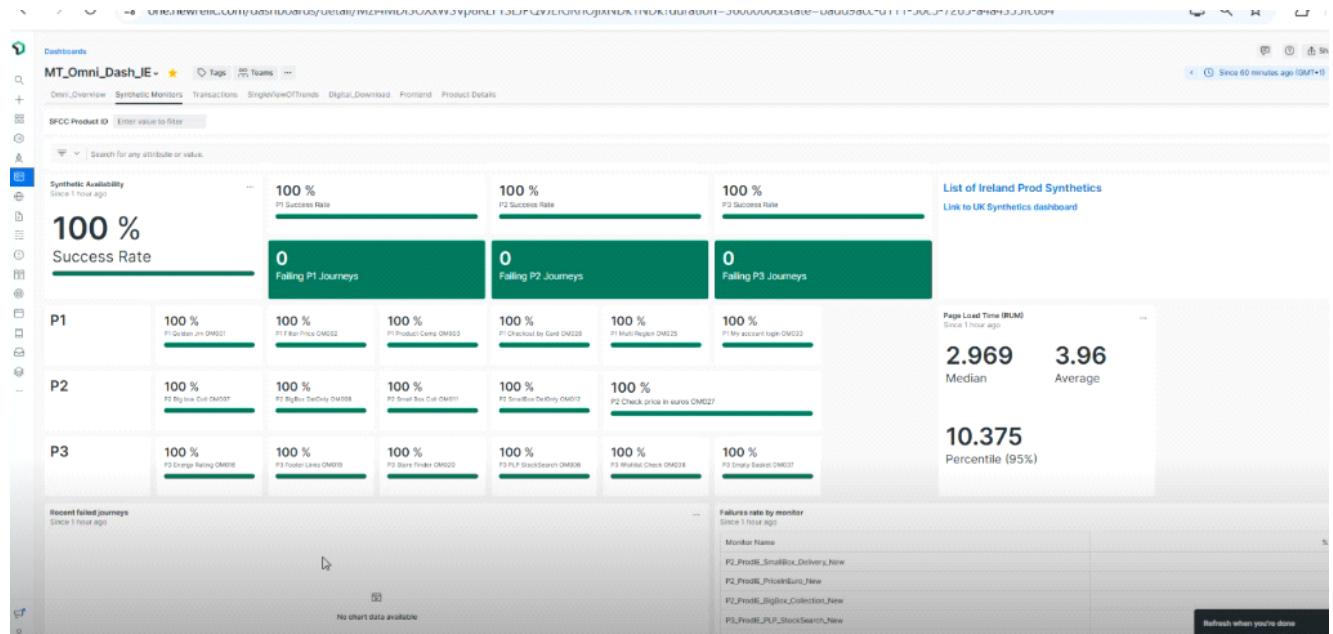


currysdemo@ yopmail.net pwd Currys@22

Newrelic



Order flow to bruno: used to process the order steps for that Order Placed>SFCC>SOM>BOOM

Process order :So basically all the orders that is being received in SFCC is going to be processed to the next system using this job. It runs every minute. So this is the job which is responsible to process the orders from SFCC to the next systems

If order flow to bruno is down then check the process order is running
this will process the order form SFCC to SOM

What will you do if Paypal is down?

Go to the website, complete the journey. Make sure your complete the journey first. If everything is working fine over there, you have to come back to SFCC and check for the orders. Orders recheck the idea. Orders is to accept target. You have to check that in SFCC and then.

If actually it is an issue, then create a ticket in ServiceNow, check with the SFCC team and then we are going to update it in the internal only internal channel if it's a genuine issue.

Once we get the confirmation from L2, we are going to update it in the website monitoring group as well, OK.

Synthetic Monitors: Whatever we have in the website the functionalities they have created a already on the options for the p1 p2 and p3 issues

Golden Journey: The moment you add a item into the basket and till the checkout, whatever a name steps include agido everything first to last. That is the golden journey.

My account login: is account on creation issue

Gift card: you will get the gift cards we dont have access we need to check with sfsc team

Multi regions: Using multi postcode and checking

Filter price: Filters for the price Go to the PLP if there are some issue in the filters then raise

BIG box collection: If there is an issue with the ordering the Big products

Small Box collection: If there is an issue with the ordering the small products

Shop live: its a support like call its a live help

Simple search and browse: to search

Stock search if the product somethin related to stock

Store finder : it will find the nearest store for us

If the P boxes are in green then its good if its in red then its issue then you have to check Recent failed journey then if its failed then check in the website if its working then its a scripting issue create ticket then assign it to sathya sfcc team

Omni Overview: single view of trends

Transaction : it is same as Synthetic by per min

SingleViewOfTread:

Digital orders: wrongProductorder Purchase if somebody has added so maximum is set for two but if customer is able to purchase four of it then a product will be one product details. You have to create a ticket and assign it to.

