# Omnichannel Commerce

**AUDIENCE:**
> Operations Personnel involved in the design process
> Project Leaders
> Project Managers
> 1st Level Support Staff
> Call Center Managers

**COURSE LOCATIONS:**
> Atlanta, GA Learning Center
> Berkshire, UK Learning Center
> On-site at your facility
> Online

**DURATION:**
> 2 days (Order Management)
> 1 day (Contact Center)

**HOW TO REGISTER:**
Contact **learning@manh.com**

///// Manhattan

## Manhattan Active®
# Omnichannel

Omnichannel Solutions is a suite of applications on which initial training is offered through Manhattan Customer Training. The combination of certified Training Consultants and activities-based courseware will provide the shortest distance between solution and adoption to deliver a return on your investment sooner.

**Order Management, Available to Commerce and Adaptive Network Fulfillment:** Focusing on the order collection, orchestration and management portion of Manhattan's momentum-building order life-cycle management product, this application allows clients to seamlessly source, prioritize and allocate the right inventory for their customers. Manhattan's inventory picture makes sure that the inventory this is promised against is what is eligible for fulfillment to avoid customer disappointment. OM releases allocations that can be successfully fulfilled at the warehouse or the store.

**Contact Center:** This solution enables a retailer to provide the same level of service and purchase power to customers via external applications—mobile device, point of sale system, or any other application capable of making web service calls—as it can within a call enter or store location. Contact Center also provided retailers with full payment processing and financial settlement support for all orders, regardless of where they originated.

**This training leverages your ability to:**

> Match order captured from various channels to inventory available at warehouse, stores and suppliers.

> Update orders during fulfillment to communicate information to customers.

> Calculate different views of the same inventory to give customers the most accurate picture of what they can order against.

> Provide other order capture systems with accurate inventory availability from multiple points of fulfillment.

> Optimize fulfillment based on the factors that are important to your business.

> Capture customer orders, including promotion application, tax calculation, shipping and handling calculation, and payment processing.

> Apply appeasement through edits after initial order creation.

> Allow multiple prices for an item, depending on the location of the item.

> Create and track returns and exchanges.