C8010-241^{Q&As}

IBM Sterling Order Management V9.2 Solution Design

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QUESTION 1

A customer purchased a DVD player from a store, and later realized that some of the required features were missing. The customer tries to return the DVD player for a refund, but the sales order cannot be located in the Sterling application. Which type of return should be created in the Sterling application?

A. Refund Order

B. Exchange Order

C. Blind Return Order

D. Speed Exchange Order

Correct Answer: C

QUESTION 2

A retailer\\'s delivery rules do not allow shipping for an open box television (TV) that is more than 150 miles away. However, they do support moving this TV through a network of stores that are spread throughout the country, until it reaches a store that supports delivery to the customer. The retailer needs to configure such a multi-hop transfer of inventory through the supply chain and provide an accurate promise date to a customer who is over 1000 miles away from the store with the open box TV. In order to do so, Sterling Order Management considers all the following configuration settings EXCEPT for:

A. Receiving store calendar.

B. Receipt Processing Time.

C. Delivery resource pool capacity.

D. Transfer relationship across stores.

Correct Answer: C

QUESTION 3

Which of the following is true when upgrading between two major versions of Sterling Order Management, for example, from V8.5 to V9.2?

A. Migration must be run between each minor release.

B. Channel applications can be upgraded in a phased approach.

C. V9.2 can be installed in the same directory as the existing V8.5.

D. In a Multi Schema installation, all colonies need to be migrated at once.

Correct Answer: B

QUESTION 4

Which of the following is NOT a valid type of pricing rule or coupon rule?

A. Order total

B. Bundle total

C. Item quantity

D. Shipping surcharge

Correct Answer: B

QUESTION 5

A Sterling Distributed Order Management application is deployed in New York. The order number "10001" is created in Japan, and the Customer Service Representative (CSR) supports this order from London. The date and time values are shown to the CSR based on which of the following two locales?

A. The application locale.

B. The locale of the CSR.

C. The locale defined in the property file.

D. The node\\'s locale for delivery services.

E. The locale in which the order was created.

Correct Answer: BD

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