

Sterling Call Center and Sterling Store: Release Notes

Release 8.5

October 2009



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Preface

This document introduces the new features of Sterling Call Center™, Release 8.5 and Sterling Store™, Release 8.5. 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 8.5.

Chapter 2, "Known Issues"

This chapter provides a list of the known issues in Release 8.5 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 8.5.

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: Installation Guide*
- *Sterling Call Center and Sterling Store: Concepts*
- *Sterling Call Center and Sterling Store: Implementation 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*
- *Sterling 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*
- *Selling and Fulfillment Foundation: Item Concepts Guide*
- *Selling and Fulfillment Foundation: Pricing Concepts Guide*
- *Business Center: Item Administration Guide*
- *Business Center: Pricing Administration Guide*
- *Business Center: Customization Guide*
- *Business Center: Localization 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.

Convention	Meaning
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> .
<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.

1

New Features

The following new functionalities and enhancements are provided in Sterling Call Center and Sterling Store, Release 8.5:

- [Product Name Changes in Release 8.5](#)
- [Document Title Changes in Release 8.5](#)
- [Multiple JAR Files Provided](#)
- [Apply a Hold on an Order](#)
- [Add or Modify a Payment Method](#)
- [Create and View Announcements](#)
- [Default State and City Names in Address Panels](#)
- [Title, Residential, and Commercial Fields in Address Panels](#)
- [Display Container Activities](#)
- [View Item Instructions](#)
- [Display the Payment Methods for a Customer](#)
- [Scratch Pad](#)
- [Add Descriptive Text to an Address](#)
- [Enable Gift Messages and Gift Wrapping](#)
- [Configure and Display Hyperlink for Items](#)
- [Validate Account Limits for a Customer](#)
- [Customize the Message Dialog Box](#)
- [Permissions to Turn Off Alert Notifications](#)

- Data Security Groups
- Deploying the Sterling Call Center Clients in a Phases
- Multiple Schema Support
- Wizard-Based Installer
- Add Contact During Order Creation
- Provide a Name for a Draft Order
- Create a New Order From an Existing Order
- Coupon Validation
- E-mail Order Information
- Handle Orders in a B2B Scenario
- Put an Order that is Pending Approval on Hold
- View Order Status and Payment Status
- Order Validation
- View Price Breakdown
- Mark a Note as Internal Note
- Exempt from Tax
- Replace an Item
- Create and Manage Users
- Create and Manage User Teams
- Enhanced Customer Creation Screens
- Enhanced Customer Details Screens
- Enhanced Customer Contact Information
- Order Attribute Defaulting
- Manage Customer Information
- Customer Notes
- Reset User Password
- Launch the Business Center Application

1.1 Product Name Changes in Release 8.5

Table 1–1 provides a list of product names that have changed in Release 8.5. This includes the old names and the corresponding new names.

Table 1–1 Product Name Changes

Old Product Name	New Product Name
Sterling Call Center and Sterling Store Configurator	Channel Applications Manager
Sterling Call Center and Sterling Store Analytics	Sterling Call Center and Sterling Store: Business Intelligence

1.2 Document Title Changes in Release 8.5

Table 1–2 provides a list of document titles that have changed in Release 8.5. This includes the old names and the corresponding new names.

Table 1–2 Document Title Changes

Old Document Title	New Document Title
<i>Sterling Call Center and Store Release Notes</i>	<i>Sterling Call Center and Sterling Store: Release Notes</i>
<i>Sterling Call Center and Store Installation Guide</i>	<i>Sterling Call Center and Sterling Store: Installation Guide</i>
<i>Sterling Call Center and Store Concepts</i>	<i>Sterling Call Center and Sterling Store: Concepts</i>
<i>Sterling Call Center and Store Implementation Guide</i>	<i>Sterling Call Center and Sterling Store: Implementation Guide</i>
<i>Sterling Call Center and Store User Guide</i>	<i>Sterling Call Center and Sterling Store: User Guide</i>
<i>Sterling Call Center and Store Upgrade Guide</i>	<i>Sterling Call Center and Sterling Store: Upgrade Guide</i>
<i>Sterling Call Center and Store Analytics Guide</i>	<i>Sterling Call Center and Sterling Store: Business Intelligence Guide</i>
<i>Sterling Call Center and Store Javadocs</i>	<i>Sterling Call Center and Sterling Store: Javadocs</i>

