## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer 360 Guide for Retail</td>
<td>1</td>
</tr>
<tr>
<td>Industry Blueprint for Retail</td>
<td>1</td>
</tr>
<tr>
<td>Reference Architecture for Retail</td>
<td>3</td>
</tr>
<tr>
<td>Business Scenarios for Retail</td>
<td>6</td>
</tr>
<tr>
<td>Solution Architecture for Retail</td>
<td>55</td>
</tr>
<tr>
<td>Solution Kits for Retail and B2C</td>
<td>60</td>
</tr>
</tbody>
</table>
Explore the power of multi-cloud solutions to create customer experiences that connect with customers, grow your business, and provide resilience to market changes.

The assets in this Customer 360 Guide help you build a vision for the future of your retail business and implement the changes needed to fully realize your digital transformation. Learn with Trailhead

Architectural diagrams and business scenarios show you how Salesforce products combine with industry best practices to expand your business capabilities. Solution Kits show you how to implement Salesforce-recommended cross-cloud solutions to common retail use cases.

**Industry Blueprint for Retail**
Get key product and industry information you can use to uncover opportunities and build retail solutions.

**Reference Architecture for Retail**
Map specific Salesforce products to the functional and platform capabilities needed for retail business to thrive.

**Business Scenarios for Retail**
Business scenarios help you bridge the gap between your organization’s business capabilities and the solutions needed to achieve your goals. For each scenario, discover a variety of Salesforce solutions that reduce your time to value and allow you to define a roadmap to build out your organization’s functionality.

**Solution Architecture for Retail**
Identify specific tools and resources that you need to deliver cross-cloud retail solutions for your business.

**Solution Kits for Retail and B2C**
Enhance your retail business by implementing one or more solution kits. Get product recommendations, workflow details, and instructions to help you implement the solution from start to finish.

SEE ALSO:
- Customer 360 Guide for Retail Learning Map
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

**Industry Blueprint for Retail**
Get key product and industry information you can use to uncover opportunities and build retail solutions.

The industry blueprint diagrams the end-to-end retail process, from customer acquisition to analytics and optimization. Learn with Trailhead

Use the industry blueprint to lay the groundwork for your digital transformation.
- Map common B2C retail business capabilities to the stages of the customer lifecycle and front-office processes.
- Determine which capabilities are most important to your organization, and create alignment with cross-functional stakeholders.
- Understand the high-level platform capabilities needed to power your organization’s business needs.
Contact your Salesforce account team or a Salesforce partner for help with assessing the business and platform capabilities most suited for your organization.

The retail industry blueprint shows a product-agnostic overview of key business capabilities common to most B2C retailers. The business processes of a typical lifecycle of a customer relationship can be organized into seven phases.

1. Awareness and Acquisition
2. Personalization and Experience
3. Transact and Fulfill
4. Customer Service
5. Store
6. Merchandising and Supply Chain
7. Corporate Management

Capabilities within the seven phases can be grouped into five areas: Drive Agility with Data and Analytics, Transform Business Relationships, Acquire and Engage Loyal Customers, Meet Shoppers Where They Are, and Reimagine the Role of the Store and Associate. These are the business needs that must be satisfied at each stage of the lifecycle for the retailer to achieve business success.

Tip: To understand which business capabilities, solutions, and Salesforce products can help your organization achieve the business needs identified on the blueprint, dive deeper into B2C business scenarios.

Platform enablers, APIs, and data sources are common to all lifecycle stages and business processes. Use platform enablers, APIs, and data sources as a baseline of functionality to support tailored solutions.
Note: To understand how industry and business requirements link to the underlying technologies that support them, review the Reference Architecture for Retail on page 3. Use the B2C industry blueprint as a building block for creating a reference architecture for planning customer experience enhancements.

SEE ALSO:
Industry Blueprints for Partners
Salesforce Architectural Diagrams: Quick Look
Reference Architecture for Retail
Solution Architecture for Retail

Reference Architecture for Retail

Map specific Salesforce products to the functional and platform capabilities needed for retail business to thrive.

To build end-to-end solutions that meet the needs of customers through the entire purchase process, businesses must deliver solutions across teams and technology stacks. The reference architecture helps communicate the vision and strategy of a solution to business executives and stakeholders. Learn with Trailhead

Business success can be conceptualized as success in each of three categories of capabilities: Foundational, Platform, and Functional.

Our reference architecture presents Platform and Functional capabilities. Each layer contains a representative subset of systems or capabilities that are most relevant in the B2C Retail space. It does not list all possible systems or capabilities.
Platform Capabilities

These components form the underlying technology base for achieving your goals. Each layer in the platform builds on top of the next. B2C systems typically rely on these elements.

Data Sources
Data sources are systems that create, collect, and manage various types of data. These systems can act as systems of record. They’re often purpose-built to handle particular functionality and data requirements, but some provide for general system needs.

