

IBM Sterling Order Management and Call Center for Commerce V9.3 Overview

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February 2014

Future Development Candidates

GA
Feb 28, 2014

**Enable
Omni-Channel
Selling
Anytime & Anywhere**

Deliver an end-to-end, omni-channel Call Center that leverages web technology to reduce complexity of deployment complexity and mgt.

Expand the capability with the POS seamless omni-channel store experience.

**Deliver
Omni-Channel
Promising and
Order Fulfillment**

Enhancements to market leading fulfillment capabilities, enabling clients to optimize promising, inventory and fulfillment decisions

**Provide Technical
and Performance
Leadership**

Direct integration approach between WebSphere Commerce and Order Management using shared integration components for faster deployment

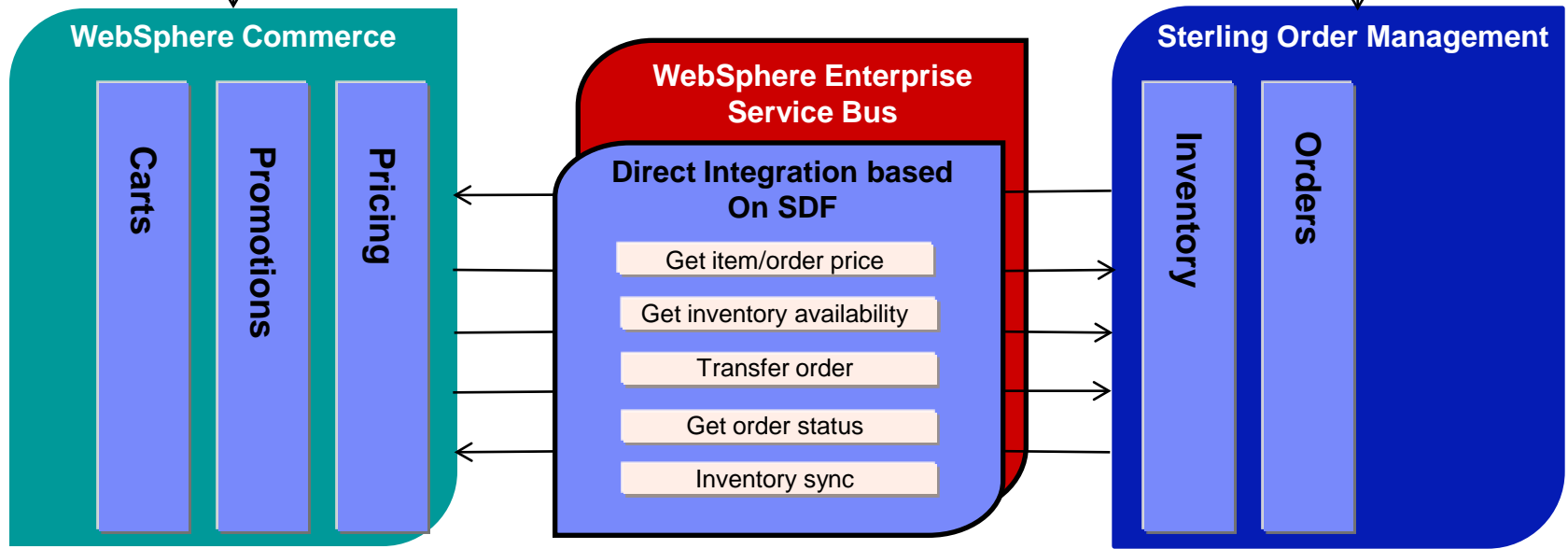
Continue Technical and Performance Leadership

Next Integration Scenarios: WebSphere Commerce + Sterling Order Management

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Direct integration between WebSphere Commerce and Order Management based on Services Definition Framework (SDF)

Sterling Call Center
Shopping Assistance
Capture Orders
Cancel/Change Orders
Appeasements
Returns
Appointments



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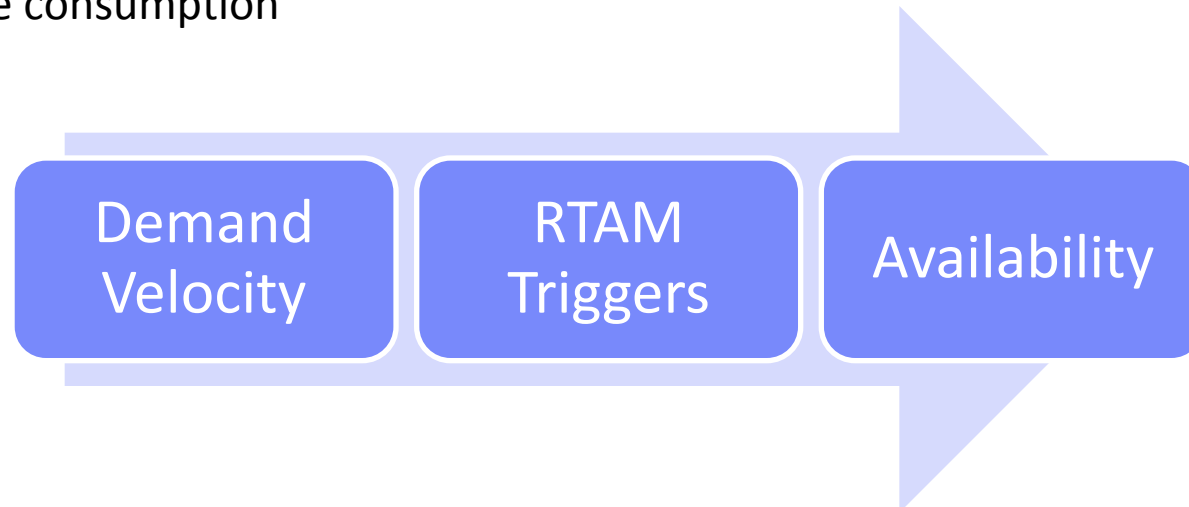
Velocity Based RTAM