Infi SRT.

TradeIn: Trade in with any of these devices exchange with old mobiles

Abstraction layer timeout: IF your getting alerts and also the graph is up then you have to report if its abstraction is there if the latency is increasing then report it to the mulesoft team



AL to Mulesoft and then from Mulesoft to SFCC. and the resolution is written on right what we have to do and which team it need to be assigned

tues 17:00

.....
Email alerts

OrdersAlerts: 1)time out alerts
omni internal



Currys Website Monitoring Chat

People in this chat are outside your org. It's possible they have message-related policies that will apply to the [message](#).

Product ID 10269381 - RING Battery Video Doorbell (3rd Gen) - Venetian Bronze
Product ID 10269373 - RING Battery Video Doorbell (3rd Gen) - Satin Nickel

Press Ctrl+F to find in this chat 41:02 (00:11:00) Kindly let us know if you have any observations.

15-08 12:56 pm Edited

Hello Everyone
We are receiving multiple throttled alerts from 08:15 AM UKT for the below 2 products

- product ID 10269381 - RING Battery Video Doorbell (3rd Gen) - Venetian Bronze
- product ID 10269373 - RING Battery Video Doorbell (3rd Gen) - Satin Nickel

errorDescription: Create temporary order requests for product ID XXX are being throttled.,data: (ProductId: XXX,errorCode: E429)

2)

Omni :

Need Attention: If you get alerts then like job failed So this once this gets failed, the next thing you have to do is create a ticket. First update it in the internal group stating so and so job has failed.

Once you get this job fail error message in the alert right, you can also find the steps over here for the jobs. If not, you can open SFCC directly open the job. You can see the job steps where it has failed. Get all those data updated in the internal group.

If it is something that we can rerun, they will ask us to rerun it.

Check with mulesoft

Order failed to export: Orders would go from SFCC to SOM, if there was any failure in exporting any order, we get those alerts

Quota :we have to drop an e-mail to SFCC or check with Ampliance team

SFSC/ Som dashboard:

licenses should not exceed some setup values SFSC mail box is toloal active users on currys website

Ignore mule Alerts: you can ignore as alerts

Bottome Transfers: Transfer has been successful. OK. If you are receiving anything otherwise, then you have to check with Mulesoft team only about it.

WFM is not live so idk

Critical alerts: is used for memory usage for this also we need to get Alert response time and you have

to get the alert resolved

Ignore Alerts: you can ignore as alerts will come after the job have been completed

BlueSkyAlerts: Ignore it completely

Apigee: you have to get Alert response time and you have to get the alert resolved if you dont get then then

Omni alerts, order alerts, ignore, need attention. OK, these four are really, really important

.....

.....

Critical Jobs:

Process order

Abstraction five min max

Mulisoft team

nemo sent to infe/sre

SBRE: small box range extension like iPhone curry is not dispatching its going to iphone

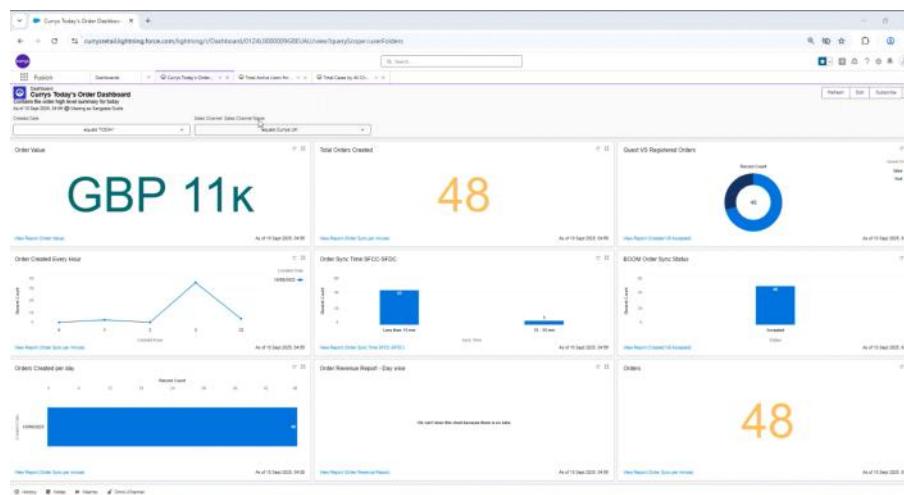
need attention :if job fails you get alert then get the data first internal >

Ignore: When jobs get completed so its running fine

Pay by link : if its not working try it form your end

.....