Integrations
Integrations include tools and routes that connect systems of record with each other or with higher-level experiences. These are varied tools, such as APIs that connect separate systems, single sign-on services to manage customer identity across different interfaces, and customer data platforms to segment customers.

Intelligence
Smart automation like machine learning and AI helps you optimize your use of customer data. The intelligence layer serves functions like delivering actionable customer insights, personalized product recommendations, and improving real-time customer interactions to enhance your customer relationships and drive sales.

Analytics
Analytics helps you better understand your data and make smart business decisions.
- Descriptive analytics summarize existing data to help you better understand current state or past activities. These analytics typically answer “What?” questions about your data.
- Diagnostic analytics use the output of descriptive analytics to identify patterns and outlier data. These analytics typically answer “Why?” questions about your data.
- Predictive analytics use historic data to attempt to anticipate future outcomes, such as the likelihood that a subscriber opens an email.
- Prescriptive analytics suggest future courses of action based on your existing data. These analytics typically answer “Should?” questions about your future actions.

Functional Capabilities

Business-specific elements at the functional capabilities level are connected more directly to the customer’s experience and measured in terms of maturity. Successful implementation of functional capabilities depends heavily on implementation of the platform capabilities.

The retail life cycle typically crosses multiple engagement channels in the areas of Commerce, Communities, Sales, Service, and Marketing. Capabilities in the Operations area can help companies address new business needs related to the Covid-19 pandemic.

Review these commonly-required functional capabilities to identify strategic goals around which to focus your implementation.

A Business Capability Maturity Assessment arranged by your Success Manager or Account Executive can help you determine which areas of your business can benefit from additional focus.
Mapping Platform Capabilities to Salesforce

Specific Salesforce products handle each of the needs identified at the platform capability level.

Identify gaps in your underlying capabilities by customizing this model to include other Salesforce products or third-party systems in your current technology stack. To explore the reference architecture specific to your business, contact your success manager or account team.

Tip: Business scenarios help you better understand your business capabilities and find solutions that support your business goals.

Learn more about Salesforce products.

- Retail Industry Solution
- Commerce
- Communities
- Service
- Sales
- Work.com
- Marketing
- Salesforce CDP
Business Scenarios for Retail

Business scenarios help you bridge the gap between your organization's business capabilities and the solutions needed to achieve your goals. For each scenario, discover a variety of Salesforce solutions that reduce your time to value and allow you to define a roadmap to build out your organization’s functionality.

Successful execution of core functions requires an organization to have certain expertise, or business capabilities. Understanding what business capabilities are needed to achieve this scenario helps cross-functional teams in your organization align and better strategize around technology solutions.

Get the Most Out of Best Practices

Following best practices, and selecting the right solutions and products for your organization are key to a successful implementation of business scenarios. Follow these steps to make use of business scenarios.

1. Review business capabilities required to achieve this business scenario.
2. Assess the maturity levels of your organization’s business capabilities.
3. Review the best practices with minimum maturity level to understand how your business can improve in each area of capability.
4. Review products and solutions to get quick time to value and build a roadmap as you increase your maturity.

To arrange a Business Capability Maturity Assessment, contact your Success Manager or Account Executive.

Explore B2C Business Scenarios

**Data-Driven Advertising**
Exceed customer expectations by delivering personalized advertising across all of a customer’s devices in a secure, privacy-compliant manner.

**Customer-Centric Journeys**
Drive engagement and purchases by sending your shoppers on relevant, personalized journeys.

**Engage Shoppers on Every Channel**
Unify your marketing and commerce to better adapt to customer preferences and provide relevant, behavior-based intelligent communications that engage customers and drive sales.

**Deliver Seamless Digital Service**
Improve the customer service experience by offering quick and convenient access to the information and data needed to complete a task or resolve an issue.
Create Amazing Customer Experiences
Deliver engaging apps in any language tied to your CRM and other systems.

Digitize the Store Experience
Rapidly respond to customers and employees in the new normal of the digital retail store experience.

Understand Business Capability Maturity Levels
To achieve success in each practice area, an organization must reach defined levels of maturity. We divide business capability maturity into five levels.

Data-Driven Advertising
Exceed customer expectations by delivering personalized advertising across all of a customer’s devices in a secure, privacy-compliant manner.

Understanding your customer starts with data. Delve into your data to develop a deeper understanding of your target shoppers, reach new levels of personalization, and increase audience reach with secure, targeted campaigns.

Recommended Products
These products can help you deliver data driven advertising.

- Marketing Cloud
- B2C Commerce

Contact your Success Manager or Account Executive for more information.

Solutions
Get quick time to value by selecting Salesforce recommended solutions that you can implement immediately, while putting together a roadmap to build out more mature capabilities over time. To help you find solutions that your business is ready for right now, resources are divided into three levels depending on complexity.

