


Sterling Call Center and Sterling Store: Release Notes

Release 9.0

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Preface

This document introduces the new features of Sterling Call Center™, Release 9.0 and Sterling Store™, Release 9.0. It also discusses the known issues in this release and how to resolve them, wherever possible.

Intended Audience

This document is intended for use by system administrators and managers who need to configure Sterling Call Center and Sterling Store to meet their business requirements.

Structure

This document contains the following sections:

Chapter 1, "New Features"

This chapter introduces the new features in Sterling Call Center and Sterling Store, Release 9.0.

Chapter 2, "Known Issues"

This chapter provides a list of the known issues in Release 9.0 of the Sterling Call Center and Sterling Store applications.

Chapter 3, "Deprecated and Deleted Components and Functionalities"

This chapter provides a list of components and functionalities that have been deprecated or deleted from Sterling Call Center and Sterling Store, Release 9.0.

Documentation

For more information about the Sterling Call Center™ and Sterling Store™ components, see the following manuals:

- *Sterling Call Center and Sterling Store: Release Notes*
- *Sterling Call Center and Sterling Store: Concepts*
- *Sterling Selling and Fulfillment Suite™: Applications Installation Guide*
- *Sterling Call Center and Sterling Store: Deployment Guide*
- *Sterling Selling and Fulfillment Suite™: Applications Reference Implementation Guide*
- *Sterling Call Center and Sterling Store: Implementation Guide*
- *Sterling Selling and Fulfillment Suite™: Applications Configuration Guide*
- *Sterling Call Center and Sterling Store: User Guide*
- *Sterling Call Center and Sterling Store: Upgrade Guide*
- *Sterling Call Center and Sterling Store: Business Intelligence Guide*
- *Sterling Call Center and Sterling Store: Javadocs*

For more information about the Selling and Fulfillment Foundation components, see the following manuals:

- *Selling and Fulfillment Foundation: Release Notes*
- *Selling and Fulfillment Foundation: Installation Guide*
- *Selling and Fulfillment Foundation: Upgrade Guide*
- *Selling and Fulfillment Foundation: Configuration Deployment Tool Guide*
- *Selling and Fulfillment Foundation: Performance Management Guide*
- *Selling and Fulfillment Foundation: High Availability Guide*
- *Selling and Fulfillment Foundation: System Management Guide*
- *Selling and Fulfillment Foundation: Localization Guide*
- *Selling and Fulfillment Foundation: Customization Basics Guide*

- *Selling and Fulfillment Foundation: Customizing APIs Guide*
- *Selling and Fulfillment Foundation: Customizing Console JSP Interface for End User Guide*
- *Selling and Fulfillment Foundation: Customizing the RCP Interface Guide*
- *Selling and Fulfillment Foundation: Customizing User Interfaces for Mobile Devices Guide*
- *Selling and Fulfillment Foundation: Customizing Web UI Framework Guide*
- *Selling and Fulfillment Foundation: Customizing Swing Interface Guide*
- *Selling and Fulfillment Foundation: Extending the Condition Builder Guide*
- *Selling and Fulfillment Foundation: Extending the Database Guide*
- *Selling and Fulfillment Foundation: Extending Transactions Guide*
- *Selling and Fulfillment Foundation: Using Sterling RCP Extensibility Tool Guide*
- *Selling and Fulfillment Foundation: Integration Guide*
- *Selling and Fulfillment Foundation: Product Concepts Guide*
- *Sterling Warehouse Management™ System: Concepts Guide*
- *Selling and Fulfillment Foundation: Application Platform Configuration Guide*
- *Sterling Distributed Order Management™: Configuration Guide*
- *Sterling Supply Collaboration: Configuration Guide*
- *Sterling Global Inventory Visibility™: Configuration Guide*
- *Catalog Management™: Configuration Guide*
- *Sterling Logistics Management: Configuration Guide*
- *Sterling Reverse Logistics™: Configuration Guide*
- *Sterling Warehouse Management System: Configuration Guide*
- *Selling and Fulfillment Foundation: Application Platform User Guide*