Salesforce order management



1)Currys Today: How many orders have come how many are successfully completed

2)Guest vs registered : no of the user have or der form that

3)Order Sync Time

This is the important dashboard the In that Order Sync Time BFCC to SFDC/SFSC it should be less then 15 min .

Among 77 orders, 5 orders can take time of 15 to 20 minutes. That's fine. IN 100 ord 50 are there then SFSC SFDC inform them

4) IN BOOM Order sync status cancelled orders, one accepted orders, rejected orders

You have to retrigger the order the rejected orders

How to do that

Click on the rejected order form the graph then open then uk2434382 > details > scroll>R etrigger integration >Retrigger integration Name: Order exports to BOOM

Try it for 3 times then form external order details get the external order reference and check it in the BOOM/SCUD/Boclient.bo.dixons.com if you did not find it then go

2)Total Active: We can used the data form this to se nd the check notes

Chub- college HUB

3)Total cases created: Support teams handles such as email, webchat and it should increase per hour

Check notes should be sent every 1 hrs

Checks	Notes (Observation)	Action Taken	Incident
Recent failed journeys (name and failure rate is more than 5%)	NA	NA	NA
Check and give the count of jobs failure (name them with count). (Time - last 6 hours & comparison with last 30 mins)	NA	NA	
Order flow to Brno (check the latest few accepted orders in SFCC & verify in SOM and BO client)	Working Fine	NA	NA
Payment method (check all the payment methods PayPal, gift cards, CC & flexi)	Working Fine	NA	NA
Last SBRE Order accepted	05:00:46 AM UKT	NA	NA
Last BigBox Order accepted	05:13:36 AM UKT	NA	NA
Last SmallBox Order accepted	05:12:58 AM UKT	NA	NA
Check the orders flow in SFCC to SOM (Compare the count)	541 in UK and 26 in IE	NA	NA
Before 7 AM UKT, provide the job SFCC job failure status (urgent call)	NA	NA	NA
Compare the order count from the previous state	0 rejected orders and 0 cancelled orders in UK, 0 rejected orders in IE and 0 cancelled orders in IE	NA	NA
Order sync time SFCC-SFDC	Working Fine	NA	NA

Boom order sync status	Working Fine	NA	NA
Check the Mailboxes and provide the status of alerts	NA	NA	NA
(Nos of alerts triggered and which alert has contributed more Nos)	NA		
SFDC dashboard of case creation from multiple channels (email, chat, phone, webform & others) along with count	10 cases created	NA	NA
Is BNPP journey working Fine/ Any observation from Website group/ Notification	Working Fine	NA	NA
System Admin Used License Out of 12	12	NA	NA
FUSION Used License out of (700 Restricted + 370 Mixed)	727	NA	NA
CHUB Used Licenses out of (13,800 Restricted)	8542	NA	NA
SBRE it is directly coming form the seller like iphone gandpad rich company's			