Beginning
- Use Lookalikes to Advertise on Social Channels
- Control B2C Commerce Promotions
- Create a B2C Commerce Promotion
- Create Product Feeds from Commerce to Facebook for Dynamic Ads and Facebook Shopping
- Learn Audience Segmentation Basics
- Implement SEO Best Practices
- Get Started: Marketing Cloud: Advertising Studio

Intermediate
- Use Salesforce Standard Consent Objects to Honor Customer Preferences
- Integrate Order History to Build Targeted Segments For Lookalikes
- Analyze Customer Referral Data to Optimize Ad Spend
- Match Third-Party Data to First-Party Data For Better Segment Definition
- Set Up B2C Commerce A/B Testing
- Keep Customers up to Date on Store Openings with Email and Ads (contact your Salesforce account team)
• Learn About B2C Commerce Site Merchandising Analytics
• Measure Your Marketing Impact
• B2C Commerce Einstein Implementation Guide
• Use Advertising Audiences
• Uncover Audience Insights
• Be Customer Driven With Data-Driven Marketing

Advanced
• Set Up B2C Commerce A/B Testing
• Personalize ads in real-time based on products viewed on Commerce sites (contact your Salesforce account team)
• Understand Consumer Behavior Across Web Properties, Mobile Apps, and Devices
• Optimize Data, Audiences, and Digital Advertising

Contact your Success Manager or Account Executive for more information.

Business Capabilities
Your organization’s implementation of a capability can range from undeveloped to industry-leading. For each capability, we list best practices that you can use to grow your maturity and provide information on solution implementation.

Marketing Capabilities for Data-Driven Advertising
Enhance these business capabilities to better target your customers with personalized marketing.

Service Capabilities for Data-Driven Advertising
Focus on these capabilities to retain customers with first-class customer service.

Commerce Capabilities for Data-Driven Advertising
Use data to understand what customers are looking for when they visit your ecommerce site.

SEE ALSO:
- Understand Business Capability Maturity Levels
- Business Scenarios for Retail
- Customer-Centric Journeys
- Engage Shoppers on Every Channel
- Deliver Seamless Digital Service
- Create Amazing Customer Experiences

Marketing Capabilities for Data-Driven Advertising
Enhance these business capabilities to better target your customers with personalized marketing.

AUDIENCE STRATEGY
Define an approach to what audiences are required and how they are developed, grown, nurtured, and applied to support customer-centric marketing.
### Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We use a basic approach, not a comprehensive strategy which we reference on an ad hoc basis and rarely update.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>We have a somewhat comprehensive strategy that we reference and update infrequently.</td>
</tr>
</tbody>
</table>

### Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Identify specific marketing objectives.
2. Identify the marketing initiatives, programs, and campaigns required to reach marketing objectives.
3. To target or suppress audiences, consider these questions:
   - Which age range should we target?
   - Which cultural era did people in the target audience grow up in? What media and products are they familiar with?
   - Which part of the country or world is the target audience most likely to live in?
   - What motivates them to make a certain purchase?
   - What price points are people in the target audience most likely to go for without straining their wallets?
   - What problems do people in the target audience want to solve with this product or service?
   - Can I relate to this market segment?
4. Identify the data sources, attributes, values required to locate people in the target audience.
5. Audit current audience attribute data compared to ideal data.
6. Develop a roadmap for nurturing existing audiences, acquiring data, and building new audiences.
7. Review business performance measurement tests to understand the value of various audiences.

### CUSTOMER SEGMENTATION

Divide shoppers and prospects into logical segments to inform customer experience strategy.

### Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>We define customer segments based only on a combination of demographics and behaviors.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We define customer segments based on a combination of demographics, behaviors, and attitudes.</td>
</tr>
</tbody>
</table>
Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Establish marketing goals for this segment.
2. Determine audience behavioral goals in context, for example, what a consumer can reasonably be expected to do in a specific circumstance. Good sources of behavioral data include:
   - Conversions
   - Specific site section visitors
   - Top funnel visitors
   - Users who were exposed to or clicked digital media
   - High value visitors
   - Visitor churn
3. Formulate hypotheses about your audience that you’d like to validate with segment creation and analysis.
4. Before creating a segment, review existing segments to determine if they are a potential match.
5. Create audience segments using multiple criteria including behavior, preferences, demographics, and lifestyle. Prioritize first-party data over second-party data, and second-party data over third-party data.
6. Name segments according to a standard pattern. Include contextual words or abbreviations to make it easier to find and share segments with others.
7. If possible, use recency and frequency information to modify your segment definitions.
8. Create a segment taxonomy (classification schema, like a hierarchy or folders) that is intuitive.
9. Examine the size of the audience. Consider whether it requires immediate nurturing to grow.
10. Determine if the segment is incremental to your existing or target audience. If not, modify criteria for inclusion in the segment.
11. Document and share the why, how, overlap, details, and persona of the segment you’ve created.

AUDIENCE NURTURING

Grow an audience by using audience or segment overlaps or lookalike models to increase size and scale of audience and reach.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>1 (Minimal)</td>
<td>We rely exclusively on lookalikes sourced from advertising platforms.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>We use lookalikes from advertising platforms but also extend reach through overlaps and curate some of our own lookalikes. We do some performance testing.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.
1. Create marketing programs that drive customers into the segment by encouraging or rewarding desirable behavior. For example, offering a coupon for registering with a website, or after watching a video.

