

QUESTIONS & ANSWERS

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Retail Store Solution Sales V3

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- B. CD-ROM drive
- C. Display
- D. 64 MB of video memory
- E. 256 MB of memory
- F. Receipt printer

Answer: A, D, E

QUESTION: 120

Which of the following features are included in the base price of the 4614-AXX register?

- A. Customer Display (2x20)
- B. Operator display
- C. Cash drawer
- D. Keyboard and MSR
- E. 40 GB hard disk drive

Answer: B, D, E

QUESTION: 121

Best Retail Systems, an IBM Business Partner, is working with a vendor to connect a PC Windows-based back office solution to an IBM 4690 OS system running IBM 4680-4690 Supermarket Application. Which of the following items will need to be considered to make this connection successful?

- A. Ethernet connectivity
- B. 4690 unique store configurator
- C. SureMark Printer model
- D. Multi-station Access Unit (MAU)
- E. 4690 OS TCP/IP Communications
- F. Local wiring concentrator
- G. Token ring wiring hub

Answer: A, E

QUESTION: 122

Best Retail Systems, an IBM Business Partner, needs to create a valid configuration for a specialty clothing store chain. They currently have an iSeries and need to communicate daily to the stores. Their plan is to improve inventory control and update point-of-sale terminals in the store. Which of the following components must be in the configuration?

- A. IBM 4800 terminals
- B. Token ring wiring hub
- C. Scanner
- D. Integrated scale
- E. Local wire concentrator
- F. SurePoint display

Answer: A, C, F

QUESTION: 123

George, the Retail Solutions Sales Representative, is presenting a bid to replace the register hardware for the UShipIt Corporation. Which of the following items are most important for George to take into account when developing the price that he should use for this customer?

- A. Whether they use IBM equipment at headquarters
- B. Services plan
- C. Terms of Payment
- D. Location of the stores
- E. Day of week for delivery
- F. Timeframe of roll-out

Answer: B, C, F

QUESTION: 124

The XYZ Corporation has chosen a software solution that is touch-based but can also use programmable keys and numeric keys for input at the POS. The Retail Solutions Sales Representative is going to recommend the SurePOS 700 Series with the IBM SurePoint touch display. Which of the following other components should she recommend?

- A. 50-key programmable POS keyboard
- B. IBM SurePoint keypad
- C. ANPOS keyboard
- D. Modifiable layout keyboard

Answer: B

QUESTION: 125

A customer believes the IBM POS solution does not accommodate the

consolidation of retail functions that are occurring. How should a Retail Solutions Sales Representative guide the discussion with the customer?

- A. Indicate that there are IBM SurePOS solutions in all industry segments and reassure the customer that IBM is the best choice for them.
- B. Indicate that the IBM SurePOS market share is still strong in all segments and that he is confident the future product plans will continue to cover all segments.
- C. Discuss which functions the retailer believes are not accommodated and how this will affect their plans.
- D. Point out that Windows 2000 will run on the SurePOS platform, and with Windows 2000, almost any solution is possible.

Answer: C

QUESTION: 126

XYZ Corporation has 150 stores and 8 year old POS equipment. The CIO calls ABC Business Partner to discuss changes and/or upgrades to the current POS system. The CIO would like the Business Partner to demonstrate the functionality of the IBM SurePOS system. The customer has no RFP and no documented requirements. The Business Partner should begin this process by doing which of the following?

- A. Visiting competitive retailers to view their installations
- B. Contacting IBM Retail Store Solutions for competitive information
- C. Inviting the CIO and operations management to a demonstration of the most recently announced products
- D. Scheduling a requirements gathering session after meeting or talking with the CIO

Answer: D

QUESTION: 127

Ted is a Retail Solutions Sales Representative, and his manager wants him to qualify the opportunity at a large retail company. Which of the following are the best ways for Ted to determine the current and future opportunity?

- A. Determine the customers view of IBMs presence in retail.
- B. Determine current customer satisfaction with the installed vendor and their solution.
- C. Determine if there is an active project to update the current POS solution.
- D. Determine if the new solution will be installed in new stores, existing stores, or both.
- E. Determine the retailers sales trends.

- F. Determine the retailers income statement.
- G. Determine if the retailer will have any acquisitions of stores with IBM POS installed.

Answer: B, C

QUESTION: 128

Which of the following methods best contributes to gathering requirements information from a customer?

- A. Reviewing the customers Annual Report
- B. Obtaining the customers organizational charts
- C. Getting a copy of the current store operations POS users manual
- D. Coordinating a demonstration of the most recently announced IBM products
- E. Spending the afternoon with the customer in a store location

Answer: C, E

QUESTION: 129

XYZ Retailer is renovating their stores to include casual dining. As a result, they need the ability to take money in the dining area. XYZ has a limited menu but still needs to track food orders. They would like to implement the same POS platform throughout the store. Therefore, the POS hardware must work for the food service area as well as the general retail area. The retail area has high numbers of transactions per day. Which POS hardware solutions would best fit XYZs requirements?

- A. 4614 with the SurePoint touch screen option
- B. 4800 with the SurePoint touch screen
- C. 4610 with touch screen capability
- D. 4840 with built-in touch screen

Answer: B, D

QUESTION: 130

A specialty customer currently has a PC cash drawer POS solution with a Windows 2000-based server application with Windows client. The application works very well and the customer is pleased with it. However, the hardware has many problems and is costly to keep running. The customer has a limited budget but is ready to consider an IBM POS platform. What IBM equipment would best suit their needs?

- A. 4800-742 with 256 MB RAM and 40 GB hard disk
- B. 4810-33H with 256 MB RAM and 40 GB hard disk
- C. 4835-153 with 256 MB RAM and 40 GB hard disk
- D. 4840-543 with 128 MB RAM and touch screen

Answer: A, B



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