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Question 1

Which area in the user interface can you use to resolve a customer complaint ticket?

Options:

A) Feedback Icon at the top right of the Back office page

B) On the storefront using the Assisted Service Module

C) Back office Collaboration Center

D) Back office Customer Support Cockpit

Answer:

D

Question 2

In Smart Edit, which of the following objects can you perform synchronization on?

Note: There are 3 correct answers to this question.

Options:

A) A page

B) A content slot

C) A CMS restriction

D) A page template

E) A CMS Component

Answer:

A, B, E

Question 3

Question Type: **MultipleChoice**

What are key features of the SAP Commerce Cloud Rule Engine?

Note: There are 2 correct answers to this question.

Options:

A) Separation of data and logic

B) A back office interface for creating new condition types

C) A back office interface for triggering the rule execution

D) A centralized repository of rules

Answer:

B, C

Question 4

Question Type: **MultipleChoice**

What are the key modules and functionalities of Intelligent Selling Services for SAP Commerce

Cloud? Note: There are 3 correct answers to this question.

Options:

A) Recommendation module to provide product recommendations based on machine learning or custom configuration

B) Foundation module to collect customer behavior data

C) Customer Recovery module to bring customers back based on abandoned shopping carts or browser sessions

D) Test and Reporting module to provide test and report functionality for comparing and validating merchandising efforts

E) Segmentation module to associate customers to custom segments or user groups in SAP Commerce Cloud

Answer:

A, B, D

Question 5

Question Type: **MultipleChoice**

Without needing to restart the server, how would you grant customers the ability to select from

different colors, capacities, and form factors when purchasing a hard drive? Which product modeling

approach should you choose?

Options:

A) Classification system

B) Multi-dimensional product variants

C) Type system

D) Basic product variants

Answer:

A

Question 6

Which area in the user interface can you use to resolve a customer complaint ticket?

Options:

A) Feedback Icon at the top right of the Back office page

B) On the storefront using the Assisted Service Module

C) Back office Collaboration Center

D) Back office Customer Support Cockpit

Answer:

D

Question 7

Question Type: MultipleChoice

What are the key modules and functionalities of Intelligent Selling Services for SAP Commerce

Cloud? Note: There are 3 correct answers to this question.

Options:

A) Recommendation module to provide product recommendations based on machine learning

or custom configuration

B) Foundation module to collect customer behavior data

C) Customer Recovery module to bring customers back based on abandoned shopping carts or browser sessions

D) Test and Reporting module to provide test and report functionality for comparing and validating merchandising efforts

E) Segmentation module to associate customers to custom segments or user groups in SAP Commerce Cloud

Answer:

A, B, D

Question 8

Question Type: **MultipleChoice**

What are key features of the SAP Commerce Cloud Rule Engine?

Note: There are 2 correct answers to this question.

Options:

A) Separation of data and logic

B) A back office interface for creating new condition types

C) A back office interface for triggering the rule execution

D) A centralized repository of rules

Answer:

B, C

Question 9

Question Type: MultipleChoice

Without needing to restart the server, how would you grant customers the ability to select from

different colors, capacities, and form factors when purchasing a hard drive? Which product modeling

approach should you choose?

Options:

A) Classification system

B) Multi-dimensional product variants

C) Type system

D) Basic product variants

Answer:
A

Question 10

Question Type: MultipleChoice

In Smart Edit, which of the following objects can you perform synchronization on?

Note: There are 3 correct answers to this question.

Options:
A) A page

B) A content slot

C) A CMS restriction

D) A page template

E) A CMS Component

Answer:

A, B, E