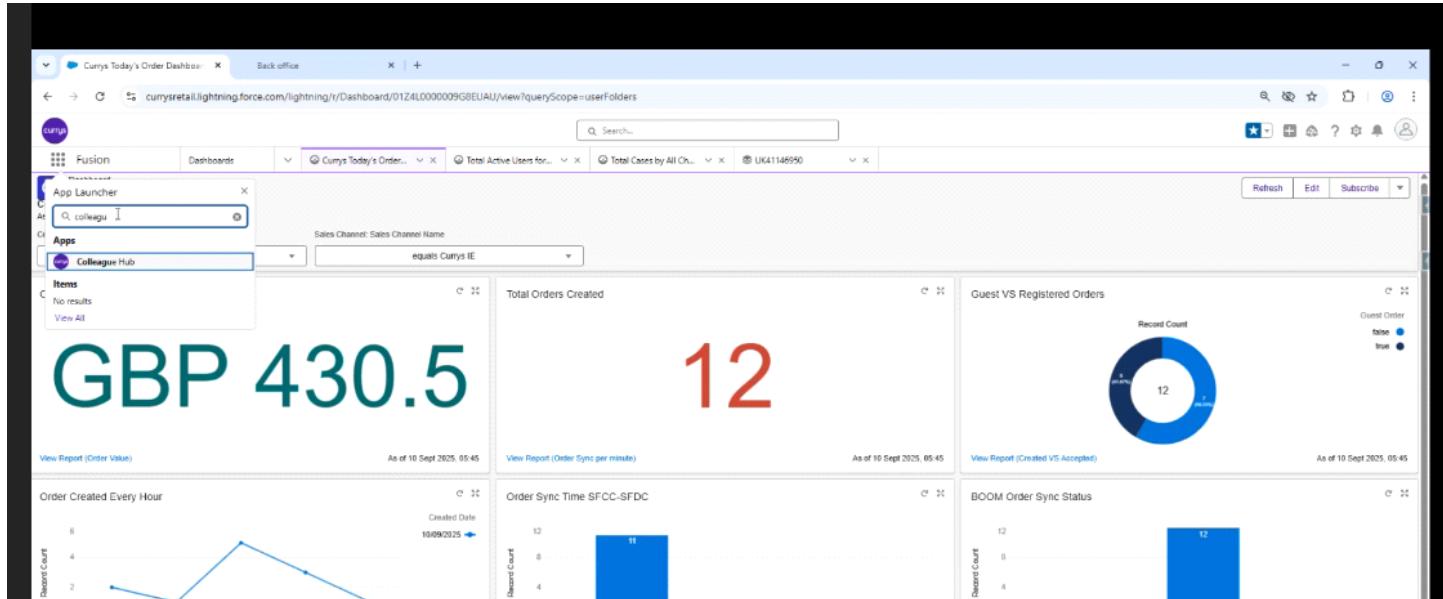
If the order in the BOOM then it will be in the delivery slot so it will reach the customer

Order revenue report day this will not show for us

Colleague Hub/ storemode

In this thee worker will do all the process when it coem for the payment it will be a link shoplive pay by link

Which will com in the email and we can get tickets on it at that time you have to check the link by going to



Or you can go to the website and do that too

If you got the order related ticket of any issue then go t the sfcc so that you can check the status of it and details of order and check

In boom we will only check the order status where the order is

The screenshot shows the BO Client interface for a SameDay Order. The top navigation bar includes links for 'Customer care', 'Quality', 'Inventory', 'Log', 'Customer history', and 'Customer history'. The main content area is titled 'SameDay Order / Temporarily valid - awaiting full approval' with the order ID CIR2566419700 / 263443064 - 2025-09-10 00:19:17. The page displays a single item: CANDY - CHW20HSS-UK Compact Solo Microwave - Silver. The order log section shows several entries, including 'Order approval' and 'Payment approval'. The delivery information section indicates 'Same Day Delivery (DSG)'. A modal window is open for 'DSG_CANCELLATIONS', with the reason 'Cancelled' selected. The bottom of the screen shows the Windows taskbar with various pinned icons.

aaaaaaaaaaaaaaaaaa

.....
.....
3 SFCC instances staging production and then UAT env

Staging: generally when we work on the jobs in the morning shift

first will be done in the staging and then post doing all the sanity check

Once replication happens, whatever the data you see in staging, everything will be there in the production(sanity check and then we will do replication. Then it will be on production)

what exactly do we have in SFCC? Anything and everything about the whatever we have it in the website, take it about the products or about the inventory or the jobs that we actually run, the order details.

The shipping methods, anything, anything and everything related to the order. Once the order is being placed later on, everything which is there, we'll find it in SFCC. 7:2

Content Section

Includes library, library folders, content assets, and page designer.

Not actively used by the team, but good to be aware of for informational purposes.

Products and Catalogs

Contains all product details, product sets, catalogs, attributes, and price books.

Again, not frequently used, but important for understanding the structure of product data.

Inventory

Inventory-related data is available here, though not deeply discussed in this session.

Orders and Shipping Methods

This is the most commonly used section.

Used to retrieve order details, including troubleshooting issues like missing order confirmations.

Example discussed: resolving a case where the order confirmation was not found by requesting the

order ID from the customer.

❖ Online Marketing

Covers coupon codes, promotion codes, and discount codes.

All discount-related configurations fall under this tab.

❖ Custom References

Described as functionalities available in the system.

Not actively used, but mentioned for awareness.

