



The Complete Guide to the Next-Gen IBM Sterling Call Center v10.0

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Unlocking New Levels of Efficiency and Customer Experience with Nextuple



If you're reading this, you likely already know IBM Sterling Call Center as a powerful tool for managing customer transactions seamlessly across channels. It's your customer service representative's (CSR) best friend, offering a single view of every transaction, no matter where or how your customer shops. With the ability to create, edit, and manage orders with precision, your customer service team can deliver faster service, greater accuracy, and a seamless omnichannel experience that reduces call handling times and boosts customer satisfaction.

But here's the thing. If you're still using the legacy Dojo-based IBM Sterling Call Center, the clock is ticking. IBM started the countdown on October 30, 2023. By October 30, 2025, all support for this version will officially end. No more security updates. No more bug fixes. No more enhancements—nada. Keep running the deprecated version past 2025, and you're on your own.

Have you explored what the Next-Gen IBM Sterling Call Center can do? If not, you're missing out on game-changing features and upgrades designed to transform customer experience and streamline operations in ways that the legacy Dojo-based call center simply can't.



**Unclear about the deprecation timeline?
Wondering when you'll be forced to upgrade?**



Need expert guidance on a smooth transition to the latest version without disrupting your operations and budgets?

Then buckle up, because if you're a retailer with omnichannel operations that's still relying on the old version—or worse, you haven't made the move to Sterling yet—**now is the time to act!**

This eBook is your definitive guide to the Next-Gen IBM Sterling Call Center. Whether you're a new user looking to level-up your customer experience or an existing user navigating the deprecation deadline, this guide has everything you need to make a smooth, successful transition.

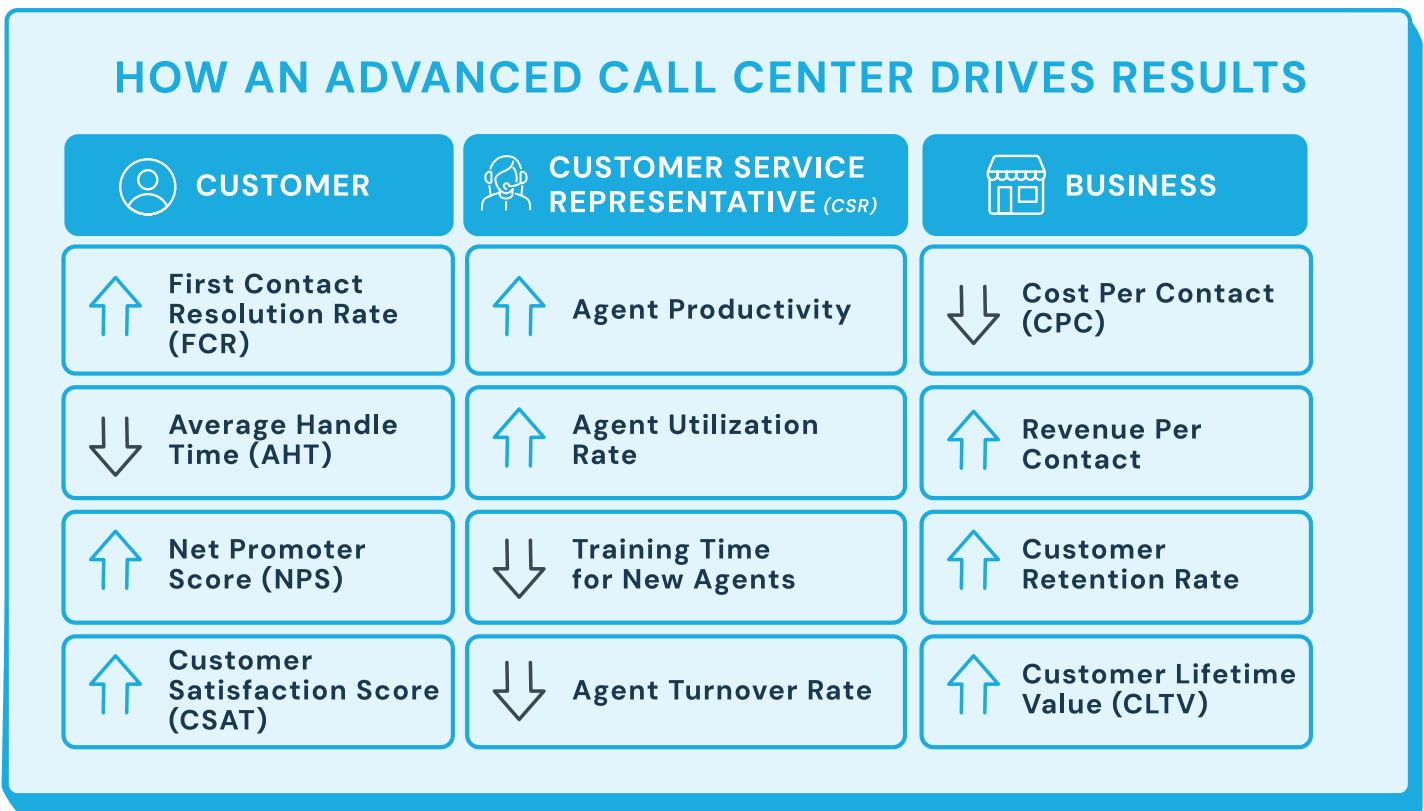
The Call Center Advantage: Efficiency Meets Revenue