Feature:

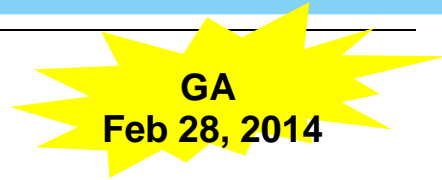
- Dynamically determine the velocity of the items at a node
- Based on this velocity, RTAM can prioritize those items that about to run out of stock

Benefits:

- Web store will be less likely to oversell
- Improved performance
- Reduced resource consumption



Smart Distribution Groups

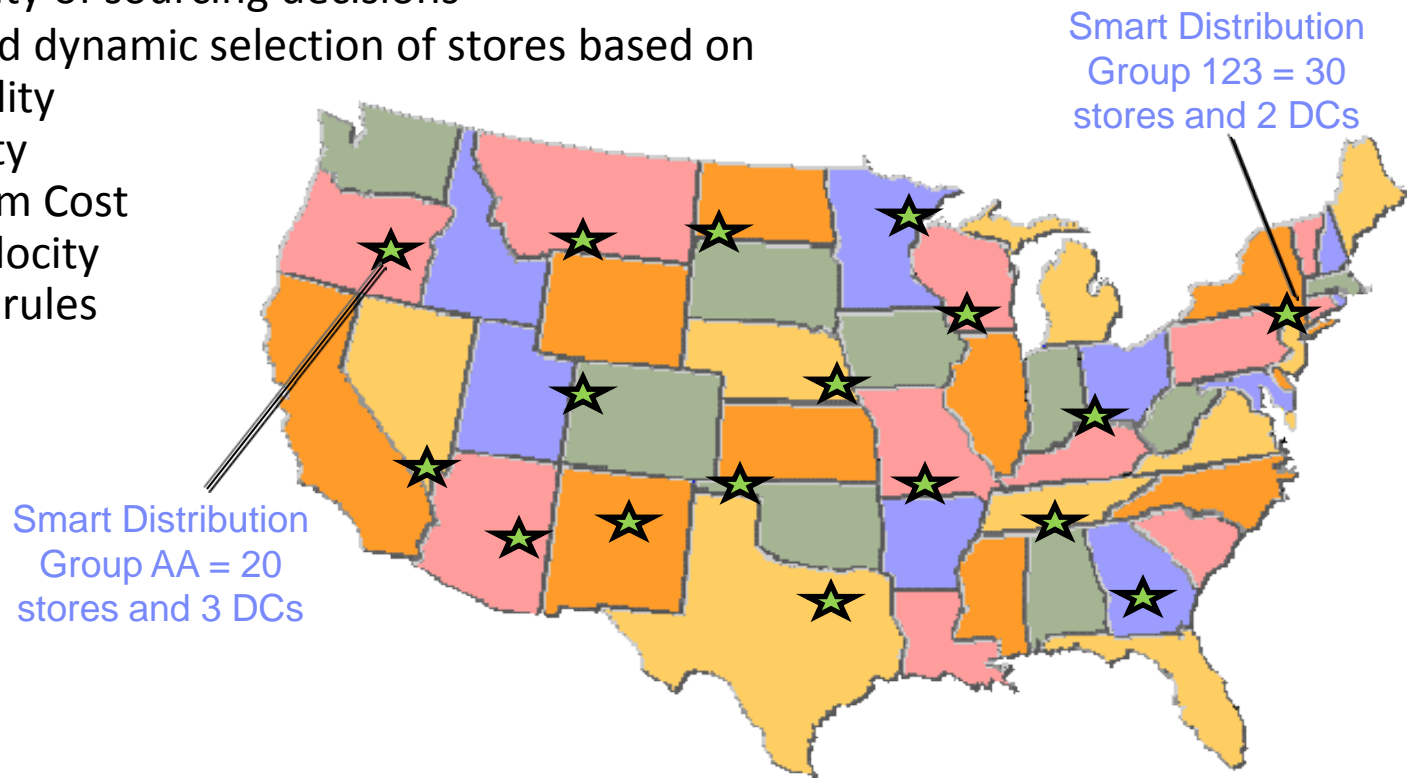


Feature:

- Simplified management of product fulfillment locations through definition of smart distribution groups

Benefit:

- Improved quality of sourcing decisions
- More optimized dynamic selection of stores based on
 - Availability
 - Proximity
 - Minimum Cost
 - Item Velocity
 - Custom rules



Promise and Fulfillment of Value Added Services - Personalization, Value Added Services

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Feature:

- Products will have associated special services with corresponding processing times
- Products and special services will be captured on order entry
- Schedule will source only from the locations that can provide special services selected on the order
- Availability date computation will consider special services processing time
- Shipping location will be notified which special services should be performed for a given order

Benefits:

- Personalization choices for consumer translates to added differentiation and loyalty for the brand
- Accurate promising and availability updates important for customer service, reliability
- Optimization of fulfillment choices results in streamlined operations and assured customer satisfaction



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Cost Based Scheduling API

Feature:

- Provide User Exit which allow customization of cost calculations at various execution points
- Determine best carrier service to be used while inquiring for availability

Benefit:

- Apply customized operating costs that your business wants to be part of the scheduling decision
- This allows your fulfillment strategy to be influenced by your costing tools and systems that business users manage



Flexible Order Management Deployment Models (For Advanced and Enterprise Add On Customers)

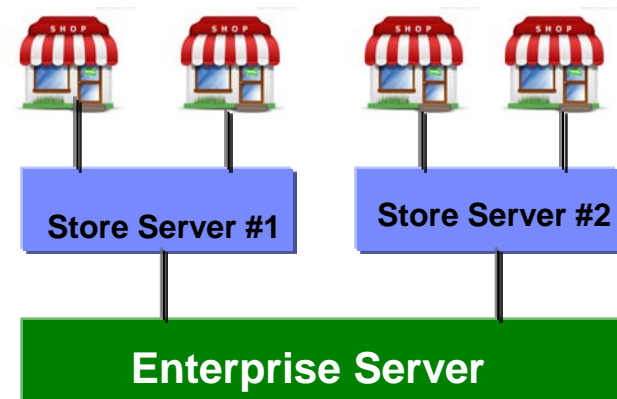
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Feature:

- Extend to multiple instances, each serving a local population of users.
- Instances can be a mix of corporate enterprise servers, regional servers and remote servers that reside on the edges of the network, such as retail stores, warehouses and depot locations and off shore call centers.