For finding the order in SFCC

Staging Merchant Tools..Orders...Order number or order id> advance.. customize the search email address

Product

making product online and making product offline if that if the product is available in staging. And if you have made that product offline, it means it is not going to appear in the website.

searchable is made as no, which means even when you try type it in. Search bar in the website and search for it. You are not going to find this particular product

if you don't have the name or ID and you just have only the SKU ID, all you have to do is go to advance... extended attribute...SKU...find

one more search simple advanced and by ID. If you go to simple it's just name and ID that we did earlier. Advanced you have multiple search filters over here when you come to ID You have five different order IDs and you want results all at once. Of course you can do it here as well

find the order details

Go to the order enter the order ID UK12132432 right click on that and then you will get the details

Details for Order 'UK41364893'												
Information:	Contains 2 line items to 1 shipping location The total price is £1,948.00					Notes:	Customer started the payment					
Date Received:	15/09/2025 07:11:24 Europe/London			Site:	curryspworlduk							
Created By:	Customer			Customer:	Create Temp Order valFreeAmount and vatA..							
Customer No.:	UK1747543			IP Address:	92.40.170.254							
Email:	joeboro76@gmail.com			Phone:	07716648834							
Order Status:	Created			Confirmation Status:	Not Confirmed							
Shipping Status:	Not Shipped			Export Status:	Not Exported							
Shipments												
Qty	Product ID	Name	Manufacturer	Tax Rate	Unit Sales Price	Tax Basis	Item Total					
1	10282364	SAMSUNG Galaxy S25 Edge - 512 GB, Titanium Icyblue		20.00 %	£999.00	£999.00	£999.00					
1	10287238	SAMSUNG Galaxy Z Flip7 - 256 GB, Blue Shadow		20.00 %	£949.00	£949.00	£949.00					
Shipment Shipping Cost:												
Total Shipping Cost (small_box_pay_and_collect_premium_delivery):												
Shipping Total:												
Total:												
Tax Total Included:												
Send Email Print Order												

<< Back to List

In Notes you can find the reason why the order has failed. (Merchant tools...UK 23242....Notes)

live orders, you can check in production only and not staging

You're using the new Search interface.

This page allows you to search for orders by order number. Select **Advanced** to use more search options. Select **By Number** to search by providing a list of order numbers. Order numbers can be separated by either ',' or ';' or space or newline. Entered text is treated as case-sensitive; substring matching isn't supported.

Order Search

Selected Site: **curryspcworlduk** [Select Site](#)

Order Attributes

- Order Number:
- Invoice Number:
- Shipment Number:
- Customer Attributes**
- Customer Name:
- Customer Number:
- Customer Email:
- Postal Code:
- Order Origin:
- Source Code:
- Source Code Group:
- Business Type:
- Channel Type:
- Global Party ID:
- Extended Attributes**
-
-
-

Order Status

Status:

Confirmation:

Shipment:

Payment:

Export:

Merchandise:

Product ID:

Manufacturer:

Order Creation:

Created By:

Date from: dd/MM/yyyy

Date to: dd/MM/yyyy

Order Management

Integration Status:

Simple **Advanced** **By Number**

Currys Time Zone: British Summer Time | Instance Time Zone: British Summer Time | Version: 25.8 Last Updated: 21 Aug 2025 (Compatibility Mode: 22.7)

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You can check the date you can search the orders

Payment Method contains PAYPAL

Payment Method contains FLEXIBLE_CREDIT

Payment Method contains Worldpay

GIFT_CERTIFICATE_1

To get only Bigbox orders

Shipping Methods equals

big_box_home_delivery_pre_order_standard_delivery,big_box_home_delivery_premium_delivery,big_box_home_delivery_standard_delivery

For the payment details you can find it in payment subcategory

Worldpay conversion or any payment conversion is down for one particular payment conversion if it goes down, if it is in that one hour time frame if you see payment conversion is down.

Go update it in the internal, tell them so and so payment method is done. The first thing that you have to do is complete the journey in the website. Once you see journey is completing fine, go to SFCC, check the number of orders you have received during.

That time frame.

And see total number of accepted orders in that time frame. See total number of failed orders in that time frame. Create a ticket in ServiceNow and assign it to check with L2 if it is something that they can resolve it, it will go to L2 or if they say assign it to some other team.

Ticket will be assigned to some other team. Uh that that is same for all the payment method and then um you have uh big box.

From <<https://teams.microsoft.com/v2/>>

Any point access> monitoring>Omni API Orders Dashboard.