1.3 Multiple JAR Files Provided

In the earlier releases, the Sterling Call Center and Sterling Store application was packaged with a single `com.jar` file. In Sterling Call Center and Sterling Store, Release 8.5, multiple JAR (Java ARchive) files are provided. As a result of this enhancement, when auto updates are provided as part of hot fix releases, the relevant JAR files are automatically downloaded.

1.4 Apply a Hold on an Order

The earlier releases of Sterling Call Center and Sterling Store provided visibility to the orders that were put on hold and enabled users to remove the holds. Sterling Call Center and Sterling Store, Release 8.5, enables users to apply a hold on an order, at both the order level and the order line level.

1.5 Add or Modify a Payment Method

A new Change Payment Method task has been introduced in Release 8.5. Users can either add a new payment method or modify an existing payment method applied on an order.

1.6 Create and View Announcements

Users who have the necessary permissions can create messages for other representatives. The representatives can view the messages after logging in to the application.

1.7 Default State and City Names in Address Panels

In the earlier releases, users had to manually enter the city name and state name in an address. In Release 8.5, the city name and state name are populated by default based on the postal code entered by the user.

1.8 Title, Residential, and Commercial Fields in Address Panels

In Sterling Call Center and Sterling Store, Release 8.5, the Title field can be configured to be displayed in the address panels. The Title field consists of a drop-down list of titles. In addition, two radio buttons, Residential and Commercial, are displayed in the address panels.

1.9 Display Container Activities

Sterling Call Center and Sterling Store, Release 8.5, enables users to view the container activities in the Shipment Tracking screen.

1.10 View Item Instructions

Users can view instructions pertaining to an item by clicking the More Details button provided in the Item Details screen.

1.11 Display the Payment Methods for a Customer

In Sterling Call Center and Sterling Store Release 8.5, if the order is created in the context of a registered customer, users can save the customer payment method information against the customer or contact. The application can also be configured to display the customer payment methods through the Sterling Call Center and Sterling Store application.

1.12 Scratch Pad

A scratch pad enables Customer Service Representatives (CSRs) and store users to jot down informal notes during a conversation with a customer.

1.13 Add Descriptive Text to an Address

Sterling Call Center and Sterling Store enables users to add descriptive text for addresses. This text will be displayed in all the address panels. Users can view the descriptive text when the corresponding addresses are displayed.

1.14 Enable Gift Messages and Gift Wrapping

For items that are marked as gifts, users can add appropriate messages and choose to gift wrap them.

1.15 Configure and Display Hyperlink for Items

Sterling Call Center and Sterling Store, Release 8.5, enables users to configure and display a URL as a hyperlink in the Item Details screen and the Line Summary screen. Clicking this URL launches a browser in which users can view additional details pertaining to the item.

1.16 Validate Account Limits for a Customer

When adding a customer account as a payment method to an order, a warning message is displayed if the customer account limit is breached. The Sterling Call Center and Sterling Store application can also be configured to place the order on hold if the customer account limit is breached.

1.17 Customize the Message Dialog Box

In Sterling Call Center and Sterling Store, Release 8.5, users can customize the message dialog box, for example, by applying themes.

1.18 Permissions to Turn Off Alert Notifications

In Sterling Call Center and Sterling Store, Release 8.5, the Do Not Notify check box that is a part of the alert notification message displayed on the top-right hand corner of the screen after a user log in to the application, is permission-controlled.

1.19 Data Security Groups

Sterling Call Center and Sterling Store, Release 8.5, introduces Data Security groups that enables users to access data from a particular enterprise.

1.20 Deploying the Sterling Call Center Clients in a Phases

Sterling Call Center and Sterling Store, Release 8.5, enables enterprises to deploy the application in a phased manner. The functionality that is available to the user is based on the version of application deployed.