Benefits:

- Enable a scalable implementation model
- Beneficial to POS implementations which may involve the use of additional servers deployed locally in the physical store.



Can be a
different
version

Upgrade to Promising Hub (For Advanced and Enterprise Add On Customers)

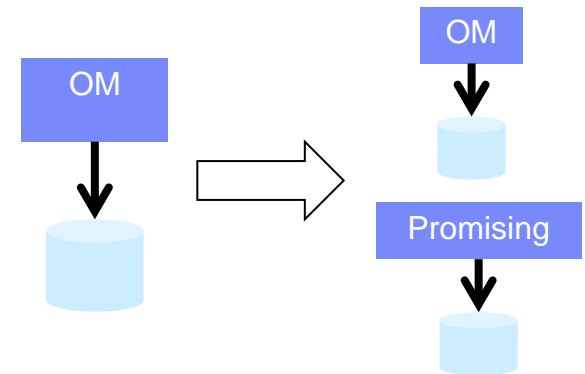
GA
Feb 28, 2014

Feature

- Enable customers to separate Promising Hub from OM instance
- Copy supply/demand data through DB replication
 - Should use existing DB solutions
- Copy extensions
- Allow reservation APIs to directly update demands

Benefits

- Migration to highly scalable model
- No or minimal downtime during migration
- Promising Hub provides a single availability picture across all channels and systems



Coming in
FP after GA

Buy Online Pickup in Store (BOPUS)

Feature

Customer

- Places BOPUS order. Paid for in full.
- BOPUS order assigned to Store

Store Associate

- Using a handheld mobile device scanning -picks product from backroom or sales floor
- Call out to Merchandising / Stock systems for shelf inventory - suggestions and updates
- Scans drop off 'Holding' location
- Status update - Notification to customer

Help Desk Associate

- Using a tablet or register, pulls up customer order
- Verifies id
- Hands over product to customer
- Updates order status
- Browser based screens – embeddable via iframe in POS



Customers expect you to maintain and leverage a 360-degree view of virtually *all* purchases across all channels (Store, Web, Call center, Mobile, Kiosk, etc.)



Maintain cross-channel customer history (important to very important)	53%
Notify when frequently-purchased item will be on sale (important to very important)	59%
Assist with matching the compatibility of a new purchase with a previous purchase (important to very important)	49%

Disjointed order fulfillment processes can hurt the overall customer experience

Lack of
Order and
Inventory
Visibility

- Available-to-promise dates are unavailable or inaccurate
- High cart abandonment rates leads to lost opportunity
- Unable to deliver relevant up-sell and cross-sell offers or promotions to customers

Navigating
Multiple
Systems

- Creates expensive fulfillment errors
- Unable to provide complete order history and visibility in a timely manner
- Time-consuming processes to change or reschedule orders

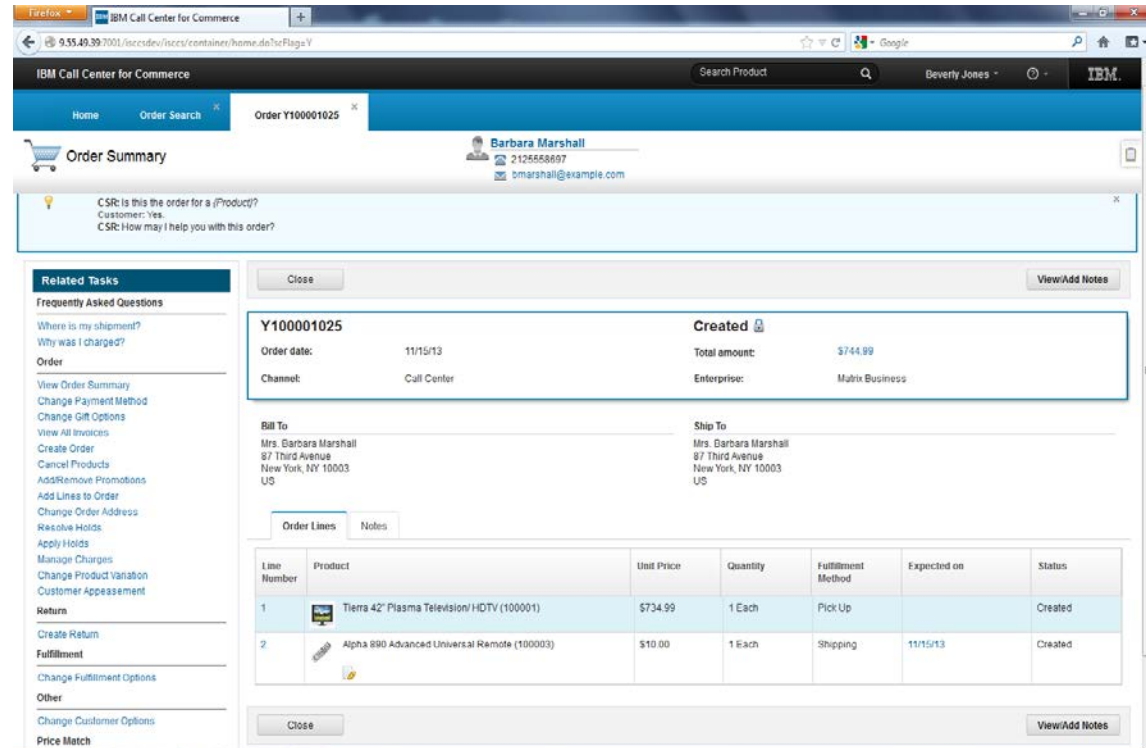


Dissatisfied Customers

IBM Call Center for Commerce is the next generation of IBM's call center

A single commerce touch-point for customer service teams

- Out of the box integration to web, store, and point of sale
- Single view of orders in progress, carts, and past orders
- Single view of all supply and demand to save the sale and increase revenues
- More relevant cross-sell/up-sell offerings for customers
- Special order modifications such as price matches and discounts