2. Run segment overlap analysis to find segments to identify segments with complementary audience attributes but low overlap. Use the results to update your original segment or create one.

3. Use a lookalike feature or a data science modeling approach to generate lookalikes for the segment you’ve created. Evaluate the accuracy (similarity) versus scale (incremental size of segment).

4. Maximize reach by opting for a lookalike similarity rate under fifty percent if you’re unconcerned with targeting precision. For increased targeting precision, use a similarity rate of under seventy percent.

5. Use marketing platform features, an identity partner’s solution, or data science modeling to identify more devices users in your segment are likely to own. Adding devices improves the likelihood of reaching or suppressing the desired segment.

6. Evaluate the change in segment size each month to determine if extra nurturing is required.

7. Use consistent testing to measure the incremental value of each lookalike.

**AUDIENCE ACTIVATION**

Proactively target or suppress defined audiences in support of customer-centric marketing.

**Capability Maturity**

The minimum maturity level represents the most basic viable implementation. [Learn More](#)

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Less than 25 percent of our campaigns include audience targeting.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>About 50 percent of our campaigns include audience targeting.</td>
</tr>
</tbody>
</table>

**Best Practices**

To increase your business maturity for the capability, implement the recommended best practices.

1. List all marketing campaigns and initiatives.

2. Identify which audiences should be targeted or suppressed.

3. To set realistic expectations, examine the match rates with the marketing platforms and partners where the segment is activated. If the estimated size of the matched segment population is low, consider adding or activating more segments that don’t have heavy overlap.

4. Depending on your campaign objectives and category, monitor audience reach and performance daily or weekly.

5. Classify and document each campaign, initiative, and audience using metadata descriptors.

6. Keep documents updated to understand overlapping targeting, audience targeting duplication.

7. Measure the percentage of marketing campaigns and initiatives that use targeting or suppression.

8. Create target percentages by quarter. Include data showing progress in monthly transformation roadmap reviews.

9. Report out monthly to senior marketing and executive leadership along with improvements in key progress indicators.

**TESTING**

Apply A/B and multivariate tests to understand the impact of different marketing elements and tactics on business performance.
Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We do ad hoc testing for a specific marketing effort.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>We do ad hoc testing of several marketing efforts each year.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Set up A/B testing.
2. Move to multi-variate testing.
3. Employ advanced measurement models that offer aggregated results. Drill down to review performance at the individual level, controlling for variable and across time periods.
4. Use instrumentation to understand performance by channel, campaign, placement, and creative elements.
5. Require marketing and planning teams to make campaign and audience selection decisions that rely on data-driven insights.

CONSENT MANAGEMENT

Honor customer preferences for use of data and data portability. Comply with consent rights policies and regulations.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We use a basic approach to consent management where users are notified that they are automatically agreeing to our preferred consent settings. It’s difficult for users to override our preferred settings.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Our consent management system requires some development to adapt to new or changing regulations. It uses positively declared, not automatic, consent. It’s easy for users to see or change consent settings.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Allow customers to easily and flexibly manage right-to-be-forgotten tasks.
2. Ensure that customer data policies are compliant with current regulations and can easily be adapted to changes in regulations or by geographic area. Policies should include:
   - Ensure that data processes port customers’ data to other systems as much as possible.
   - Minimize degradation of the value of and ability to use customer data in other systems.
   - Allow customers to easily and flexibly manage their opt-in or opt-out status.
• Keep opt-in or opt-out policies compliant with current regulations.

3. Implement consent rights management so that your system is easily configurable to adapt to changes in regulations & by geographic area.

4. Regularly review and update policies and configurations.

SINGLE VIEW OF THE CUSTOMER

Align relevant data sources at the individual customer level to support customer-centric marketing efforts.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We lack a robust identity solution. Less than twenty-five percent of high priority data sources align.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We have a pretty solid identity resolution but it could be improved. About seventy-five percent of high priority data sources align.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Identify the most critical data sources based on customer lifecycle stages and moments that matter, prioritizing the top three to five customer journeys. Use the top journeys to inform business requirements for data alignment or integration work.

2. Create a data model with primary and secondary customer ID fields and keys.

3. Use an identity solution to connect users across devices using both deterministic and probabilistic approaches.

4. Add secondary priority data sources.

Service Capabilities for Data-Driven Advertising

Focus on these capabilities to retain customers with first-class customer service.

CUSTOMER SEGMENTATION

Align corporate customer segmentation models to determine service support and channel strategies.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>We use cross channel service and experience differentiation based on customer attributes like spending, geography, service level agreement.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We use a shared common segmentation model across sales, service, and marketing.</td>
</tr>
</tbody>
</table>
Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

- Segment customers by demographics, behavior, geography, benefit, or customer journey or other relevant qualities.
- Create customer profiles crafted to provide useful information and context for each customer.
- Tailor customer support experiences based on customer segment. For example, target specific customer segments for more or less personalized service based on spend or value.
- Address concerns before they arise and make every customer service interaction a special one.