1.21 Multiple Schema Support

Sterling Call Center and Sterling Store, Release 8.5, supports multischema deployment. Multiple enterprises can be deployed across multiple schemas and database instances.

Sterling Call Center and Sterling Store: Business Intelligence also supports multischema mode, providing new data sources that are based on the schema types.

1.22 Wizard-Based Installer

In Release 8.5, Sterling Call Center and Sterling Store provides a wizard-based installer for users to install the application on their desktops.

1.23 Add Contact During Order Creation

In Release 8.5, Sterling Call Center and Sterling Store enables users to create a new contact for an existing business customer during the order creation process.

1.24 Provide a Name for a Draft Order

In Release 8.5, Sterling Call Center and Sterling Store enables users to provide a name for a draft order, thus enabling Sterling Multi-Channel Selling Solution users to search for a draft order by the draft order name.

1.25 Create a New Order From an Existing Order

In Release 8.5, Sterling Call Center and Sterling Store enables users to create a new order from an existing draft order or confirmed order.

1.26 Coupon Validation

In Release 8.5, the YCDPromotionValidationUE user exit has been deprecated, and a new validateCoupon API has been introduced to validate a coupon when the coupon is added to an order.

1.27 E-mail Order Information

In Release 8.5, Sterling Call Center and Sterling Store enables users to send an e-mail containing information about a draft order or a confirmed order to a customer.

1.28 Handle Orders in a B2B Scenario

In Release 8.5, Sterling Call Center and Sterling Store provides an alternative Fulfillment Summary screen to enable users to handle orders in a Business-to-Business (B2B) scenario. This Fulfillment Summary screen groups order lines by Shipments and Ship To addresses, thus providing the users with better visibility into how an order is being fulfilled. The new screen also provides users the option of optimizing the task of scheduling an order based on the number of shipments, date, and ship node priority.

1.29 Put an Order that is Pending Approval on Hold

Sterling Call Center and Sterling Store, Release 8.5, provides the capability to put an order on hold when the spending limit of a customer is breached.

1.30 View Order Status and Payment Status

If an order has been created or modified in the Sterling Multi-Channel Selling Solution, Sterling Call Center and Sterling Store displays the order status and payment status generated by both Sterling Call Center and Sterling Store and the Sterling Multi-Channel Selling Solution.

1.31 Order Validation

In Release 8.5, Sterling Call Center and Sterling Store provides the capability to validate items when they are added to an order. The following validations can be performed when an item is added to an order:

- Minimum order quantity and maximum order quantity
- Item cannot be sold separately
- Item entitlement
- Item status
- Effective date of the item
- Incomplete item configuration

1.32 View Price Breakdown

In Sterling Call Center and Sterling Store, Release 8.5, users can view the breakdown of the price applied to the order and order lines, including the discounts and charges, when a new order line is added to the order.

1.33 Mark a Note as Internal Note

Users can mark a note entered against an order as an internal note. These notes can be viewed only by internal users.

1.34 Exempt from Tax

In Release 8.5, users can, when creating an order or after an order is confirmed, allow tax exemptions on orders that belong to business customers.

1.35 Replace an Item

In Sterling Call Center and Sterling Store, Release 8.5, if an item is replaced by another item in the catalog, users can add the new item to an order. In addition, users can replace the items in an order with upsell items.

1.36 Create and Manage Users

In Sterling Call Center and Sterling Store, Release 8.5, users can create and manage other users. A user is an employee of an enterprise organization, who can log in to the Sterling Call Center and Sterling Store applications.

1.37 Create and Manage User Teams

In Sterling Call Center and Sterling Store, Release 8.5, users can create and manage user teams.

A user team is a collection of users who have common data and user interface access requirements. User teams can have access to specific document types, enterprises, ship nodes, customers, and screens within the user interfaces.

1.38 Enhanced Customer Creation Screens

In Sterling Call Center and Sterling Store, Release 8.5, the Create Business Customer task has been enhanced to include additional fields that will be used by both Sterling Call Center and Sterling Web Channel to make order processing easier and more specialized to the customer. The wizard-based Create Business Customer task groups customer and organization attributes in one screen and contact information in the next screen. In addition, the ability to create an external customer user is provided.