The screenshot displays the IBM Call Center for Commerce web interface. The browser window shows the URL `9.55.49.39:7001/inccsde/inccs/containers/home.do?toPageY`. The page header includes a search bar, the user name "Beverly Jones", and the IBM logo. The main content area shows an "Order Summary" for order "Y100001025" associated with user "Barbara Marshall". A notification box asks: "CSR: Is this the order for a (Product)? Customer: Yes. CSR: How may I help you with this order?".

On the left, there is a "Related Tasks" sidebar with a "Frequently Asked Questions" section containing links like "Where is my shipment?" and "Why was I charged?". Below this is a list of order-related tasks such as "View Order Summary", "Change Payment Method", and "Add Lines to Order".

The main order details section shows:

- Order Y100001025** (Created)
- Order date: 11/15/13; Total amount: \$744.99
- Channel: Call Center; Enterprise: Matrix Business
- Bill To:** Mrs. Barbara Marshall, 87 Third Avenue, New York, NY 10003, US
- Ship To:** Mrs. Barbara Marshall, 87 Third Avenue, New York, NY 10003, US

Below the order details is a table for "Order Lines":

Line Number	Product	Unit Price	Quantity	Fulfillment Method	Expected on	Status
1	 Tierra 42" Plasma Television/ HDTV (100001)	\$734.99	1 Each	Pick Up		Created
2	 Alpha 890 Advanced Universal Remote (100003)	\$10.00	1 Each	Shipping	11/15/13	Created

At the bottom of the order details section, there are "Close" and "View/Add Notes" buttons.

Informed collaboration with customer from a single access point

- Augment CRM information with Commerce information for a more informed omni-channel interaction with customers
- Hyperlinks to any commerce site from work space to view the same information that the customer views
- User-defined scripts to help the call center agent walk through standard scenarios
- Track customer inquiries and history with easy reference to notes in the call

The screenshot displays the IBM Call Center for Commerce interface. At the top, the browser address bar shows the URL `9.35.49.39:7003/nccsdev/nccs/containers/home.do?scFlags=Y`. The page header includes the IBM logo and the text "IBM Call Center for Commerce". Below the header, there is a navigation bar with "Home" and "Order Y100001020". The main content area shows a shopping cart with the following items:

Line Number	Product	Quantity	Fulfillment Method
1	Tierra 42" Plasma Television/HDTV (100001)	1 Each	Pick Up
2	Alpha 890 Advanced Universal Remote (100003)	1 Each	Shipping

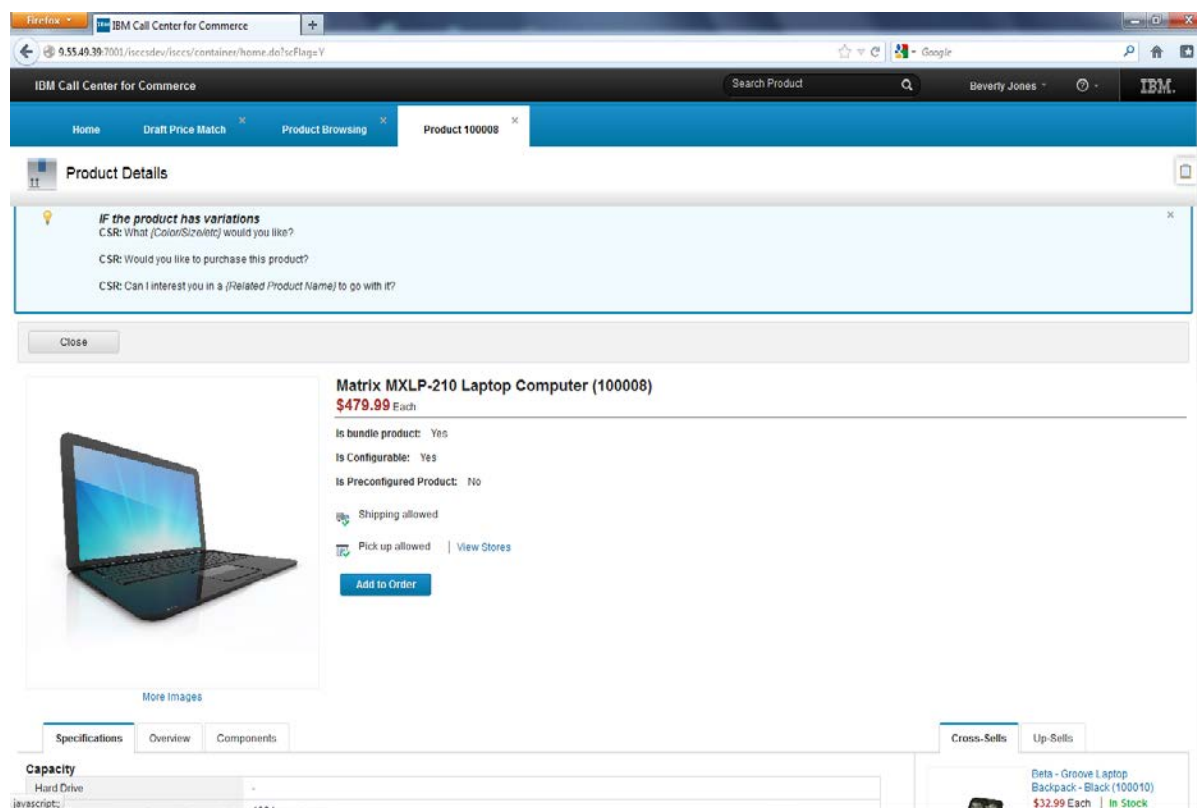
The right side of the interface shows the details for the selected product, "Tierra 42" Plasma Television/HDTV (100001)". The price is listed as ~~\$749.99~~ \$734.99 Each. The quantity is set to 1. The delivery method is "Pick up" at the "Matrix - Burlington, Burlington" store, which is available on 12/3/13. Below the product details, there are sections for "Cross-Sells" and "Up-Sells". The "Cross-Sells" section includes three items:

