



C8010-241^{Q&As}

IBM Sterling Order Management V9.2 Solution Design

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QUESTION 1

In the integration between Sterling Order Management V9.2 and WebSphere Commerce, which of the following actions will a customer service representative be UNABLE to take when entering orders through the Sterling application?

- A. Make manual adjustments in an order.
- B. Enter orders for a customer who has no customer ID.
- C. Pre-populate customer information from WebSphere Commerce.
- D. Tell customers about promotions and discounts applied to the order.

Correct Answer: C

QUESTION 2

A customer placed an order through the web, and calls the Customer Service Representative (CSR) to locate the nearest store for order pickup. The CSR navigates to "Alternate store pickup location search" in Sterling Call Center and updates the customer with the inventory availability and store details. Which two APIs are called from Sterling Call Center?

- A. getSurroundingNodeList API to return a list of ship nodes
- B. findInventory API to retrieve the inventory availability information
- C. getInventorySupply API to retrieve the inventory availability information
- D. getSupplyDetails API to obtain an inventory picture for an item on each node
- E. determineRouting API to identify the stores closest to the customer's location

Correct Answer: AB

QUESTION 3

A business needs to configure a drop ship from a vendor to a customer directly with visibility into the purchase order (PO) created by the vendor and status updates on the PO. What should be done to meet this requirement?

- A. 1. Model the vendor as a seller and node, where the organization does not have a hierarchical relation with the seller organization on the order.2. Do not check "Suppress chained order creation even if seller requires" setting.3. Run Chained_Order_Create to create the purchase order.PO getting shipped will result in the corresponding sales order line being shipped.
- B. 1. Model the vendor as a seller and node, where the organization has a hierarchical relation with the seller organization on the order.2. Check the "Suppress chained order creation even if seller requires" setting.3. Run Chained_Order_Create to create the purchase order.PO getting shipped will result in the corresponding sales order line being shipped.
- C. 1. Model the vendor as a seller and node, where the organization has a hierarchical relation with the seller organization on the order.2. Check the "Suppress chained order creation even if seller requires" setting.3. Run



Chained_Order_Create to create the PO. Place custom logic on PO "Shipped" event to update the corresponding sales order status to "Shipped".

D. 1. Model the vendor as a seller and node, where the organization does not have a hierarchical relation with the seller organization on the order. 2. Implement a listener on the PO pipeline that updates the sales order pipeline. 3. Implement custom logic to stamp the PO's delivery location as customer's address. PO getting shipped will result in the corresponding sales order line being shipped.

Correct Answer: A

QUESTION 4

A business requirement is to charge payment for the exchange order upfront and then refund the customer when the returned item is received. This requirement should be configured as a:

- A. even exchange.
- B. regular exchange.
- C. advanced exchange.
- D. advanced pre-paid exchange.

Correct Answer: D

QUESTION 5

In the out of the box integration with Sterling Order Management V9.2, which two of the following modules are hosted by WebSphere Commerce?

- A. Pricing Module
- B. Order Management
- C. Inventory Management
- D. Enterprise Service Bus
- E. Website Inventory Cache

Correct Answer: AE

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