The Create Consumer task has been enhanced to provide the ability to create an external customer user.

1.39 Enhanced Customer Details Screens

In Sterling Call Center and Sterling Store, Release 8.5, the Business Customer Details screen has been reorganized and enhanced. It displays new fields, the status of the customer, and a link to the customer's Web site, and contact information is now exposed in the address panels. It also contains two new tabs, Child Customers and Draft Orders.

In the Consumer Details screen, the status of the customer is now displayed. A new Draft Orders tab has been introduced to include only the draft orders for a customer. In addition, the Orders tab has been

enhanced to include search capabilities, enabling users to quickly find relevant orders.

1.40 Enhanced Customer Contact Information

Prior to Release 8.5, business customer contact information was displayed in a panel on the Business Customer Details screen. In Sterling Call Center and Sterling Store, Release 8.5, expanded contact information is displayed in the Manage Customer Contact screen. In addition, the new Create Customer Contact and Manage Customer Contact tasks can be accessed from the Business Customer Details screen and all the business customer-related screens.

1.41 Order Attribute Defaulting

In Sterling Call Center and Sterling Store, Release 8.5, if a customer contact ID is entered in the order header, the order is automatically populated with the first name, last name, e-mail address, and day phone number of the customer contact. If a customer contact ID is not entered in the order header, the billing address in the order is used to populate the first name, last name, e-mail address, and day phone number fields. The postal code in the order is always retrieved from the customer's Bill To address.

1.42 Manage Customer Information

Prior to Release 8.5, users could not modify some of the customer-level and organization-level attributes of a business customer. In Sterling Call Center and Sterling Store, Release 8.5, a new Manage Customer Information task enables users to modify this information.

1.43 Customer Notes

In Sterling Call Center and Sterling Store, Release 8.5, users can enter and view notes pertaining to a customer record or contact record. These notes typically provide information pertaining to the customer or contact.

1.44 Reset User Password

In Sterling Call Center and Sterling Store, Release 8.5, call center and store representatives can reset a user's password, if a user ID is associated to the user's record.

1.45 Launch the Business Center Application

Call center and store representatives can launch the Business Center application from Sterling Call Center and Sterling Store, Release 8.5, if they have been granted the necessary permissions. Business Center provides users with access to item and pricing configurations. For example, users may have to configure the pricing rules for an organization, or configure catalog entitlements.

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 8.5:

- [Upgrade Issues](#)
- [Advanced Item Search Tasks](#)
- [Order Entry Tasks](#)
- [Fulfillment Summary](#)
- [Track an Item Task](#)
- [Enhanced Change Payment Method Tasks](#)
- [Add Modify Charges Task](#)
- [Price Match Tasks](#)
- [Return Tasks](#)
- [Customer Tasks](#)
- [Alert Task](#)
- [General](#)
- [Reports](#)
- [Documentation](#)

Some of the defects listed in this chapter will be addressed in future 8.5 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 8.5:

186153 - When recertifying Sterling Call Center and Sterling Store, Release 8.0, on Selling and Fulfillment Foundation, Release 8.5, 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 8.5, without prompting you to run additional tasks. In order to ensure this, Sterling Call Center and Sterling Store, Release 8.5, provides an ant target that is executed when the upgrade-transaction-tables target of Selling and Fulfillment Foundation, Release 8.5, 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 8.5, 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 8.5, is executed. Otherwise, perform transaction table migration before history table migration.

2.2 Advanced Item Search Tasks

Users may encounter the following issues when performing these tasks:

- **200667** - From the Quick Access screen, if a user opens the Advanced Item Search screen, navigates back to Quick Access screen and clicks either the Create Consumer task or the Create Business Customer task, the Advanced Item Search screen is displayed instead of the Customer Entry screen.

Solution/Workaround: Close the Advanced Item Search screen before navigating to the Quick Access screen and then click either the Create Consumer task or the Create Business Customer task.

- **201592** - In the Item Search screen, if a user searches for bundle items that contain a large number of Item Attribute Group Types, the search results are not displayed.