- Alpha 890 Advanced Universal Remote (100003) - \$10.00 Each | In Stock | Add to Order
- Omega Progressive-Scan DVD Player with 1080p Upconversion (100002) - \$40.00 Each | In Stock | Add to Order
- X-540 Multimedia Surround Sound Speaker System (5-Piece) (100004) - \$154.99 Each | In Stock | Add to Order

Web-based solution improves call center efficiency and lowers IT costs

Improved productivity and efficiency of call center agents

- Context based links to information and screens to address customer's inquiries and requests quickly
- More collaborative assistance of customers with hyperlinks to company sites
- Easier to deploy and more manageable to change
- An easy to use, intuitive, WYSIWYG workbench for faster extensions and integrations to expand the footprint of the call center and customer care solution





IBM Call Center for Commerce provides a single commerce touch-point for customer service teams



Omni-channel foundation provides visibility and automated processes that help enable the utilization of multiple fulfillment strategies such as buy on-line and pick-up in store



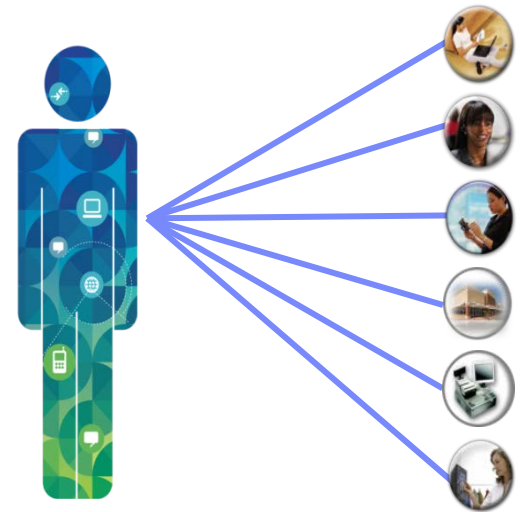
Single source of customer order, cart, and inventory visibility helps ensure a seamless experience across channels for customers, partners, and suppliers



Web based technology improves productivity and efficiency with intuitive, easy to use UI's and an easy to deploy solution



Part of a complete Commerce solution that enables a highly personalized buying experience from initial customer interaction through order capture and fulfillment



Selling the New IBM Call Center for Commerce

- When talking with a prospect for Sterling OM or combined Sterling OM and Websphere Commerce customer –
 - IBM Call Center for Commerce is the **only choice for a new customer.**
- Sterling Call Center in Feb 2014 will be restricted from sale – will need to obtain approval if existing Sterling Call Center customers want to purchase additional seats.
- List Price for IBM Call Center for Commerce = \$950 per seat
- Migration from Sterling Call Center to Call Center for Commerce
 - Entitlements are 1 to 1 of Sterling Call Center to Commerce Call Center
 - To avoid a mass migration of all Sterling Call Center customers, a special bid/notification of when your customer wants to migrate needs to be submitted to the Brand Pricer.
- Plan to End of Market Sterling Call Center in 2H2015

Home



Home



Customer: I have a question about my order.
CSR: May I have the order number?

Customer: I have a question about one of the products you sell.
CSR: May I have the product ID?

Visual cues for CSR conversations –improves quality of the call...

Intuitive set of easy to remember tasks – reduces training and ramp up...

Order

Order Number:
Telephone:
Email address starts with:

[Find Order](#) [Create Order](#)

Customer

Telephone:
Email address starts with:

[Find Customer](#) [Create Consumer](#) [Create Business](#)

Return

Return number:
Telephone:
Email address starts with:

Product

Keyword:

[Find Product](#)

Alert

[Get Next Alert](#)

[Refresh](#)

Assigned Alerts

[Alerts For Followup Today \(3\)](#)
[My Assigned Alerts \(3\)](#)

Alerts By Queue

Alerts By Type

Related Tasks

Order

[Order Search](#)
[Create Order](#)

Customer

[Customer Search](#)
[Create Consumer](#)
[Create Business](#)

Alert

[Alert Search](#)
[Create Alert](#)

Product

[Product Browsing](#)

Return

[Return Search](#)
[Create Return](#)

User

[User Search](#)
[Create User](#)

Price Match

[Price Match Search](#)
[Create Price Match](#)
[Competitor Search](#)

Use of rich real time alerts and notifications – empowered CSR.