MODERN ARCHITECTURE APPROACH

All lines of business in the customer journey have a full enterprise view of each customer, including profile, preferences, products, and services.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>Our agents have to access multiple systems to gather customer data. We have basic automated cross channel customer visibility</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Most relevant customer service data is available in one system with cross channel visibility.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

- Aggregate structured and unstructured data about each customer from across the organization for a unified customer view.
- Use the unified customer view that includes segment data to build personalized interactions for every customer regardless of where the interaction happens.

Commerce Capabilities for Data-Driven Advertising

Use data to understand what customers are looking for when they visit your ecommerce site.

CUSTOMER SEGMENTATION

Divide shoppers and prospects into logical segments to inform customer experience strategy.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We have minimal data with which to segment existing customers.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We have robust data for existing customers and limited data for prospects.</td>
</tr>
</tbody>
</table>
Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Continuously review defined segments against customer behaviors.
2. Benchmark each segment with defined key performance indicators as a tool to measure success.

CAMPAIGN STRATEGY

Promotional strategies are based on business goals and key performance indicators.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>Campaign teams meet regularly to strategize.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Campaign teams have a centrally managed campaign plan.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Regularly review data and analytics to better understand your customer behaviors.
2. Benchmark promotions and then use analytics to measure success.
3. Understand your organizational business goals.
4. Use the data to inform your promotional strategy, including types of promotions, products used, frequency, and cadence.

WELCOME EMAIL

An email journey welcomes customers who sign up for emails or register on a site or app.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>We’ve laid out a welcome email program and started deploying it.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We have a welcome email journey but don’t use A/B testing to measure or optimize it.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Identify types and cadence of emails to send in a welcome journey.
2. Define benchmarks and key performance indicators to measure performance.
3. Use A/B testing to understand if the welcome journey meets benchmarks and key performance indicator goals.
4. Periodically review welcome journey performance and update messages.

SOCIAL ACQUISITION
Align on possible offers. Plan and manage direct acquisition campaigns and monitor campaign effectiveness.

Capability Maturity
The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>We are in the process of building an acquisition strategy from our social channels to convert and retain customers.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We have a simple acquisition strategy in place.</td>
</tr>
</tbody>
</table>

Best Practices
To increase your business maturity for the capability, implement the recommended best practices.

1. Use customer insights to select social channels to focus on.
2. Define acquisition strategies and campaigns for each social channel.

Customer-Centric Journeys
Drive engagement and purchases by sending your shoppers on relevant, personalized journeys.

Shoppers want premium experiences and content that is relevant for them. Personalized experiences yield a 4.5 times higher per-visit spend. However, 64 percent of shoppers agree that retailers don’t truly know them.

Personalization allows you to enhance your marketing by making messages smarter and more focused. Use Salesforce to know your customers better, implement personalized messaging, and engage with shoppers at scale.

Recommended Products
These products can help you deliver customer-centric journeys to your customers.

- Marketing Cloud
- B2C Commerce
- Service Cloud

Solutions
Get quick time to value by selecting Salesforce recommended solutions that you can implement immediately, while putting together a roadmap to build out more mature capabilities over time. To help you find solutions that your business is ready for right now, resources are divided into three levels depending on complexity.

Beginning
- Control B2C Commerce Promotions
- Create a B2C Commerce Promotion
• Engage Shoppers with Personalized Marketing Email Webinar
• Learn About Audience Segmentation Basics
• Use Dynamic Customer Groups for Active Merchandising
• Display Targeted Messaging with Content Slots in B2C Commerce
• Get to Know Marketing Cloud
• Get Started: Marketing Cloud: Email Reporting Basics
• Get Started: Email Studio: Building, Testing and Sending Email
• Get Started: Email Studio: Email Marketing Best Practices
• Get Started: Journey Builder: Journey Strategy
• Get Started: Marketing Cloud: Admin+Deliverability
• Get Started: Marketing Cloud: Content Builder
• Get Started: Marketing Cloud: Data and Segmentation Basics
• Get Started: B2C Commerce: Einstein Product Recommendations
• Help Your Business With a CDP
• Build a Business Case for Data Transformation and a CDP

Intermediate
• Personalize Marketing Recommendations
• B2C Commerce Predictive Sort
• Einstein for Commerce Product Overview
• B2C Commerce Einstein Implementation Guide
• See Einstein Recommendations for Marketing Product Overview
• See Einstein Recommendations for Marketing Implementation Guide
• Order on Behalf of a Customer
• View Search Results and Sorting Rules
• Redeem Coupons
• Turn Abandoned Carts into Completed Sales
• Use Marketing Cloud Connect to Integrate with Salesforce CRM
• Get Started: Email Studio: Building, Testing and Sending Email
• Automate Data Imports: Marketing Cloud
• Use Marketing Cloud Connect
• Get Started: Email Studio: Email Personalization Basics
• Get Started: Marketing Cloud: Marketing Cloud Connect Overview
• See Identity Resolution
• Set Up Salesforce CDP
• Delete Personal Data
• Restrict How to Process Personal Data
• Give Customers Their Data when They Want It
• Satisfy Customer Requests and Data Privacy Laws
• Be Customer Driven With Data-Driven Marketing