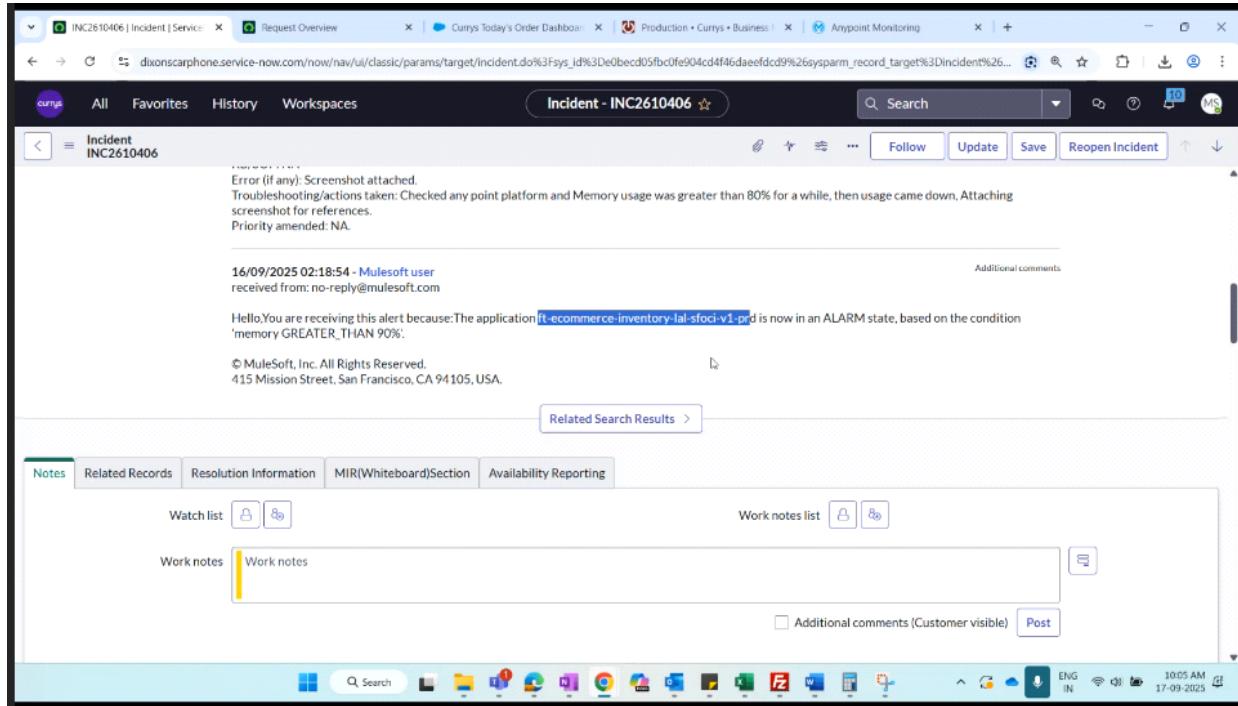
temp order whenever a customer place an order, a temp order should be created. OK so if there's any failure in creating the temp order which means the order is.

Actually not getting placed or it's an issue, right? So to see all those things, we have this new job dashboard. OK, so which is called dash.
Orders API dashboard.

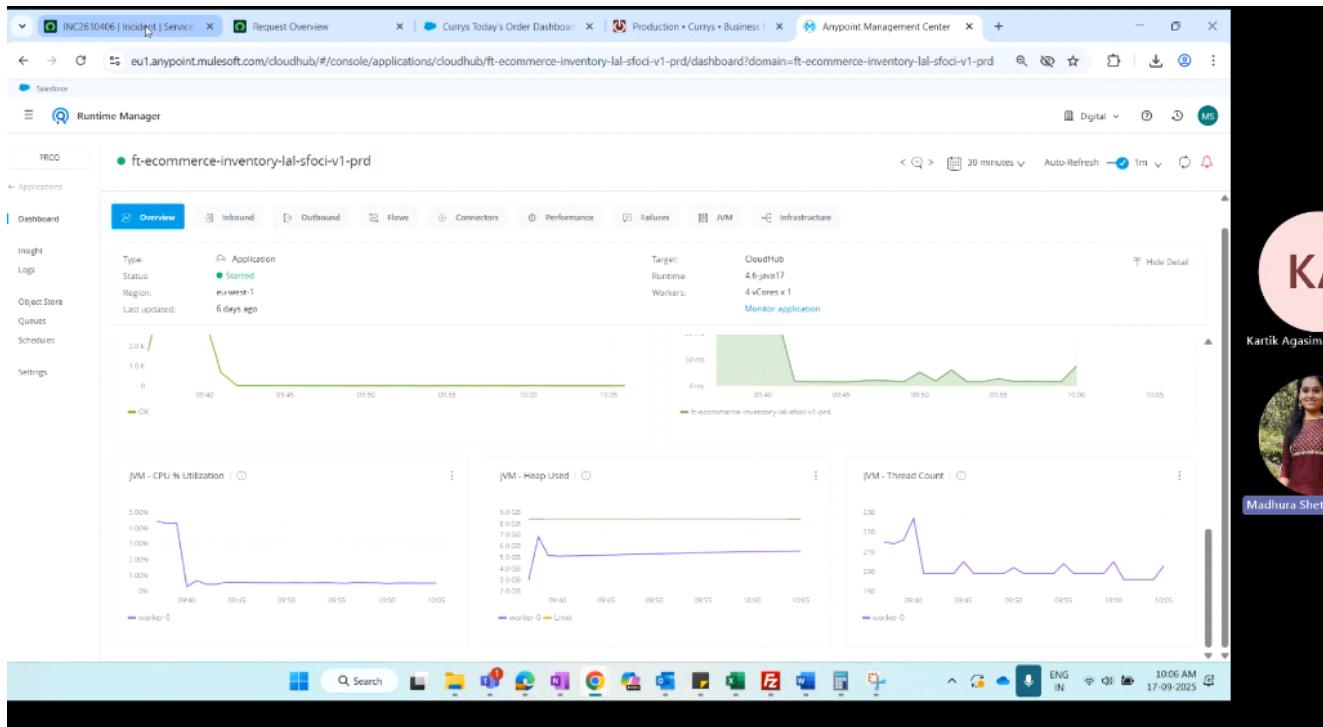
Create temp order failure should be less