IBM Call Center for Commerce Functionality Overview - Customer

Customer Management

- Create/Update customer and related information (address, contact, etc.) Consumer & Business
- View customer orders, carts, returns ticklers
- View/edit customer comments/notes
- Find customer (multiple search options)

The screenshot displays the IBM Call Center for Commerce interface. At the top, there is a navigation bar with 'Home', 'Customer Search', and 'Amy Tennent'. A search bar and user information 'Administrator' are also visible. Below the navigation bar, the 'Customer Details' section is active, showing a customer profile for 'Amy Tennent' with an email address 'amy@yahoo.com' and status 'Active'. The profile includes fields for telephone, evening phone, day fax, and mobile phone. Below the profile, there are 'Bill To' and 'Ship To' addresses, both for 'AMY TENNENT' at '3 LOWER FALLS RD, FALMOUTH, ME 04105, US'. A 'Related Tasks' sidebar on the right lists actions like 'Order Search', 'Create Order', 'Product Browsing', 'Return', 'Create Return', and 'Customer' management options. At the bottom, a tabbed interface shows 'Draft Orders' selected, displaying a table of draft orders.

Order Number	Postal Code	Address	Status	Order Date	Order Total
Y100000402	04105	3 LOWER FALLS RD	Draft Order Created	12/7/13, 8:49 PM	\$0.00
Y100000401	04105	3 LOWER FALLS RD	Draft Order Created	12/7/13, 8:47 PM	\$0.00
Y100000400	04105	3 LOWER FALLS RD	Draft Order Created	12/7/13, 8:46 PM	\$0.00

IBM Call Center for Commerce Functionality Overview - Catalog

■ Catalog Management

- Search by ID, or off index (using index... name, desc, short description, etc.)
- Product details, inventory, related items (configurable what to show), fulfillment options, pricing info

The screenshot displays the IBM Call Center for Commerce interface. At the top, there is a navigation bar with 'Home', 'Product Browsing', and 'Product 501'. Below this is a search bar with the text 'Search Product' and a magnifying glass icon. The main content area shows a search results page for 'Books'. On the left, there are filters for 'Categories' (Fiction (7), Non-Fiction (5)) and 'Narrow By' (No further refinements available). The main product list shows two items:

Product ID	Description	Price	Shipping	Pick up	Stock Status	Action
606	Panasonic VIERA TC-L47E60 47-Inch 1080p 120Hz Full HD IPS LED-LCD TV	\$0.00 Each	Shipping allowed	Pick up allowed	Out of Stock	Add to Order
607	THE FORGOTTEN - In Paradise, nothing is what it seems...	\$0.00 Each	Shipping allowed	Pick up allowed	Out of Stock	Add to Order



IBM Call Center for Commerce Functionality Overview - Order Management

- Order Management (Order Maintenance)
 - View, create and update orders
 - Includes add/change/delete order lines
 - Includes store pickup
 - Manage / View notes on orders
 - Manage / View promotion codes for orders
 - Apply associations/related items to an order
 - View order history
 - Support to expedite order/items
 - Items price override
 - Shipping price override for orders
 - View shipping and tracking information
 - Store locator and stock details
 - Manage Charges, Change/Add Payment methods

Related Tasks

Frequently Asked Questions

[Where is my shipment?](#)

[Why was I charged?](#)

Order

[View Order Summary](#)

[Change Payment Method](#)

[Change Gift Options](#)

[View All Invoices](#)

[Create Order](#)

[Cancel Products](#)

[Add/Remove Promotions](#)

[Add Lines to Order](#)

[Change Order Address](#)

[Resolve Holds](#)

[Apply Holds](#)

[Manage Charges](#)

[Change Product Variation](#)

[Appease Customer](#)

Return

[Create Return](#)

Fulfillment

[Change Fulfillment Options](#)

Price Match

[Price Match a Product](#)

Alert

[Create Alert](#)

Order Entry – Order Summary


IBM Sterling Call Center Search Order Beverly Jones

Home Order Search Order Y100001922

Order Line Summary

How can I help you with this item?

[Go to Order Summary](#)[View/Add Notes](#)

	Wii U 8 GB Basic Console	Created
Quantity:	1.0000 Each	Unit Price: \$299.00
Ship Node:	Matrix - San Francisco	Promised Date:
Delivery method:	Shipping	Service:
Level of Service:		

Ship to
AMY ADAMS
14 WEST ST.
CAMBRIDGE, MA 02142
US

Extended Price:	\$749.99
Charges:	\$0.00
Discounts:	\$45.89
Taxes:	\$0.00
Line Total:	\$704.10

[Go to Order Summary](#)[View/Add Notes](#)

Important Events | [Line Notes](#) | [Fulfillment](#)

This line was price matched.

Related Tasks

Frequently Asked Questions

- [Where is my shipment?](#)
- [Why was I charged?](#)

Order Tasks

- [View Order Summary](#)
- [Change Payment Method](#)
- [Change Gift Options](#)
- [View All Invoices](#)
- [Create Order](#)
- [Cancel Products](#)
- [Add/Remove Promotions](#)
- [Add Lines to Order](#)
- [Manage Charges](#)

Return Tasks

- [Create Return](#)

Other Tasks

- [Change Customer Options](#)

Price Match

- [Price Match a Product](#)

Alert

- [Create Alert](#)

As a CSR I should be able to provide my customer a accurate Order Summary with the ability to drilldown into details

Order Entry – Payment Confirmation

The screenshot displays the IBM Sterling Call Center interface for a payment confirmation step. At the top, there is a navigation bar with 'IBM Sterling Call Center', a search bar, and user information 'Beverly Jones'. Below this is a blue header with 'Home' and 'Draft Order Y100000001'. The main content area is titled 'Create Order' and 'Payment Confirmation'. It contains a form with several questions: '*** Does the customer owe money? ***', '*** Is the customer getting money back? ***', and 'Can I have the promotion code?'. Below the form are 'Previous', 'Confirm', and 'Cancel' buttons. A callout bubble points to the 'Confirm' button with the text: 'As a CSR I should be able to record payment from the customer'. Below the form, the 'Amount To Pay' is shown as '\$0.00' with an 'Add Payment Method' button. A 'Customer Account - 9348' is listed with 'Funds Available: \$5,000.00' and 'Amount to Charge: 749.99'. To the right, a 'Sales Order' summary shows 'Subtotal: \$749.99', 'Adjustments: \$0.00', 'Shipping Charges: \$0.00', 'Taxes: \$0.00', and a 'Total: \$749.99'. Below this is a 'Promotion Code' field with an 'Apply' button. A callout bubble points to this field with the text: 'As a CSR I need to be able to manually add Coupons and known Promotions codes'. At the bottom, there are 'Previous', 'Confirm', and 'Cancel' buttons, and a 'View/Add Notes' button.

