

SOP: Here's a step-by-step solution for the issue where the user is unable to book a trade in the Order Management System (OMS):

BU (Business Unit) should create a ticket: Contact the relevant support team or IT department responsible for the OMS and raise a ticket to report the issue. Provide all the necessary details, such as the user's information, the specific error message or behavior observed, and any other relevant information that can help diagnose the problem.

Review the ticket details: Once the ticket has been created, someone from the support team or IT department should review the details of the ticket. They will examine the provided information and potentially request additional details if needed.

Check if services are down: As a possible cause of the issue, the support team or IT department should investigate if any of the OMS services are experiencing problems. They can check the server status, connectivity, and other relevant components to determine if there are any service disruptions.

Restart the service: If it is determined that a service issue might be causing the problem, the support team or IT department can attempt to resolve it by restarting the affected service. This can be done by stopping the service, waiting for a few moments, and then starting it again. After the restart, they should monitor the system to see if the trade booking functionality has been restored.

It's important to note that the provided solution assumes a basic troubleshooting approach. The actual resolution steps may vary depending on the specific OMS and its configuration, as well as the organization's internal processes. It is recommended to involve the appropriate technical support personnel who are familiar with the OMS in question for a more accurate and effective resolution.