

1Z0-510^{Q&As}

Oracle ATG Web Commerce 10 Implementation Developer Essentials

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QUESTION 1

What is the reanimated order?

- A. INCOMPLETE orders that have not been checked out by customers and instead have remained idle for a duration of time
- B. Previously abandoned orders that have since been modified by the customer in some way, such as adding items or changing item quantities.
- C. Previously abandoned orders that have been successfully checked out by the customer.
- D. Abandoned orders that have been abandoned for so long that reanimation of the order is no longer considered realistic.

Correct Answer: B

Reanimated orders

Previously abandoned orders that have since been modified by the customer in some way, such as adding items or changing item quantities.

QUESTION 2

In which component are the stages of the shopping process in ATG Commerce defined?

- A. /atg/commerce/states/ShoppingProcesStates via property Name stageNames
- B. /atg/commerce/order/OrderTools via property Name stageNames
- C. /atg/commerce/bp/ShoppingProcessConfiguration via property Name stageNames
- D. /atg/commerce/bp/ShoppingOrderConfiguration via property Name stageNames
- E. /atg/commerce/order/ScheduledOrderTools via property Name stageNames

Correct Answer: C

These stages are defined in the stageNames property of the /atg/commerce/bp/ ShoppingProcessConfiguration component.

Note: Shopping Process Stages

ATG Commerce has one business process configured out-of-the-box, the shopping process. The shopping process is made up of a series of stages that a customer follows, from browsing for products to, if all goes well, purchasing and checking out. The stages of the shopping process in ATG Commerce are defined as:

Browsed AddedToCart ShippingInfoComplete ShippingPriceDisplayed RequestedBillingInfo BillingInfoCompleted CartSummaryViewed

QUESTION 3

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

QUESTION 4

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 5

What do you need to do to disable ATG's Out-of-the-Box behavior of persisting order change?

- A. Set /atg/commerce/order/OrderTools.persistOrders = false
- B. Set /atg/commerce/order/OrderManager.persistOrders=false
- C. Set /atg/commerce/ShoppingCart.persistOrders = false
- D. ATG does not allow you to modify this behavior.

Correct Answer: C

Understanding the ShoppingCart Component The ShoppingCart component is responsible for storing and managing a customer's shopping carts. It maintains the customer's current shopping cart that is used during the purchase process, and it stores any other shopping carts that have been persisted by that customer. These shopping carts are represented as atg.commerce.order.Order objects in the ATG Commerce object model, and represented as order items in the Order Repository.

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