In the fast-paced world of omnichannel retail, your call center software isn't just another tool—it's your frontline force. It plays a critical role in shaping customer experience, productivity, and ultimately, your bottom line. Think about it: every interaction, every query resolved, and every cross-sell counts. But without powerful call center software, you're asking your CSRs to fight with one hand tied behind their backs, struggling with slow systems, scattered data, and limited customer insights.

Get it right, and you'll watch those key metrics soar: from First Contact Resolution to Agent Productivity, each benefit adds tangible value to your operations. And let's debunk the outdated idea that call centers are simply cost centers. With the right tools, call centers are revenue drivers and customer experience powerhouses—every customer interaction is an opportunity to boost top-line through personalized experiences, effective cross-sells, up-sells, and better customer retention.

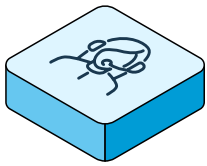
Here's how advanced call center software transforms success metrics for customers, CSRs, and the entire business:



Unlocking the Power of the Next Gen IBM Sterling Call Center

A Call Center Designed for Everyone

Get ready to crank your call center into high gear! Designed with both CSRs and developers in mind, the IBM Sterling Call Center is back and better than ever. This reimagined platform combines powerful new capabilities with a sleek and user-friendly interface built on the Carbon Design System and Angular-based UI. It brings a new level of consistency, style and user-friendliness to every Sterling Order Management application.



For CSRs *Power at Your Fingertips!*

01 *Intuitive User Interface*

- Navigate like a pro with a user-friendly design that empowers CSRs to deliver prompt and effective solutions.
- Personalize screens to fit your unique needs and preferences for a truly customized experience.
- Consistency is key. Familiar UIs across all Sterling applications reduce learning curves, getting your team up to speed in record time.
- Enjoy fast, responsive interfaces that adapt effortlessly to any device or screen size.

02 *Enhanced Tracking and Search Capabilities*

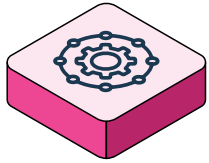
- Get details on the fulfillment location on the Order Summary and Shipment Tracking screens for unparalleled visibility.
- View complete order status transitions by date and time on one convenient screen—no more piecing together the past!
- Search orders effortlessly based on creation date and time.

03 *Streamlined Returns Management*

- New features on the Return module makes creating returns and exchanges a breeze.
- Customer lost their receipt? No problem! Blind Returns let you create return orders without any order information.

04 *AI-Powered Integration*

- Leverage the power of watsonx.ai with a pre-built generative AI assistant that supercharges agent efficiency and cuts resolution times.



For Developers Supercharge Your Workflow!

01 *Low-Code/No-Code Freedom*

Forget about drowning in lines of code! With the low-code/no-code framework, you can customize interfaces in a snap. Set up environments in a flash and launch modular customizations—leaving you more time to innovate and less time troubleshooting!

02 *Design Harmony*

Thanks to Carbon's design guidelines, designers and developers are now in sync. Say goodbye to miscommunications and rework—everyone's on the same page, and your projects are smoother than ever.

