000-750

IBM

Retail Store Solution Sales V3

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Question: 1

ABC Retail is planning on opening a new store and is asking Best Systems Business Partner what the IBM hardware configuration should be. Best Systems is meeting with ABC Retail to determine the configuration. Which of the following is the most important question Best Systems would need to ask to prepare an accurate terminal hardware configuration?

A. What model PC Controller will be used?
B. What is ABCs host system?
C. What host communication program does ABC use?
D. What software application and operating system does ABC plan to use?
E. How many cashiers will be needed?
F. Will ABC be using Remote Operator?

Answer: D

Question: 2

Which of the following features are included in the base price of the 4840-5x3 register?

A. 12 inch active matrix LCD
B. 20 GB hard disk drive
C. Customer display (2x20)
D. 128 MB of memory
E. Receipt printer
F. 256 MB of memory
G. 1.2 GHz Intel processor

Answer: A, D

Question: 3

RPM Cycles has looked at the Retail Solutions Sales representatives proposal for the point of sale replacement for their stores. While they liked the proposal a great deal, they would like to lower the price a little more. In order to do that, they are looking at using SureMark Model TI3 printers rather than the SureMark Model TI4 printers. When they make this switch, which of the following features will they be sacrificing?

A. 52 lps print speed
B. MICR reader
C. Document station
D. Check flipper
E. Ability to attach via either RS-232 and RS-485

Answer: B, D

Question: 4

ABC Retail has 4800-752 (64MB RAM) registers with the 4690 OS in each of their stores. They are interested in implementing RF connectivity for certain remote registers. Which of the following courses of action are required to enable RF on the registers?

A. Check/update proper OS level and OS features.
B. Disable internal ethernet adapter.
C. Install RF Adapter and add additional memory.
D. Upgrade In Store Processor to support RF and disable TCP/IP on ISP.
E. Install RF Adapter and survey store (for repeaters/access points).

Answer: A, E

Question: 5
Which of the following features are NOT included in the base price of the 4840-543 register?

A. Windows XP operating system
B. Keyboard
C. Customer display
D. Hard drive
E. 128 MB of memory

Answer: A, B, C

Question: 6
Harry is demonstrating the IBM 4800 POS system to Sallys Card Shop and learns from the MIS director that there is a need to attach an OEM pinpad to do credit/debit transactions. Which of the following items should Harry consider when attaching this device to the 4800?

A. Interface of the pinpad
B. Model of the Hub
C. Software support
D. Communication software
E. Pinpad cleaning card

Answer: A, C

Question: 7
Keystone Food Grocery Store is opening a new store and needs a configuration prepared for them. There will be 10 lanes with scanner scales, integrated EFT, 15 color customer monitors, single controller, check verification, and host communications to an IBM iSeries.
Which of the following components must be included in a valid system configuration?

A. Two IBM PCs listed on the IBM Controller Matrix
B. Ten 4800 Point of Sale Terminals
C. Ten scanner scales
D. Ten pen readers
E. 4690 Store Loop cables
F. Token ring adapter

Answer: B, C

Question: 8
When initially sizing the revenue for a retail opportunity of a new prospect, which of the following is the most important consideration?

A. Total number of transactions
B. Total number of stores
C. Total number of POS terminals
D. Number of personnel per store

Answer: C

Question: 9
A retail solutions prospect is anticipating installing new Point of Sale systems in 20 stores. In order to determine the implementation timetable, which of the following questions should a Retail Solutions Sales representative ask the customer?

A. Is store wiring compatible?
B. Are resources available and assigned?
C. What are the financing terms?
D. How many cashiers are there?
E. What are the training resources?
F. What is the average number of transactions per store?
G. What are your competitors installation activities?

Answer: A, B, E

Question: 10
Jim, a Retail Solutions Sales Rep, has found a viable prospect, ABC Retail Store. He has
scheduled a meeting to determine the Point of Sale (POS) budget for the year. Which of the
following questions need to be asked during the meeting?

A. How many stores do you anticipate opening?
B. How many personnel do you plan on adding?
C. How many trucks do you plan on adding to your fleet?
D. How will your stockholders react to your plans?
E. How many registers will be in each new store?
F. How much inventory does an average store carry?

Answer: A, E

Question: 11
A customer has indicated that a competitive solution is 20% less than the IBM price, and they will
not be able to justify the gap. The IBM Business Partner price already reflects a Special Bid from
IBM. What should the Retail Solutions Sales representative do to handle this situation?

A. Move on to the next opportunity because discounting will hurt the brand value in the
   marketplace.
B. Remind the customer of any known implementation issues with the competitive solution and
   attempt to quantify the cost of failure.
C. Set up a presentation to differentiate the value of each of the solution components.
D. Obtain competitive information from IBM Retail Store Solutions to diminish the value of the
   competitive solution.
E. Set up a meeting to determine if the component mix can be changed.

Answer: C, E

Question: 12
Chang, an IBM Retail Solutions Sales representative, has a customer, ABC specialty store that
has high regard for NCR Dynakey hardware. Which of the following would be the best course of
action for Chang to take to persuade the customer that IBM offers a better solution?

A. Simply maintain contact with the account because circumstances sometimes change.
B. Submit an unsolicited proposal to the customer.
C. Determine why Dynakey is so well liked and highlight IBMs strengths in those areas.
D. Highlight Dynakeys weakness as undermining any potential benefit.
E. Propose a CRT solution with a keyboard because it is less expensive than Dynakey.

Answer: C

Question: 13

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