

C8010-241^{Q&As}

IBM Sterling Order Management V9.2 Solution Design

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QUESTION 1

Which of the following Sterling Call Center business requirements CANNOT be implemented using the out of the box application?

- A. Monitor orders for FTC compliance.
- B. Schedule appointments for delivery items.
- C. Initiate returns and refunds to customers immediately, if required.
- D. Retrieve a WebSphere Commerce shopping cart from the Sterling Call Center.

Correct Answer: D

QUESTION 2

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

QUESTION 3

A business has a requirement to run quality checks on incoming purchase orders before the supply is made available to onhand inventory. The process is as follows: 1. The inbound supply is received in warehouse and the status of receipt is "Received". Supply should be updated to HELD. 2. The supply is inspected through a custom transaction that changes receipt status from "Received" to "Inspected". Supply should be updated to ONHAND. The implementation does not use Sterling Warehouse Management System. How can a solution designer model the supply update aspect of this process?

- A. The disposition should be configured to supply type mapping.
- B. In Status Inventory Types, update Buyer supply type to HELD for Status "Received" and add a new entry for Status "Inspected" with Buyersupply type as ONHAND
- C. Upon Receipt on goods in warehouse, call AdjustInventory API to update SupplyType to HELD and similarly call AdjustInventory to updateSupplyType to ONHAND once goods are inspected.
- D. In Status Inventory Types, update Seller supply type to HELD for Status "Received" and add a new entry for

Status "Inspected" with Sellersupply type as ONHAND. Check Update Seller Supply.

Correct Answer: B

QUESTION 4

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 5

A business has a warehouse "N1" that has the following characteristics and schedules:

- ships Monday-Friday, 11:00-13:00 and 15:00-18:00
- receives Monday-Friday, 06:00-10:00
- uses end of shift = Y
- Min Notification Time for Item1 is 6 hrs
- Processing Time is 2 days for all items

The inventory at N1 is as follows:

- ONHAND 10
- PO 12 ETA 10/03

The current date/time is 10/03/2012 09:30 AM Wednesday

Refer to the exhibit. When searching for Qty 22 to be shipped with Carrier Service "2 DAY", what values will findInventory/promising layer return for product ship date?

Note: "ship date" is the date the product can be shipped as opposed to the date it is available. In some APIs, this is returned as ShipDate, and in others as FirstDate/LastDate. For the purpose of this question, we will refer to it as "ship date".

- A. Qty 10 can ship 10/4 at 16:00 and Qty 12 can ship 10/8 at 16:00
- B. Qty 10 can ship today at 16:00 and Qty 12 can ship 10/5 at 16:00B.Qty 10 can ship today at 16:00 and Qty 12 can ship 10/5 at 16:00
- C. Qty 10 can ship 10/4 at 16:00 and Qty 12 can ship 10/5 at 13:00C.Qty 10 can ship 10/4 at 16:00 and Qty 12 can ship 10/5 at 13:00
- D. Qty 10 can ship today at 16:00 and Qty 12 can ship 10/8 at 13:00D.Qty 10 can ship today at 16:00 and Qty 12 can ship 10/8 at 13:00

Correct Answer: A

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