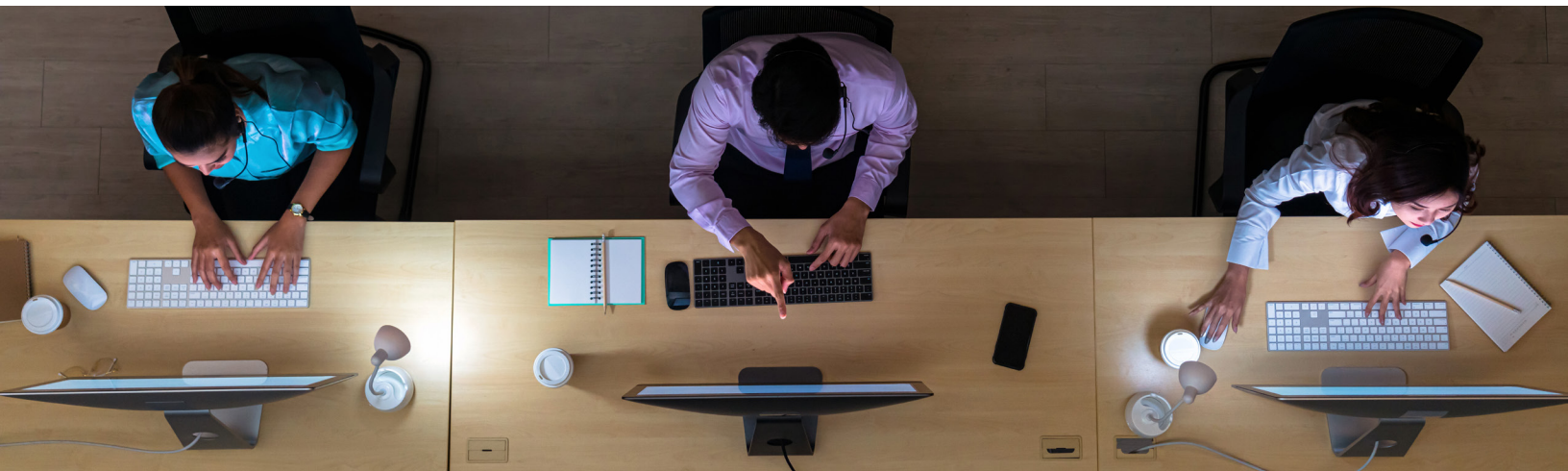
03 *Agility Unleashed*

The flexible backend and micro-frontend architecture mean you can build and deploy UI extensions quickly and seamlessly without breaking a sweat. It's agility redefined!

04 *Accelerated Development*

The ability to easily toggle between the out-of-the-box screen and the customized screen speeds up the development and triaging process. With pre-built, Angular-compatible Carbon components, you can roll out features and prototypes faster than you can say "low-code!"

In a nutshell, IBM Sterling Call Center 10.0 isn't just an upgrade; it's a total game-changer. It empowers CSRs with the tools they need to deliver exceptional customer experiences while providing developers with the flexibility and agility to customize and innovate. Get ready to unlock a universe of possibilities that will transform your call center into a high-octane powerhouse of productivity and customer delight!



Your Roadmap to Success with Nextuple

With over 25 years at the forefront of the Order Management System (OMS) space, Nextuple is your trusted partner for seamless IBM Sterling Order Management and Call Center implementation and upgrades. From strategic consulting services to complex custom engineering projects, implementations and managed services, we've mastered the IT lifecycle, adding a powerful boost with AI and ML.

As an IBM Gold Partner, we bring a wealth of experience from numerous projects across various industries, so you know your success is backed by proven expertise! From traditional retailers to direct-to-consumer brands, we've mastered Call Center implementations and upgrades. Whether it's a quick, out-of-the-box setup or a complex, custom solution, Nextuple can handle it all!

Here's how we fast-track your success and cut down on time-to-value:



Change Management Artifacts

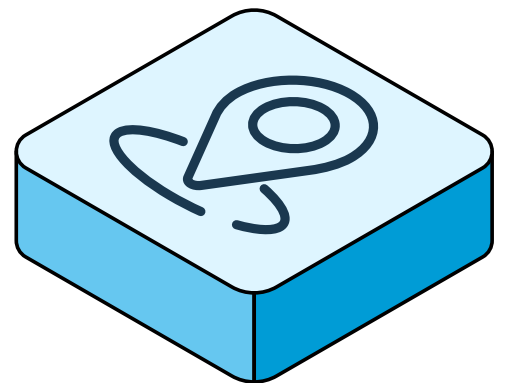
Our well-honed training, knowledge transfer tools, and functional comparisons take the hassle out of change management.