- *Sterling Distributed Order Management: User Guide*
- *Sterling Supply Collaboration: User Guide*
- *Sterling Global Inventory Visibility: User Guide*
- *Sterling Logistics Management: User Guide*
- *Sterling Reverse Logistics: User Guide*
- *Sterling Warehouse Management System: User Guide*
- *Selling and Fulfillment Foundation: Mobile Application User Guide*
- *Selling and Fulfillment Foundation: Business Intelligence Guide*
- *Selling and Fulfillment Foundation: Javadocs*
- *Sterling Selling and Fulfillment Suite™: Glossary*
- *Parcel Carrier: Adapter Guide*
- *Selling and Fulfillment Foundation: Multitenant Enterprise Guide*
- *Selling and Fulfillment Foundation: Password Policy Management Guide*
- *Selling and Fulfillment Foundation: Properties Guide*
- *Catalog Management: Concepts Guide*
- *Selling and Fulfillment Foundation: Pricing Concepts Guide*
- *Selling and Fulfillment Foundation: Setting Up Quotes in Distributed Order Management*
- *Sterling Sensitive Data Capture Server, Release 1.0: Configuration Guide*
- *Sterling Sensitive Data Capture Server, Release 1.0: PA-DSS Implementation Guide*
- *Selling and Fulfillment Foundation: Secure Deployment Guide*
- *Business Center: Item Administration Guide*
- *Business Center: Pricing Administration Guide*
- *Business Center: Customization Guide*
- *Business Center: Localization Guide*
- *Sterling Field Sales: Deployment Guide*

- *Sterling Field Sales: Implementation Guide*
- *Sterling Field Sales: Localization Guide*
- *Sterling Field Sales: User Guide*
- *Sterling Field Sales: Customization Guide*

For a description of the various documents in the Sterling Call Center and Sterling Store documentation set, see the Sterling Call Center and Sterling Store documentation home page at:

<INSTALL_DIR>/documentation/YCD_doc_home.html

<INSTALL_DIR> is the directory where Sterling Call Center and Sterling Store and the Selling and Fulfillment Foundation are installed.

Conventions

The following conventions may be used in this manual:

Convention	Meaning
. . .	Ellipsis represents information that has been omitted.
< >	Angle brackets indicate user-supplied input.
mono-spaced text	Mono-spaced text indicates a file name, directory path, attribute name, or an inline code example or command.
/ or \	Slashes and backslashes are file separators for Windows, UNIX, and Linux operating systems. The file separator for the Windows operating system is "\" and the file separator for UNIX and Linux systems is "/". The UNIX convention is used unless otherwise mentioned.
<INSTALL_DIR>	User-supplied location of the Selling and Fulfillment Foundation installation directory and Sterling Call Center and Sterling Store installation directory. This is only applicable for Release 8.0.
<ANALYTICS_HOME>	User-supplied location of the Sterling Call Center and Sterling Store: Business Intelligence installation directory. Note: This convention is used only in the <i>Sterling Call Center and Sterling Store: Business Intelligence Guide</i> .

Convention	Meaning
<COGNOS_HOME>	User-supplied location of the Cognos installation directory. Note: This convention is used only in the <i>Sterling Call Center and Sterling Store: Business Intelligence Guide</i> .

Notes: The Sterling Call Center and Sterling Store documentation set uses the following conventions in the context of the product name:

- Sterling Customer Order Management PCA is used for Release 7.5 and earlier.
- Sterling Call Center and Sterling Store is used for Release 8.0.

The Selling and Fulfillment Foundation documentation set uses the following conventions in the context of the product name:

- Yantra is used for Release 7.7 and earlier.
- Sterling Supply Chain Applications is used for Releases 7.9 and 7.11.
- Sterling Multi-Channel Fulfillment Solution is used for Releases 8.0 and 8.2.
- Selling and Fulfillment Foundation for Release 8.5.