If any API, the memory or the CPU usage can increase, there's a threshold set for every API. If that increases, our ticket will be automatically.

Which should be worked and closed within 2 hrs



Copy this api go to any point platform And go to Runtime Manage and search api that and then check JVM Heap Used if the yellow and purple line meets then ticket will be created,
On the top right corner click on auto refresh if both the



memory goes down, you can go back, update the ticket stating that.
 After some time the usage came down and then you can close that ticket.
 Then reach out to mule team
 And also check the logs

Ticket

1) Critical Memory Alarm

Issue: The application ft-commerce-inventory-lal-sfoci-v1-prd is now in an ALARM state, based on the condition 'memory GREATER_THAN 90%'.
 Contact Mode: NA
 KB/SOP: NA

Error (if any): Screenshot attached.

Troubleshooting/actions taken: Heap usage was greater than 90% for a while, then usage came down, hence closing this incident.

Priority amended: NA. And it's the same for the cpu utilization

2) Critical Worker unresponsive

Check for the logs in the left corner if its green then its ok if its red then its not ok

Incidents, normal other incidents, something is they're not able to place the order or order gets failed. Those are the kinds of incident we get. And then AC tasks, AC tasks we get for SFCC access request because L2 gives that.

Madhura Shetty 12 minutes 3 seconds

We developed with L2L2 creates SFCC team creates the account and then we get in touch with the caller and get the confirmation. OK, that's one of the AC task and one more we have CMC, the fusion that we were seeing the total cases created right? We get access requests for that application as well.

Madhura Shetty 12 minutes 24 seconds

We don't work on it, but there are some details that we have to get for those requests and once we get those details, SFCC access is given by SFCC team fusion since I told you the SOM dashboard is completely handled by SFSC.

Madhura Shetty 12 minutes 40 seconds

The contact SFSC and once the access is being given.

Madhura Shetty 12 minutes 45 seconds

We'll follow up with a caller and close the ticket.

From <<https://teams.microsoft.com/v2/>>

Category it's application.

Subcategory : pre basket, post basket operations and back end

Item: check the description

CMC /fusion/ SFDC

we create new ticket it with category will be event management or self-service.
business service which will always be Curry's UK omnichannel cloud services

Configuration Item

Business Services - Currys_UK_Omnichannel Cloud Services

Configuration Item - **Currys-Omni-Salesforce Service Cloud**

fusion,CMC,colleaguehub

If there is any issue that needs to be fixed with the code or something or if there's any defect that needs to be created.

Madhura Shetty 18 minutes 55 seconds
L2 generally creates a Jira ticket'

we do create it, but only for the task related SE

For some of the instances development team gives access. So for the development team to work on that particular access request we create.