Solution/Workaround: None.

- **202140** - If a user searches for an item from the Quick Access screen, the Item Details screen retrieves the item availability information although the Sterling Call Center and Sterling Store applications are configured to not display the item availability information in the Item Details screen.

Solution/Workaround: None.

2.3 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.

- **200092** - If you use a Sterling Call Center, Release 8.0, client, and a Sterling Store, Release 8.0, client with a Sterling Call Center, Release 8.5, server and a Sterling Store, Release 8.5, server, when a user is adding an item to the order, a "Mandatory Parameters missing" error message is displayed in the Large Order Item Entry screen.


Solution/Workaround: Add items to the order by clicking the Add To Order button in either the Item Search screen or the Item Details screen.

- **202145** - If displayable attributes are not configured for the component items of a bundle item, the Item IDs for these component items are left blank in the Component Details tab of the More Details pop-up window.

Solution/Workaround: Add displayable attributes for the component items of the bundle item.

2.4 Fulfillment Summary

Users may encounter the following issues when performing these tasks:

- **137485** - In the Fulfillment Summary screen, a user clicks the  icon corresponding to an order line to select a preferred date for the pickup or delivery of items. However, if the user selects a non-working day in the calendar, the calendar is disabled and the user cannot select any dates.

Solution/Workaround: The user must be aware of the non-working days and select the preferred date accordingly.

- **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.

- **201033** - If an order contains work orders, the Sterling Call Center and Sterling Store applications may experience issues with performance when retrieving the work orders.

Solution/Workaround: It is recommended that you create indexes for the CURRENT_WORK_ORDER_KEY column in the YFS_ORDER_LINE table.

2.5 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.

2.6 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.

- **200711** - In the Edit Payment Method pop-up window of a credit card payment method, if a user modifies the name on the credit card and clicks Apply, the changes are not saved to the credit card payment method.

Solution/Workaround: None.

2.7 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.

2.8 Price Match Tasks

Users may encounter the following issues when performing these tasks:

- **201635** - In the Add Price Match screen, if a user enters either the complete Item ID or a part of the Item ID, and moves the cursor to another field, the Item ID that is entered is not recognized by the Sterling Call Center and Sterling Store applications.

Solution/Workaround: Tab out after you enter the Item ID.

- **201642** - If a price match record contains an item that does not belong to the product catalog, and if a user searches for this price match record, the record is displayed with a blank Item ID field.

Solution/Workaround: None.

2.9 Return Tasks

Users may encounter the following issues when performing these tasks:

- **153637** - When a user scans or enters the Item ID for a bundle component in the Return Line Selection screen in Sterling Store, the "There are no orders with this item. An order with the correct item must be added or the item should be added without the context of the order" error message is displayed.

Solution/Workaround: Currently, Sterling Store does not support the returning of individual bundle components. Therefore, the user must scan or enter the Item ID of the bundle parent to return the bundle. Users have the option of returning the bundle component as a blind line to work around this limitation.

- **184789, 186216, 191209** - 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.

2.10 Customer Tasks

Users may encounter the following issues when performing these tasks:

- **201669** - The Sterling Call Center and Sterling Store applications may experience issues with performance when users perform the Customer Search task.

Solution/Workaround: It is recommended that you create indexes for the PARENT_CUSTOMER_KEY, ORGANIZATION_CODE, BUYER_ORGANIZATION_CODE columns, in the YFS_CUSTOMER table.

- **201669** - The Sterling Call Center and Sterling Store applications may experience issues with performance when users perform the Manage Customer Payment Method task.

Solution/Workaround: It is recommended that you create indexes for the CUSTOMER_KEY column and the CUSTOMER_CONTACT_KEY column in the YFS_CUSTOMER_PAYMENT_METHOD table.

- **201669** - The Sterling Call Center and Sterling Store applications may experience issues with performance when users perform the Customer User Assignments task.

Solution/Workaround: It is recommended that you create indexes for the TEAM_ID column and the ORGANIZATION_CODE column, in the YFS_CUSTOMER_ASSIGNMENT_LOOKUP table.