Advanced
• Optimize Data, Audiences, and Digital Advertising
• Review Real Time Personalization Across All Channels (IS)
• Leverage AI in Your Marketing Strategy with Einstein for Marketing
• Use Einstein Engagement Scoring – Accelerator Webinar: Marketing Cloud

Contact your Success Manager or Account Executive for more information.

Business Capabilities

Your organization’s implementation of a capability can range from undeveloped to industry-leading. For each capability, we list best practices that you can use to grow your maturity and provide information on solution implementation.

Marketing Capabilities for Customer Centric Journeys
Keep your customers at the heart of your marketing with customer-centric journeys and messaging.

Commerce Capabilities for Customer Centric Journeys
Create a personalized marketing experience for your customers using browse control, site and cart recommendations, merchandising, behavioral email strategy, and campaign planning and strategy.

SEE ALSO:
• Understand Business Capability Maturity Levels
• Business Scenarios for Retail
• Data-Driven Advertising
• Engage Shoppers on Every Channel
• Deliver Seamless Digital Service
• Create Amazing Customer Experiences

Marketing Capabilities for Customer Centric Journeys
Keep your customers at the heart of your marketing with customer-centric journeys and messaging.

JOURNEY DESIGN

Having a process in which all relevant teams collaborate to design customer-centric journeys across all possible channels.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>We’ve defined lifecycle stage or segment-specific journeys that include two to three channels.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We’ve defined individual-level personalized, cross-channel journeys that include almost all channels.</td>
</tr>
</tbody>
</table>
Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Identify marketing objectives, campaigns to support each objective, audience targeting requirements, data variables, attributes needed. Map where and how these are sourced. Apply a journey design roadmap.

2. Hold a cross-functional workshop to define the customer lifecycle and identify moments that matter.

3. Prioritize journeys based on evaluation criteria and create a journey backlog.

4. Start by defining a simple single-channel journey. For example, a welcome email triggered by a registration or conversion event.

5. Evolve journeys to multiple channels. Connect multiple journeys.

6. Incorporate experience design principles in journeys.

PERSONALIZATION

Tailoring marketing messages to the individual customer based on what is known and predicted about the customer.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Next best offer analysis is done in an ad hoc manner using a relatively basic approach that isn’t easy to incorporate into marketing execution.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>At least annually, a reasonably robust next best offer analysis approach is used that is relatively easy to incorporate into marketing execution.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Use persona modeling, segmentation analysis, or both, to assess your current customers.

2. Identify gaps in personalization by reviewing customer need states, moments that matter, and preferences.

3. Overlay implicit and explicit customer data to increase relevancy.

4. Build a content repository which can effectively address key customers’ interests.

5. Build and implement a test-and-learn strategy to continually learn about and optimize your programming.

PREFERENCE MANAGEMENT

Enable customers to convey and manage their communication preferences including for content, language, channels, and basic privacy such as opt-outs. Use AI to infer preferences.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More
Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Make it easy for customers to state and change their content, language, and channel preferences.
2. Make it clear to customers how to manage basic privacy considerations such as opt-ins.
3. Use AI to infer preferences.
4. Streamline preference management across touchpoints by incorporating preference management into your identity system.

REAL-TIME INTERACTION MANAGEMENT

Delivering contextually relevant experiences, value, and utility at the appropriate moment in the customer life cycle via preferred customer touchpoints.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Optimize the initiation and progression of campaigns based on near real-time individual behavior and intent.
2. Leverage known user data to personalize and contextualize the campaign message.
3. Attribute campaign influence to downstream milestones such as generating leads and opportunities.
4. Orchestrate interaction across channels to control saturation and fatigue.

Commerce Capabilities for Customer Centric Journeys

Create a personalized marketing experience for your customers using browse control, site and cart recommendations, merchandising, behavioral email strategy, and campaign planning and strategy.
BROWSE CONTROLS
Set up and manage refinements and dynamic sorting rules to support the customer in browsing activities on the site.

Capability Maturity
The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We make some adjustments based on some customer and internal feedback.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>We make regular adjustments based on some customer, internal feedback and developer bandwidth.</td>
</tr>
</tbody>
</table>

Best Practices
To increase your business maturity for the capability, implement the recommended best practices.
1. Understand your customers and prospects and their shopping behaviors.
2. Ensure that product data includes attributes to allow customers to refine searches to find products.
3. Define a cadence to review customer patterns and a process for accounting for new attributes and categories.