New Features

The following new functionalities and enhancements are provided in Sterling Call Center, Release 9.0, and Sterling Store, Release 9.0:

- [Sterling Selling and Fulfillment Suite Applications Installer](#)
- [Indexed Catalog Search](#)
- [Reconfiguration of Items Using Product Configurator](#)
- [Handling Changes to Confirmed Orders](#)
- [Draft Order Transfer to Sterling Web](#)
- [Rules to Configure the Sterling Web User Interface](#)

1.1 Sterling Selling and Fulfillment Suite Applications Installer

The Sterling Selling and Fulfillment Suite Applications Installer is introduced in Sterling Call Center, Release 9.0, and Sterling Store, Release 9.0. The Applications Installer enables the implementer to install the following applications from a single interface:

- Sterling Call Center
- Sterling Store
- Sterling Web™

1.2 Indexed Catalog Search

In Release 9.0, Sterling Call Center and Sterling Store provide an index-based catalog search to enable users to perform item searches in a catalog.

1.3 Reconfiguration of Items Using Product Configurator

In Release 9.0, Sterling Call Center and Sterling Store enable users to reconfigure the items defined in a catalog using the Product Configurator. Users can access the Product Configurator by clicking the Configure button provided in the Add Items screen.

1.4 Handling Changes to Confirmed Orders

In Sterling Call Center, Release 9.0, and Sterling Store, Release 9.0, if a user attempts to modify an order, and if the order is simultaneously opened by a Sterling Web user to perform order modifications, an appropriate message is displayed in the Sterling Call Center and Sterling Store applications to indicate that the order contains changes that have been carried out through a different channel. The Sterling Call Center and Sterling Store user can either revert the unsaved changes, or close the order.

1.5 Draft Order Transfer to Sterling Web

Users can transfer the draft orders that have been created or opened in the Sterling Call Center and Sterling Store applications, to the Sterling Web application.

1.6 Rules to Configure the Sterling Web User Interface

A set of rules have been introduced in Release 9.0 of Sterling Call Center and Sterling Store to configure the Sterling Web application.

Note: These rules are applicable only to Sterling Web users.

2

Known Issues

The following sections in this chapter describe the known issues that users may encounter when using Sterling Call Center and Sterling Store, Release 9.0:

- [Upgrade Issues](#)
- [Order Entry Tasks](#)
- [Fulfillment Summary](#)
- [Track an Item Task](#)
- [Enhanced Change Payment Method Tasks](#)
- [Add Modify Charges Task](#)
- [Return Tasks](#)
- [General](#)
- [Reports](#)

Some of the defects listed in this chapter will be addressed in future 9.0 maintenance pack releases. To determine if a defect has been addressed in a maintenance pack, review the *Hot Fix Release Notes* that accompany the maintenance pack.

2.1 Upgrade Issues

You may encounter the following issues when upgrading to Sterling Call Center and Sterling Store, Release 9.0:

186153 - When recertifying Sterling Call Center and Sterling Store, Release 8.0, on Selling and Fulfillment Foundation, Release 9.0, Sterling Call Center and Sterling Store must run the factory setup differences

between Sterling Call Center and Sterling Store, Release 8.0, and Sterling Call Center and Sterling Store, Release 9.0, without prompting you to run additional tasks. In order to ensure this, Sterling Call Center and Sterling Store, Release 9.0, provides an ant target that is executed when the upgrade-transaction-tables target of Selling and Fulfillment Foundation, Release 9.0, is executed. However, the `ant_pca_migration.xml.done` file that is created is the same as the one created when the upgrade-transaction-tables target of Sterling Call Center and Sterling Store, Release 9.0, is executed.

Solution/Workaround: If history table migration is performed before transaction table migration, delete the `ant_pca_migration.xml.done` file that is created when the upgrade-history-tables target of Selling and Fulfillment Foundation, Release 9.0, is executed. Otherwise, perform transaction table migration before history table migration.

2.2 Order Entry Tasks

Users may encounter the following issues when performing these tasks:

- **140555** - In the Add Item screen, if a user changes the fulfillment method of a line from Delivery to Pickup or Ship, and there is an existing work order for that line, when the user clicks the Next button, the "Cannot Change Delivery Method" error message is displayed.