As a CSR I should be able to record payment from the customer

As a CSR I need to be able to manually add Coupons and known Promotions codes

Order Entry – Fulfillment Summary

IBM Sterling Call Center Search Order Beverly Jones IBM

Home Draft Order Y10000001 Product Browsing

Create Order Fulfillment Summary

*** Are there unavailable lines? ***
YES - Some of the lines are not available. Would you like to wait for the products to become available?
No - Are you ok with these shipment dates?
*** Are there pickup lines on the order?***
YES - When would you like to pick up the products?

Previous **Next** Cancel View/Add Notes

Go to Gift Options Order Total: \$749.99 Save

Shipping Lines

Shipping options:
 Group into as few shipments as possible
 Group items available within 5 days, could cause additional charges.
 Fastest. Ship products as they become available, could cause additional charges.

▼ 104 Main St - Cambridge, MA 02142
Change to Pickup Change Address

Level of Service: Expected Date:

Line Number	Product	Quantity	Shipping Charge	Unit Price	Availability	Number of Shipments
1	Tierra 42" Plasma Television/ HDTV (100001)	1.0000 Each	\$0.00	\$749.99	Today	1

Previous **Next** Cancel View/Add Notes

As a CSR I should be able to records Fulfillment choices of customer. Ship / Pickup Lines that need to ship together

IBM Call Center for Commerce Functionality Overview – Returns

■ Returns

- Create return and exchange order
- Provide refund options
- Find returns
- Support shipping charges in refunds
- Ensure multiple refund transactions cannot be done against same order item

Test Screen × Home Return Search × User Search × Order Search × Order Y100002975 × Draft Return Y100003094 × Order Y100002973 × Philips Consumer

Create Return
Add Products to Return

No Name Provided

Order date to:

Order age: Recent orders Archived orders

Product

Product ID:

Search

Search Results

Product	Order date	Unit Price	Returnable Quantity
<input checked="" type="checkbox"/> Black Metal Sandwich Maker (1022)	11/10/13	₹ 1,642.85	1 Each
<input type="checkbox"/> Steam iron (1002)	11/10/13	₹ 5,235.00	1 Each

Black Metal Sandwich Maker (1022)

Returnable Quantity: 1 Each

* Quantity: Each

* Return Reason: ▼

Returned by gift recipient.

Add Product to Return

Add Product to Return and Exchange

Return Avoidance

[Price Match This Product](#)

[Customer Appeasement](#)

IBM Call Center for Commerce Functionality Overview – Ticklers/Alerts & User Mgmt

Alerts/Ticklers –

View my ticklers, pull, work on, resolve

- Create & Manage – queue, priority, user etc..
- Search, notification, groupings by type, queue.



Assigned Alerts

Alerts For Followup Today (0)
My Assigned Alerts (0)

Alerts By Queue

Customer Notification (1)
Duplicate Order (0)
Reship Items (0)
Stop Delivery (0)
Verify Address (0)

Alert

- [Alert Search](#)
- [Create Alert](#)

User Mgmt

- [User Search](#)
- [Create User](#)

Primary User Information

Organization:	Aurora Corp2.	* Menu:	Default Menu
Login:	abrown	* Locale:	English (United States Ea
* User name:	<input type="text" value="Allison Brown"/>	Department:	
* Email address:	<input type="text"/>	Team:	Aurora-Corp2 Team
<div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Contact Information Add</p> <p>Address is not provided. Click on the add link to provide an address.</p> </div>		Customer limit:	<input type="text" value="0"/>
		<input type="checkbox"/> Is supervisor	
		<input checked="" type="checkbox"/> Is active	

User Roles

Alert Queues

Assigned queues:

- System Announcement Queue
- DEFAULT
- Fraud Queue
- Duplicate Order

Fully Extensible User Interface

- Major focus on allowing customers to extend the UI
- Simple extension environment setup
- Reduced proprietary knowledge required to extend
- Two modes of extensibility:
 - **Full**
 - Incorporate new custom screens
 - Copy and/or replace out of the box screens
 - Open out of the box screens from custom screens
 - Etc.
 - **Differential**
 - Add components and logic to out of the box screens without copying the entire screen. Only differential extension is saved – **you only own the extensions.**
 - Makes upgrade easier as out of the box screen can be updated while leaving the customizations in place.

Extensibility Workbench

IBM Call Center for Commerce Search Product Beverly Jones + ?

Test Screen × Home Order Search × Order TestOrder ×

Home BiDi - Left to Right
BiDi - Right to Left
Customize
UI Docs

Order

Order Number:

Email address starts with:

[Find Order](#) [Create Order](#)

Customer

Customer type: Business Consumer

Organization:

Telephone:

Email address starts with:

[Find Customer](#) [Create Consumer](#) [Create Business](#)

Return

Return number:

Product

[Find Product](#)

Alert

[Get Next Alert](#) [Refresh](#)

Assigned Alerts

Alerts For Followup Today (0)
My Assigned Alerts (0)

Alerts By Queue

Alerts By Type

Related Tasks

Order

- [Order Search](#)
- [Create Order](#)

Customer

- [Customer Search](#)
- [Create Consumer](#)
- [Create Business](#)

Alert

- [Alert Search](#)
- [Create Alert](#)

Product

- [Product Browsing](#)

Return

- [Return Search](#)
- [Create Return](#)

User

- [User Search](#)
- [Create User](#)

Price Match

- [Price Match Search](#)

Extensibility Workbench

IBM Call Center for Commerce

Search Product Beverly Jones + ? IBM

Test Screen x Home

Home

Customer: I have a question about my order.
CSR: May I have the order number?