SITE RECOMMENDATIONS
Place personalized product recommendations throughout the browsing journey to drive conversion and higher per-unit transaction and average order value.

Capability Maturity
The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>We manually place recommendations on the product details page, category landing pages, and on the home page.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We use an intelligent recommendation engine and test it at a few key points along the shopper journey.</td>
</tr>
</tbody>
</table>

Best Practices
To increase your business maturity for the capability, implement the recommended best practices.
1. Define business goals for your recommendation strategy.
2. Build out locations to deploy recommendations, such as product details page, home page, category landing page and campaign pages.
3. Perform A/B testing to identify the optimal strategy for each location.
4. Deploy and monitor. Periodically perform A/B testing to ensure that strategies continue to perform.
MERCHANDISING

The process of presenting products on the storefront and managing online/offline status.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>We regularly highlight different products based on disparate sources of customer insights.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We regularly highlight different products based on some sales and customer insight reporting tools.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Automate as much of the product import as possible.
2. Perform quality checks when launching a product.
3. Review product performance reports to inform merchandising strategies.

BEHAVIORAL EMAIL STRATEGY

Define and manage behavioral emails, including segmenting, targeting, AI, and content.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>We have a basic abandon cart email program but don't track and test it.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We have different behavioral messaging campaigns set up but don't track and test them.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Understand customer on-site behavior to identify opportunities for behavioral emails, for example, when a customer abandons a search, cart, or product description page.
2. Create email journeys for a defined strategy.
4. Deploy and regularly test to validate benchmarks and key performance indicators.

CART RECOMMENDATIONS

Offer product placement recommendations that are complementary to the items in the cart and which have been tested and validated.
Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>4 (Optimized)</td>
<td>We use AI to inform our cart recommendations based on the last item added to the cart.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>5 (Leading)</td>
<td>We use 1:1 personalization to inform our cart recommendations based on all items in the cart.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Define business goals for your recommendation strategy.
2. Build out locations to deploy recommendations in the cart.
3. Perform A/B testing to validate the best strategy for each location.
4. Deploy and monitor product recommendations. Periodically perform A/B testing to ensure that the selected strategies continue to perform.

CAMPAIGN PLANNING

Work across departments to define and align on campaign and promotion strategy.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Our ecommerce team creates their own plan.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Campaign planning follows an integrated plan across some key departments.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Align on company business goals and key performance indicators.
2. Maintain consistency of experience by defining campaign planning across all channels.

CAMPAIGN STRATEGY

Defined strategy based on business goals and key performance indicators to inform promotional strategy.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More
### Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Use data and analytics on a regular basis to review and understand your customer behaviors.
2. Benchmark promotions and then use analytics to measure success.
3. Understand your organizational business goals.
4. Use data to inform your promotional strategy including types of promotions, products used, frequency, and cadence.

### Engage Shoppers on Every Channel

Unify your marketing and commerce to better adapt to customer preferences and provide relevant, behavior-based intelligent communications that engage customers and drive sales.

Shoppers have high expectations when they engage with brands and purchase products. They expect to receive personalized, relevant communications whether they’re in a store, on the web, or on social media. Turning this vision into reality requires building solutions that connect people across your business and products from different technology areas.

### Recommended Products

These products can help you engage shoppers on every channel.

- **Marketing Cloud**
- **B2C Commerce**
- **Service Cloud**
- **Customer 360 Data Manager**

### Solutions

Get quick time to value by selecting Salesforce recommended solutions that you can implement immediately, while putting together a roadmap to build out more mature capabilities over time. To help you find solutions that your business is ready for right now, resources are divided into three levels depending on complexity.

#### Beginning

- Keep Customers in the Loop with Transactional Email Solution Kit
- Learn About Customer 360 Data Manager
- Help Your Business With a CDP
- Learn About Salesforce CDP
- Get Started: Service Cloud: Digital Engagement
- Get Started: Marketing Cloud: Sending SMS Messages - Accelerator Trailmix
- Get Started: Commerce Cloud: Search Engine Optimization (SEO)
Get Started: Marketing Cloud: Social Studio
Get Started: Social Studio: Social Listening

Intermediate
- Manage Campaigns with Journey Builder: New Customer Registration, Order Confirmation
- View Customer 360 Data Manager Product Capabilities
- Redeem Coupons Solution Kit
- Turn Abandoned Carts into Completed Sales Solution Kit
- Offer Buy Online, Pick Up in Store (BOPIS) Solution Kit
- Order on Behalf of a Customer Solution Kit
- Engage Customers with Conversational Commerce Solution Kit
- Set Up Communities for Self Service with Salesforce Identity
- Simplify Authentication for Communities
- Secure Profile with Multi-Factor Authentication
- Market to Customer 360 Audiences
- Deploy Chat: Service Cloud

Advanced
- Learn About Real Time Personalization Across All Channels (IS)
- Order on Behalf of a Customer Solution Kit
- Schedule an Appointment and Implement Virtual Personal Shopping Solution Kit
- Engage Customers with Conversational Commerce Solution Kit
- Set Up Embedded Chat: Service Cloud

Business Capabilities
Your organization’s implementation of a capability can range from undeveloped to industry-leading. For each capability, we list best practices that you can use to grow your maturity and provide information on solution implementation.