For CMC tickets

Fusion Access

Fusion - Kind of a ticketing tool used by the agents to handle the case or tickets created from the Curry's website

Need details from user in the below format

Kindly provide below details for providing the CMC access

First Name:

Last Name:

Currys Email ID:

Primary Department:

Department(s):

Role:manager/agent

Call Centre: NICECXoneWebhelp, NICECXoneCurrys

Manager Email ID:

Please select "call center" and "role" out of two which're mentioned.

we have to ask this details form the caller'

This is the primary departments if they fall under this department then

BPI Department	GeM
Careplan CFT	Group Insurance
CCT Complex	ID 2nd Line
CEO Complaints ID	Mobile and Tablet ROI
CEO CPW	Mobile and Tablet UK
Concentrix Credit Team	Multiplay 2nd Line
Concentrix Support	Online
CPW & CPCW ROI	PIT
Credit and Leasing UK	Red Flag
Customer For Life	Resolver Team
Customer Updates	Retail
Delivery Support Team	Social Media Carphone
DPU AVS	Social Media Currys
DPU Finance	Social Media ID
Exec Complaints Currys	Support
Gas Escape	Webchat

For the sfcc without

SFCC Access

Please make sure this template is complete and updated in the TASK for all access requests to SF and only then assign to L2 queue.

Request for - Andrew Clarke

Mirror ID - Monika Stewart

Role -

Approval status -

Instance -

For SCTASK

Website related issue will go for SFCC

SOM issues fusion issues SFDC

Appliance ticket will be assigned to navya first ask her

.....
.....
For Job

SFCC - Sujoy Chakraborty, Satya Prakash Singh, Nakul Swarnkar, Leelapriya D
 SFSC - KrishnaMohan Daggupati, Gudla Sangeeta, Karan Maurya
 Amplience - Panchangam Navya
 Mulesoft - Gyanendra Pratap Singh, Yogesh Basavarajaiah, Sateesh Kantamsetti, Singamreddy Lakshman Reddy, Suraj
 IOS (Store mode) - Vigneshwaran R

	Job	Indian time	UKT
1	Request-Full-Product-And-Price	8:30	4:00
2	Request-Credit-Financial-Products	8:35	4:05
3	Request-Full-Store	9:00	4:30
4	Import-Credit-Financial-Products	9:05	4:35
5	Import-Full-Store	9:30	5:00
6	Request-Full-Inventory-Online-OCI	PROD-10:00	5:30
7	Request-OCI-Product-Stock-Distribution	10:30	6:00
8	Import-Full-Product	10:30	6:00
9	Import-Full-Price	10:45	6:15
10	Assign Amplience Images	10:45	6:15
12	Assign Amplience Images-Delta	10:55	6:25
11	Import-Full-Trade-In-Promotions	10:56	6:26
12	COUPON REPLICATION	11:00	6:30
13	Import-Product-Credit-Offers	11:10	6:40
14	Import-OCI-Product-Stock-Distribution	11:30	7:00
15	Intelligent-Reach-Export-Product-UK-IE	12:10	7:40
16	Replication Job	12:00	7:30

Staging	Import-Delta-Price	Runs every 10 minutes
Production	Import-Delta-Price	Runs every 2 hours

Payment details

Thursday, September 25, 2025
 11:01 AM

PDP - Product Display page
 PLP - Product List Page

- 4 5th and 6th product in PLP is sponsored product
 Adobe Launch - SFCC

- IE code
Post Code - D01 H104
IE Phone 353899467785
0926451781

- UK
09263528124
Post Code - E1 7HT

- Card
4111111111111111
11/26
737

For Memory usage ALARM INC2617118

Issue: CRITICAL: memory usage ALARM

Contact Mode: Teams

KB/SOP: NA

Error (if any): Screenshot attached

Troubleshooting/actions taken: Checked any point platform and memory usage was greater than 80% for a while, then usage came down, Attaching screenshot for references.

Priority amended: NA

Checked in ft-ecom-creditoffer-ecrebo-sfcc-v1-prd, CPU utilization is under control. Hence closing the ticket.

For Worker unresponsive

Issue : CRITICAL: Worker unresponsive

Contact Mode : teams

KB/SOP : NA

screenshot: attached

Troubleshooting/actions taken : Mule itself added a new worker when existing worker became unresponsive.

Configuration items

Wednesday, October 8, 2025

5:56 PM

If the ticket is related to website link or Big BOX / Small Box then the Configuration Salesforce

API Currys-Omin-Mulesoft

BNPP & Website..... [Currys-Omni-Salesforce Commerce Cloud](#)

CMC fustion/colleghub , niceCurrys-Omni-Salesforce Service Cloud

To check Temp Order count including failures.

AnyPoint Portal > Runtime > Monitoring > Custom Dashboard > **(Prod) Omni API Orders Dashboard**