracle ATG Web Commerce 10 Implementation Developer Essentials

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QUESTION 1

Identify the three ways in which Oracle LiveHelp OnDemand reduces cart abandonment, lifts online sales revenues, and reduces services costs.

- A. delivering automated personalized content
- B. identifying and proactively engaging at-risk shoppers
- C. providing prioritized product recommendations
- D. increasing conversion rates and order values
- E. deflecting service calls, increasing agent productivity, and increasing first contact resolution
- F. scenario-driven merchandising and promotions

Correct Answer: BDE

Note 1: The Oracle Live Help On Demand solution allows executives to intelligently and proactively manage targeted "click-to-chat" and "click-to-call" customer-agent interactions in digital channels. This allows the business to balance available resources with individual customer value and customer behavior in order to most effectively achieve business goals, which can range from increasing customer satisfaction to achieving problem resolution or meeting sales targets.

Note 2: Oracle's Live Help On Demand is an integrated suite of live voice, chat, and e-mail solutions that enable you to deliver just-in-time, personalized, interactive assistance that will grow online sales, increase customer satisfaction, and reduce customer service costs. Added quickly and easily as a SaaS solution, Oracle Live Help On Demand helps you deliver the right information to the right customer at the right time.

QUESTION 2

You've made the following category assignments to your catalogs.

Which categories will be displayed if a call is made on allRootCategories on catalog B?

Catalog A:

rootCategories = category1, category2

Catalog B:

rootCategories = category3, category4

rootSubCatalogs = CatalogA

- A. category1, category2, category3, category4
- B. category3, category4 only
- C. category3, category4 are included, category1 and category2 may be included based on configuration of catalog B.
- D. category3, category4 are included, category1 and category2 may be included based on configuration of Catalog A.



Correct Answer: A

allRootCategories lists of all the root categories in the catalog, including the allRootCategories in the rootSubCatalogs. This is used for display purposes.

Note: Displaying Root Categories

Typically, a catalog home page displays a list of root categories. Unlike other categories, root categories cannot be found through the childCategories property of other categories. Root categories are those that appear in the allRootCategories property of the user's catalog.

QUESTION 3

Which is a valid list of component scopes?

- A. Singleton, Session, Request
- B. Global, Session, Request, Dynamic
- C. Singleton, Prototype, Request, and Session
- D. Global, Session, Request, and Window
- E. Singleton, Global, Session, Request

Correct Answer: D

An application component can be set to one of the following scopes:

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Global: Component is shared among all users.

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Session: Separate instances of the component are provided to each user.

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Request: Separate instances of the component are provided to each active request.

Note: ATG support Window scope which allows you to associate specific component instances with a specific browser window. Such components need to live longer than a request and also need to be different for every browser window associated with the user's session.

QUESTION 4

Which actions will enable you to add new properties to a SKU? (select one)

- A. Create an XML file and add its location to the XML list in the Product Catalog repository.
- B. Create an XML file in /atg/commerce/catalog/custom/customCatalog.xml and load it via the CONFIGPATH.



- C. Create a new column in table dcs_sku. ATG will automatically add this new property.
- D. Create a new property to the SKU object using the BCC in the context of a project and deploy it to production.
- E. ATG does not let you add new properties to an SKU.

Correct Answer: B

ATG Add Custom properties to SKU

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One step of an example is: Extend the Order Repository Definition File

Extend the Order Repository definition file, orderrepository.xml, to add the new properties in MyCommerceItemImpl to the existing commerceitem item descriptor. In this example, the new property to add is the shortDescription property. The orderrepository.xml file is found in the CONFIGPATH at /atg/commerce/order/orderrepository.xml. To extend the file, create a new orderrepository.xml file at /atg/commerce/order/ in your localconfig directory. The new file should define the shortDescription property for the commerceitem item descriptor. During startup, the ATG platform uses XML file combination to combine the orderrepository.xml files in the CONFIGPATH into a single composite XML file.

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Another step Modify the OrderTools Configuration FileThe OrderTools component controls many aspects of the purchase process, such as mapping between commerce object types and class names, defining the default commerce object types, and mapping between commerce objects and item descriptors. You need to modify the OrderTools configuration file to support the new MyCommerceItemImpl class and myCommerceItem item descriptor. To modify the OrderTools configuration file, layer on a configuration file by creating an OrderTools.properties file at/atg/commerce/order/ in your localconfig directory

Note: SKU Items and SKU Links

A product is a navigational end-point in the catalog. However, customers do not actually purchase the product; they purchase a SKU (stock keeping unit). A product can have several different SKUs associated with it, representing varieties, sizes, and colors.

The properties of a SKU are used for display purposes, similar to products and category properties. The properties are also used to integrate with other ATG Commerce systems, such as pricing and fulfillment.

QUESTION 5

What is the state of a newly created order?

- A. CREATED
- B. INCOMPLETE
- C. PROCESSING
- D. NO_PENDING_ACTION

Correct Answer: B

ATG Commerce provides the following configured instances of the state classes, which are located in us at



/atg/commerce/states/:

OrderStates: indicates the states of an Order.

For the display names of states:

ORDER.INCOMPLETE=INCOMPLETE ORDER.SUBMITTED=SUBMITTED

For the descriptions of states: ORDERDESC.INCOMPLETE=The order is incomplete ORDERDESC.SUBMITTED=The order has been submitted to Fulfillment

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