

Sterling Selling and Fulfillment Suite



Documentation Supplement

Release 8.5

Sterling Selling and Fulfillment Suite



Documentation Supplement

Release 8.5

Note

Before using this information and the product it supports, read the information in "Notices" on page 7.

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This edition applies to the 8.5 Version of Sterling Selling and Fulfillment Suite and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Sterling Selling and Fulfillment Suite Documentation Supplement

The Sterling Selling and Fulfillment Suite Documentation Supplement captures documentation changes resulting due to the following:

- Fixes or modifications in 8.5 Sterling Selling and Fulfillment Suite applications.
- Fixes or modifications to 8.5 Sterling Selling and Fulfillment Suite documentation set.

Complete documentation set for 8.5 Sterling Selling and Fulfillment Suite documentation is available at <http://www-01.ibm.com/support/docview.wss?uid=swg27023864> .

Chapter 2. Sterling Call Center and Sterling Store

Shared tasks

This section explains the various shared tasks that are registered with Sterling Call Center and Sterling Store.

For more information about shared tasks, see the section 6.4 *Shared Tasks* in the *Sterling Call Center and Sterling Store Implementation Guide*.

Add/Modify Service Option pop-up as a shared task

Sterling Call Center and Sterling Store provides the Add/Modify Service Option pop-up as a shared task. The shared task is used to open the Add/Modify Service Option screen as a pop-up window in any user interface that references Sterling Call Center and Sterling Store.

The shared task can be used in three modes. The following list provides details of the modes:

- ORDER_LINE_NO_ORDER - use this mode for orderline that is not saved on order. The OrderLineOptions element in the input to the shared task must contain all the OrderLineOptions that are applicable for that orderline.
- ORDER_LINE - use this mode for orderline that is saved on order. The OrderLineOptions element in the input to shared task must contain only the OrderLineOptions that are already selected and saved for that orderline.
- EDIT - use this mode for orderline that is saved on order and have an associated work order. OrderLineOptions must contain only the OrderLineOption that are already selected and saved for that orderline. This mode additionally invokes the changeOrder API to save options on that order line. It is required to pass the WorkOrder details in the input to the shared task.

Note: It is recommended to use "ORDER_LINE" when used in the Order Modification flows for saved order lines.

Following is the sample input XML for the Add/Modify Service Option task:

```
<Order AppointmentNo="" CallingOrganizationCode="" EnterpriseCode="" Mode=""
OrderHeaderKey="" DocumentType="" IsOrderEntry="">
  <PriceInfo Currency="" TotalAmount=""/>
  <OverallTotals GrandCharges="" GrandDiscount=""
    GrandTax="" GrandTotal="" HdrTax="" HdrTotal="" LineSubTotal=""/>
  <RemainingTotals GrandCharges="" GrandDiscount=""
    GrandTax="" GrandTotal="" HdrCharges=""
    HdrDiscount="" HdrTax="" HdrTotal="" LineSubTotal=""/>
  <OrderLines>
    <OrderLine CurrentWorkOrderKey=""
      DeliveryMethod="" GiftFlag="" IsBundleParent=""
      ItemGroupCode="" MaxLineStatus="" MinLineStatus=""
      OrderLineKey="" OrderedQty="">
      <LinePriceInfo DisplayUnitPrice="" UnitPrice=""/>
      <Item ItemID=""
        ItemShortDesc=""
        ProductClass="" UnitOfMeasure=""/>
      <LinePriceInfo UnitPrice=""/>
      <Shipnode AllowGiftWrap=""
        Description="" ShipNode=""/>
    </OrderLine>
  </OrderLines>
</Order>
```

```

<OrderLineOptions>
  <OrderLineOption Checked="" NewOption="" InvoicedOptionPrice=""
    OptionDescription="" OptionItemID=""
    OptionPrice="" OptionUOM=""
    OrderLineOptionKey=""
    PricingUOM="" Quantity=""/>
</OrderLineOptions>
<ParentOrderLineRelationships/>
<ChildOrderLineRelationships/>
<Instructions NumberOfInstructions=""/>
<LineOverallTotals Charges="" Discount=""
  ExtendedPrice="" LineTotal="" OptionPrice=""
  PricingQty="" Tax="" UnitPrice=""/>
<LineCharges/>
<LineTaxes/>
<OrderStatuses>
  <OrderStatus ShipNode="" Status="">
    <Details/>
  </OrderStatus>
</OrderStatuses>
<OrderLineTranQuantity OrderedQty="" TransactionalUOM=""/>
<ItemDetails ItemID="">
  <PrimaryInformation AllowGiftWrap=""
    BundleFulfillmentMode="" DefaultProductClass=""
    Description=""
    ExtendedDescription="" IsPickupAllowed=""
    IsShippingAllowed="" ShortDescription=""/>
  <ItemAttributeGroupTypeList/>
</ItemDetails>
<Modifications>
  <Modification ModificationAllowed="" StatusModificationType=""/>
</Modifications>
</OrderLine>
</OrderLines>
<WorkOrders>
  <WorkOrder ErrorMessage=""
    OpenWorkOrderFlag="" ProductShipDate=""
    ServiceAmount="" ShipToKey=""
    Status="" Timezone=""
    WorkOrderKey="" WorkOrderNo="" appointmentNumber="">
  <PersonInfo AddressLine1="" AddressLine2=""
    AddressLine3="" AddressLine4="" AddressLine5=""
    AddressLine6="" AlternateEmailID="" Beeper="" City=""
    Company="" Country="" DayFaxNo="" DayPhone=""
    Department="" EMailID="" ErrorTxt="" EveningFaxNo=""
    EveningPhone="" FirstName="" HttpUrl="" JobTitle=""
    LastName="" MiddleName="" MobilePhone="" OtherPhone=""
    PersonID="" PersonInfoKey=""
    PreferredShipAddress="" State="" Suffix="" Title=""
    UseCount="" VerificationStatus="" ZipCode=""/>
  <WorkOrderServiceLines>
    <WorkOrderServiceLine CauseAppointmentChange=""
      ItemGroupCode="" QuantityRequired="" Uom="" WorkOrderServiceLineKey="">
      <OrderLine
        CurrentWorkOrderKey=""
        DeliveryMethod="" GiftFlag=""
        ItemGroupCode="" MaxLineStatus=""
        MinLineStatus=""
        OrderLineKey="" SortSequence="">
        <LinePriceInfo DisplayUnitPrice="" UnitPrice=""/>
        <Item ItemID=""
          ItemShortDesc=""
          ProductClass="" UnitOfMeasure=""/>
        <LinePriceInfo UnitPrice=""/>
        <OrderLineOptions>
          <OrderLineOption InvoicedOptionPrice=""
            OptionDescription=""

