

Customer Service using IBM Sterling Store Engagement (Next-gen)

Course#: 6F132G
Duration: 3.5 Hours
Price: 600.00

Course Description

Course 6F132G covers the customer service management activities that store associates perform routinely. Students learn how to create and update customer orders, process customer appeasements, process returns and exchanges, using IBM Sterling Store Engagement (Next-gen). The course includes demonstrations of key tasks to simulate real-world store operations. Additionally, the course provides a lab environment with hands-on exercises to practice the tasks required for the customer service agents.

Objectives

After completing this course, students should be able to:

- Discuss customer service (store associates) capabilities of Sterling Store Engagement.
- Navigate the IBM Sterling Store Engagement application and understand its functionalities.
- Search for products, orders, and customer information
- Create and update orders
- Process returns and exchanges
- Process customer appeasements

Audience

Store Associates

Prerequisites

The audience for this course must have a basic understanding of the IBM Sterling Order Management solution concepts and a basic understanding of Sterling Store Engagement (Next-gen) concepts.

Content

Customer service (store associates) capabilities of Sterling Store Engagement.

IBM Sterling Store Engagement user interface

Products search

Customer information search

Create and update orders

Returns and exchanges processing

Customer appeasements processing

Store rules for pickup and drop-off

Limits for store areas