Solution/Workaround: Use the Change Fulfillment Options screen to change the delivery method.

- **150264** - If the Sterling Call Center and Sterling Store applications have been configured to not allow users to add new order lines to a cancelled draft order, and if a user opens a draft order that contains an order line, cancels the order line, and tries to add a new line, "The order cannot be modified in current status" error message is displayed.

Solution/Workaround: Provide the necessary permissions to users to add new order lines for a cancelled draft order.

- **189555** - When a user opens a draft order that contains items that are not present in the catalog, the Add Items screen displays blank order lines. However, if the Large Order Item Entry screen is displayed, the Sterling Call Center and Sterling Store applications display a "Void Item" error message.

Solution/Workaround: None.

- **197112** - When using the changeOrder API to increase the quantity of an order line reservation for an order line that has multiple reservations, the reservations can sometimes be consolidated into one order line reservation instead of remaining split. This can happen when inventory is available for items on different dates.

Solution/Workaround: None.

- **199530** - If a user has confirmed an order that consists of a ship together bundle item with a Delivery fulfillment method, go to the Increase Line Quantity screen and increase the line quantity for the order, and click Next. The Change Service Appointment screen and the Service Fulfillment Summary screen will be skipped, and either the Payment Confirmation screen or the Order Summary screen will be displayed to the user.

Solution/Workaround: Proceed to the Change Service Appointment screen after increasing the line quantity for a ship together bundle item with a Delivery fulfillment method.

- **215233** - In the Sterling Call Center, Release 9.0, and Sterling Store, Release 9.0, the attribute identifier of an item is displayed when displaying style items. However, in Sterling Web, Release 9.0, the attribute description of an item is displayed when displaying items with variations.

Solution/Workaround: None.

- **216324** - When the Style Size pop-up window is displayed, the Sterling Call Center and Sterling Store applications register an SWT error in the debug log file.

Solution/Workaround: None.

2.3 Fulfillment Summary

Users may encounter the following issues when performing these tasks:

- **174831** - In the Fulfillment Summary screen, if a user changes the store location of an order line that is in the Scheduled status, the Sterling Call Center and Sterling Store applications do not unschedule the order line.

Solution/Workaround: Change the store location from the Change Fulfillment Options screen.

- **181110, 181921** - Based on the following conditions, the lines pertaining to an order will be shipped in different shipments rather than a single shipment:
 - The number of shipments are optimized.
 - Multiple order lines contain the same item.
 - Item inventory is available at the same node, but the item availability dates are different.

Solution/Workaround: Use one order line for an item rather than having multiple order lines for the same item.

2.4 Track an Item Task

Users may encounter the following issue when performing this task:

- **185001** - If the screen resolution of your system is set to 800 X 600, the View Shipment hyperlink and the View Container Activities hyperlink in the Shipment Inquiry screen do not work on a single click.

Solution/Workaround: Click the View Shipment hyperlink and the View Container Activities hyperlink twice to view the shipment details and container activities pertaining to an order respectively.

2.5 Enhanced Change Payment Method Tasks

Users may encounter the following issues when performing these tasks:

- **173204** - On clicking Confirm in the enhanced Change Payment Method screen, a java.lang.Exception is displayed in the debug log. However, the exception will not prevent the user from proceeding with the task.

Solution/Workaround: None.

- **184506** - If a user opens the enhanced Change Payment Method screen for a confirmed order, selects the Add a Coupon/Promotion Code task, adds an invalid coupon, and closes the Add Coupon

screen, a `java.lang.Exception` is displayed in the debug log. However, the exception will not prevent the user from proceeding with the task.

Solution/Workaround: None.

2.6 Add Modify Charges Task

Users may encounter the following issue when performing this task:

- **181079** - In the Add Modify Charges screen, if a user adds extra charges to a confirmed order and confirms the payment, a `java.lang.Exception` is displayed in the debug log. However, the exception will not prevent the user from proceeding with the task.