```

```

        OptionItemID="" OptionPrice=""
        OptionUOM=""
        OrderLineOptionKey=""
        PricingUOM="" Quantity=""/>
    </OrderLineOptions>
    <ParentOrderLineRelationships/>
    <ChildOrderLineRelationships/>
    <OrderLineTranQuantity OrderedQty="" TransactionalUOM=""/>
    <ItemDetails ItemID="">
        <PrimaryInformation DefaultProductClass=""
            Description=""
            ExtendedDescription=""
            IsDeliveryAllowed=""
            IsPickupAllowed=""
            IsShippingAllowed="" ShortDescription=""/>
        <ItemAttributeGroupTypeList/>
    </ItemDetails>
    <Modifications>
        <Modification ModificationAllowed="" StatusModificationType=""/>
    </Modifications>
    </OrderLine>
    </WorkOrderServiceLine>
</WorkOrderServiceLines>
<WorkOrderProdDeliveries/>
<WorkOrderAppointments/>
<Instructions/>
<Modifications>
    <Modification ModificationAllowed="" StatusModificationType=""/>
</Modifications>
</WorkOrder>
</WorkOrders>
</Order>

```

Following is the sample output XML for the Add/Modify Service Option task:

```

<Order DisplayLocalizedFieldInLocale="" OrderHeaderKey="">
    <OrderLines>
        <OrderLine AppointmentNo="" Currency=""
            CurrentWorkOrderKey="" DeliveryMethod=""
            GiftFlag="" IsBundleParent="" ItemGroupCode=""
            MaxLineStatus="" MinLineStatus="" Mode=""
            OrderLineKey="" OrderedQty="" ServiceAmount="">
            <LinePriceInfo DisplayUnitPrice="" UnitPrice=""/>
            <Item ItemID=""
                ItemShortDesc=""
                ProductClass="" UnitOfMeasure=""/>
            <LinePriceInfo UnitPrice=""/>
            <Shipnode AllowGiftWrap=""
                Description="" ShipNode=""/>
            <Instructions NumberOfInstructions=""/>
            <LineOverallTotals Charges="" Discount=""
                ExtendedPrice="" LineTotal="" OptionPrice=""
                PricingQty="" Tax="" UnitPrice=""/>
            <LineCharges/>
            <LineTaxes/>
            <OrderStatuses>
                <OrderStatus ShipNode="" Status="">
                    <Details/>
                </OrderStatus>
            </OrderStatuses>
            <OrderLineTranQuantity OrderedQty="" TransactionalUOM=""/>
            <ItemDetails ItemID="">
                <PrimaryInformation AllowGiftWrap=""
                    BundleFulfillmentMode="" DefaultProductClass=""
                    Description=""
                    ExtendedDescription="" IsPickupAllowed=""
                    IsShippingAllowed="" ShortDescription=""/>
            </ItemDetails>
        </OrderLine>
    </OrderLines>
</Order>

```

```
        <ItemAttributeGroupTypeList/>
    </ItemDetails>
    <Modifications>
        <Modification ModificationAllowed="" StatusModificationType=""/>
    </Modifications>
    <OrderLineOptions>
        <OrderLineOption Action="" Checked=""
            NewOption="" OptionDescription=""
            OptionItemID="" OptionPrice=""
            OptionUOM="" OrderLineOptionKey="" Quantity=""/>
    </OrderLineOptions>
    </OrderLine>
</OrderLines>
</Order>
```

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