Customer: I have a question about one of the products you sell.
CSR: May I have the product ID?

Order

Order Number:

Email address starts with:

Find Order

Product

Find Product

Related Tasks

Order

Order Search

Create Order

Customer

Screen | **Layout** | Data | Behavior | Problems Save Close

Widget Palette

- Button
- Checkbox
- Checkbox List
- Currency Textbox
- Data Label**
- Date Textbox
- Filtering Select
- Grid Column
- Hidden Field
- Image
- Label
- Link

Screen Outline

- Screen:orderPortlet
 - Content Pane:portletPanel
 - Content Pane:portletHead
 - Label:portletName
 - Image:portletImage
 - Content Pane:findOrderPa
 - Textbox:txtOrderNo**
 - Textbox:
 - Textbox:
 - Textbox:
 - Content Pane:pnlSearch
 - Button:bFindOrder

Textbox: txtOrderNo Apply

Basic

Unique identifier: txtOrderNo

Field label: Order Number: ✎

CSS class:

Resource ID:

Field title: ✎

Data type: DocumentNo ✎

Hide

Select text on click

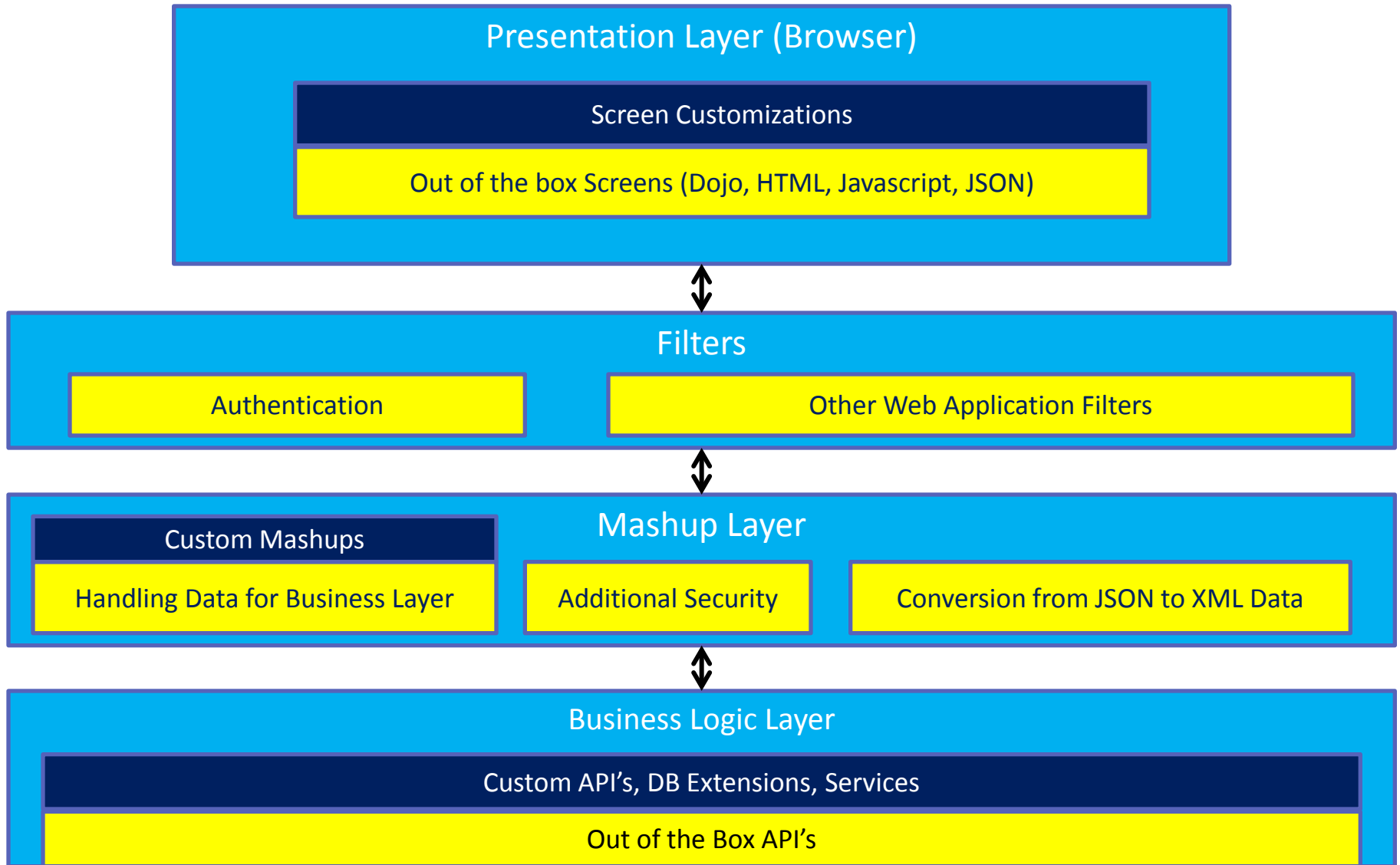
Read only

Exclude from dirty check

Disable

Mandatory

Architecture Extensibility



Sterling OM and Call Center for Commerce Reference Information

- **Combined Commerce Solutions Internal Announcement published January 2, 2014**
- <https://w3-03.sso.ibm.com/sales/support/ShowDoc.wss?docid=EA/897/ENUS214-002&node=&ftext=5724-i36&sort=date&showDetails=hide&hitsize=25&offset=0&fromdate=&todate=&filtermessage=&option=&searchin=letter&isw=&sw=&swv=&l=&campaign=>
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