Solution/Workaround: None.

2.7 Return Tasks

Users may encounter the following issues when performing these tasks:

- **184789, 186216** - When a user searches for a sales order or a return order, and from the results of the order search, selects the corresponding order, and tries associating an alert with this order, the application registers an SWT error in the debug log file.

Solution/Workaround: None.

- **186158** - When the Return Fulfillment Summary screen is opened, the values in several fields of this screen are being modified without any user input.

Solution/Workaround: None.

- **186172** - When a user creates a return, and from the Return Summary screen, selects the Issue Refund Now task, and clicks the Quantity field, a `java.lang.NumberFormatException` is displayed in the debug log. However, the exception will not prevent the user from proceeding with the task.

Solution/Workaround: None.

2.8 General

Users may encounter the following issues when performing these tasks:

- **172928** - When the cursor is on the Tasks panel, the hot keys for the related tasks pertaining to the Tasks panel do not work.

Solution/Workaround: When the cursor is on the Tasks panel, use the Up and Down arrow keys to navigate between tasks, and press the Enter key to launch a task. Use the Page Up and Page Down keys to navigate between different groups of tasks.

- **175458** - The hot keys for the Bold, Undo, and Redo tasks in the Scratch Pad panel are not defined.

Solution/Workaround: Click the appropriate icon in the Scratch Pad panel to use the Bold, Undo, and Redo tasks.

- **181663** - Rules once configured for a Qualified Tag cannot be deleted from the Channel Applications Manager. The Qualified Tags cannot be deleted as well.

Solution/Workaround: None.

- **185380** - In some of the Sterling Call Center and Sterling Store dialog boxes, when a user adds or modifies information, and presses the Esc key, the dialog box closes without displaying a confirmation message.

Solution/Workaround: None.

- **195786** - If you have localized the item descriptions that are defined, Sterling Call Center and Sterling Store display the item descriptions using the base locale and not using the user locale.

Solution/Workaround: None.

- **215685** - The list of appeasement offers that are provided as part of reference implementation cannot be configured.

Solution/Workaround: None.

2.9 Reports

Users may encounter the following issues with reports:

- **184346** - When a report is run from the View Reports related task, and if this report is added to My Folder using the Add This Report link, the Log In panel will be displayed even if the user has already logged in to the application. In addition, the Log In panel cannot be closed by clicking the Cancel button or the Close button.

Solution/Workaround: Close the Reports tab to close the Log In panel. Also, the report added to My Folder can be accessed from the Cognos Home page.

- **190999** - When a user clicks a report, an "asynchwait_Request failed" error message may be displayed intermittently in the report.

Solution/Workaround: None.

- **199226** - When Sterling Call Center and Sterling Store: Business Intelligence is deployed using the `ant` command, the reports are not automatically imported to the public folders.

Solution/Workaround: After the build script is run, the deployment appears in the Cognos Launch > IBM Cognos Configuration > Configuration tab > Content Administration. Run the build script again with the YCD-Analytics package selected.

3

Deprecated and Deleted Components and Functionalities

This chapter provides a list of components and functionalities that have deprecated or deleted from Sterling Call Center and Sterling Store, Release 9.0.

3.1 Deprecated or Deleted Components

This section provides a list of components that have been either deprecated or deleted in Sterling Call Center and Sterling Store, Release 9.0.

3.1.1 Deprecated Components

No components have been deprecated in Sterling Call Center and Sterling Store, Release 9.0.

3.1.2 Deleted Components

No components have been deleted in Sterling Call Center and Sterling Store, Release 9.0.

3.2 Deprecated or Deleted Functionalities

This section provides a list of functionalities that have been either deprecated or deleted in Sterling Call Center and Sterling Store, Release 9.0.

3.2.1 Deprecated Functionalities

No functionalities have been deprecated in Sterling Call Center and Sterling Store, Release 9.0.

3.2.2 Deleted Functionalities

No functionalities have been deleted in Sterling Call Center and Sterling Store, Release 9.0.