Pre-Packaged Testing Accelerators

Our pre-built testing solutions keep your project on track and ensure top-tier quality every step of the way.

We've already conducted thorough functional comparisons of features for both cloud and on-premises solutions and analyzed the Dojo-based framework versus the Angular-based framework, so you can skip the legwork and focus on what matters—an efficient discovery process!

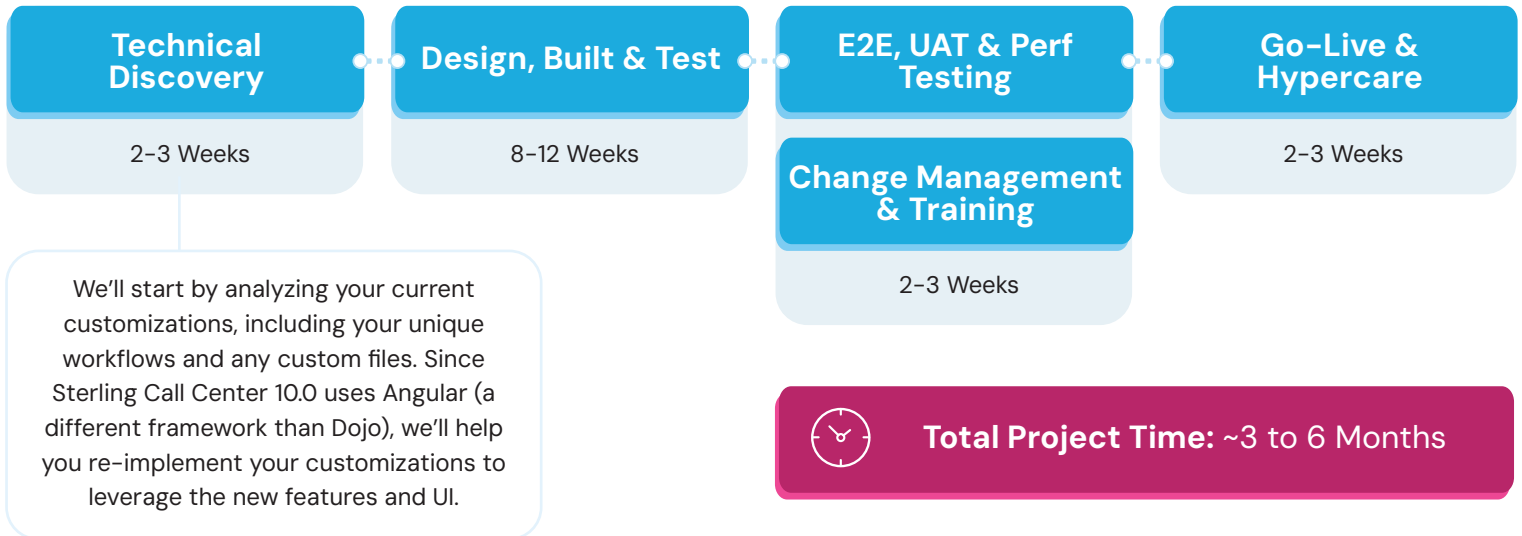


Deprecation Schedule for IBM Sterling Call Center Dojo-based Legacy Application



Nextuple’s Path to Next-Gen IBM Sterling Call Center Success

We’ve already done the functional comparison of features applicable for both cloud and on-premises solutions and technical comparison of the Dojo framework and the Angular framework, so that you don’t have to and we can breeze through discovery.



Key takeaway? It’s late, but not too late!

With Nextuple at your side, upgrading on time isn’t just feasible—it’s effortless! Let us help you navigate the upgrade process and incorporate it into your roadmap without breaking the bank.





Take the Next Step with Nextuple

Don't let outdated systems hold your call center back. Join the leading retailers who are transforming their call centers with Nextuple's tailored solutions. Contact us today to discover how we can help you elevate your IBM Sterling OMS Call Center and deliver superior results. Your journey to an enhanced OMS experience speeds up now!

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