2.11 Alert Task

Users may encounter the following issue when performing this task:

- **201669** - The Sterling Call Center and Sterling Store applications may experience issues with performance when users perform the Alert Search task.

Solution/Workaround: It is recommended that you create indexes for the ENTERPRISE_KEY, TEAM_CODE, BILL_TO_ID, EXCEPTION_TYPE_SHADOW, ACTIVE_FLAG, SHIPMENT_KEY columns, in the YFS_INBOX table.

2.12 General

Users may encounter the following issues when performing these tasks:

- **165697** - In the Quick Access screen, if you add new controls below the controls that are provided out-of-the-box, using the extensibility tool, the Quick Access screen will not allow users to scroll, and the new controls that have been added may not be displayed correctly.

Solution/Workaround: None.

- **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.

- **182530** - Selling and Fulfillment Foundation, Release 8.5, has been enhanced to support global and enterprise level login IDs. As part of this enhancement, Business Center has been enhanced to support the enterprise-specific login ID in the context of an enterprise. However, the Sterling Call Center and Sterling Store applications do not support the enterprise-specific login.

Solution/Workaround: In a single enterprise environment, configure the Sterling Call Center and Sterling Store user's login ID to be globally unique. Otherwise, the user will have to remember the login ID along with the enterprise suffix in order to be able to log in to the application.

- **182971** - The Fraud Check agent does not process orders that are placed on a YCD_FRAUD_CHECK hold.

Solution/Workaround: Introduce an XSL as part of the YCD_ProcessCustOrdMgmtHolds_1.0 service, which will set the Transactionid attribute to YCD_FRAUD_CHECK.0001.

- **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.

- **194877** - If the `yfs.clientip.reader` entry in the `yfs.properties` file is not configured, the default implementation will be considered, and a message will be registered in the logs. This message is not user friendly, and must be enhanced to be descriptive.

Solution/Workaround: None.

- **201191** - In the Sterling Call Center and Sterling Store applications, when users are performing certain tasks, for example, a user is opening an order which contains a large number of order lines, an out of memory error is displayed in the application.

Solution/Workaround: Increase the value of the `-Xmx` memory argument in the `com.ini` file.

- **201384** - In the Sterling Call Center application, if a user hides the Message Panel, and performs certain tasks, an SWT exception occurs and an error is displayed in the application.

In the Sterling Store application, if a user hides the Message Panel, and performs certain tasks, the application registers an SWT exception in the debug log file.

If the application hangs, the user will have to restart the application.

Solution/Workaround: Display the Message Panel and perform the required tasks.

- **201645** - If the bundle pricing strategy defined for a bundle item is anything other than Parent Only, the price displayed in the Item Search screen, Item Details screen, and in the unsaved order lines in the Add Item screen before updating the price, is incorrect.

Solution/Workaround: The correct price is displayed after the order lines are saved to the order.

2.13 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.

- **201669** - The Sterling Call Center and Sterling Store applications may experience issues with performance when users perform the CSR Reports task.

Solution/Workaround: It is recommended that you create indexes for the CREATEUSERID column, in the YFS_ORDER_HEADER table and the YFS_ORDER_LINE table.

2.14 Documentation

You may encounter the following issue when using the documentation:

- **208065** - The security vulnerability issue with respect to the Online Help must be resolved.

Solution/Workaround: Install 8.5-HF3 or later to fix the security vulnerability issue with respect to the Online Help.

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 8.5.

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 8.5.

3.1.1 Deprecated Components

No components have been deprecated in Sterling Call Center and Sterling Store, Release 8.5.

3.1.2 Deleted Components

No components have been deleted in Sterling Call Center and Sterling Store, Release 8.5.

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 8.5.

3.2.1 Deprecated Functionalities

Following is a list of functionalities that have been deprecated:

- The Sapphire, Jade, and Earth themes have been deprecated in Sterling Call Center and Sterling Store, Release 8.5. For more information, refer to the *Sterling Call Center and Sterling Store: Implementation Guide*.

3.2.2 Deleted Functionalities

No functionalities have been deleted in Sterling Call Center and Sterling Store, Release 8.5.