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Course Code: 6F134GS

Course Title: Sterling Store Engagement Practice Environment

### **Description:**

The IBM Sterling Store Engagement Practice Environment encourages learners to explore the Store Engagement user interfaces (UI), perform store tasks and configurations pertaining to order fulfillment, inventory management, and customer service, create reference data, and experiment with the features of the out-of-the-box product.

The practice environment encourages learners to navigate through the user interfaces (UI), create reference data, test custom configurations, and experiment with the features of the out-of-the-box product.

The environment includes a few hands-on exercises to enable you to start using the practice environment. The step-by-step instructions in the exercises will help you get comfortable with the Sterling Order Management and Sterling Store Engagement applications.

### **Objectives:**

By the end of the course, learners should be able to:

- Perform backroom and batch pick.
- Perform pack orders and ship orders.
- Perform customer pickup.
- Perform order capture.
- Perform order modifications.

### **Prerequisites:**

Before working on this practice environment, learners should have completed Sterling Order Management based courses, IBM Store Engagement-based courses and be confident when working independently with the application.

### **Duration:**

2.4 Hrs

### **Topics:**

- Get started
- Access the practice environment
- Complete the exercises
- Watch the exercise demonstrations

**Audience:**

Developers, implementers, business users, system administrators, and technical architects