Marketing Capabilities to Engage Shoppers on Every Channel
Market and engage with customers across your business using their preferred channels.

Service Capabilities to Engage Shoppers on Every Channel
Provide service to customers on the channels they prefer.
Commerce Capabilities to Engage Shoppers on Every Channel
Drive customers to your ecommerce site with campaign planning, recommendations, search engine optimization, and customer segmentation.

SEE ALSO:
- Understand Business Capability Maturity Levels
- Business Scenarios for Retail
- Data-Driven Advertising
- Customer-Centric Journeys
- Deliver Seamless Digital Service
- Create Amazing Customer Experiences

Marketing Capabilities to Engage Shoppers on Every Channel
Market and engage with customers across your business using their preferred channels.

CHANNEL STRATEGY APPROACH
A defined approach to the role each marketing channel plays in supporting customer-centric marketing and how channels are used in combination to achieve marketing objectives.

Capability Maturity
The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Strategy exists but is not reinforced by proper data analysis for evolving the strategy.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>All channel tools are aligned and measured, strategy is in place but is not iterated upon regularly.</td>
</tr>
</tbody>
</table>

Best Practices
To increase your business maturity for the capability, implement the recommended best practices.

1. Know your customer by channel.
2. Evaluate channels based on cost effectiveness and the ability to reach a large number and percentage of your target audience.
3. Clearly articulate the role each channel plays in delivering a great customer experience for different customer lifecycle stages and segments.
4. Give the customer multiple touch points.
5. Have a flexible channel switching strategy according to how customers are using your channels.

CROSS-SELL AND UPSELL
How marketing helps to support a company’s cross-sell and upsell efforts. Prioritizing, developing, managing, measuring customer cross-sell or upsell offers and journeys.
Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We do basic messaging within a single channel to support cross-selling or upselling based on basic criteria such as product purchased or customer lifecycle stage.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>We coordinate targeted messaging across at least two channels to support cross-selling or upselling based on multiple criteria such as the customer's segment, purchase history, and lifecycle stage.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Use lifecycle and behavioral data to enter customers into personalized cross-sell and upsell journeys on the appropriate channels.
2. Use AI to recommend cross-selling and upselling opportunities.
3. Use personalization to deliver the right message to customers.
4. Deliver messages through the correct channels based on past behavior.
5. Use real-time interaction management to effectively arbitrate cross-selling and upselling messages with other messages the customer is eligible for.

LIFECYCLE MARKETING

Tailor marketing messages based on the lifecycle stage the customer is in and advancing the customer throughout the entire cycle.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We have a defined customer lifecycle, but messaging is only differentiated for acquisition versus retention, not varied by each stage of the life cycle.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We have a defined customer lifecycle and our messaging is somewhat tailored to each stage and somewhat coordinated across stages. However, our teams are siloed.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Define your customer lifecycle and consistently use the definition to orchestrate messages across touchpoints.
2. Develop a system to place customers in a lifecycle stage. Create data processes to orchestrate the correct messages and channels to reach customers.
3. Define customer needs and moments that matter to customers at each stage of the life cycle.
4. Incorporate a system to sense and respond in order to move customers through current lifecycle stages and into new stages.
5. Coordinate channels and use personalization to engage customers at each stage of the life cycle.
6. Build a customer-centric capability to create life cycle-driven experiences.

PREFERENCE MANAGEMENT

Enable customers to convey and manage their communication preferences including for content, language, channels, and basic privacy such as opt-outs. Use AI to infer preferences.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Customers are able to select preferences, but are unable to update them easily.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>5 (Leading)</td>
<td>Customers can choose to share more data and easily update their preferences which then inform personalization.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Make it easy for customers to state and change their content, language, and channel preferences.
2. Make it clear to customers how to manage basic privacy considerations such as opt-ins.
3. Use AI to infer preferences.
4. Streamline preference management across touchpoints by incorporating preference management into your identity system.

Service Capabilities to Engage Shoppers on Every Channel

Provide service to customers on the channels they prefer.

CHANNEL STRATEGY APPROACH

Plan an approach for handling service requests from multiple channels.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We have two or more support channels. Our agents are assigned to work within one of our channels.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Our agents provide support across channels. Support requests can begin in one channel and continue in another.</td>
</tr>
</tbody>
</table>
Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

- Tie channel service strategy to overall service strategy. For example, if customer service is the primary goal, determine what level of service, channels, and options to make available by customer segment.
- Determine ideal channels for customers to engage with customer service with the least amount of friction and where the customer’s needs are met. This should then align with service strategy.
- Ensure support strategy is in place to support these channels.
- Use customer segmentation models to drive specific customer types to specific channels.

Commerce Capabilities to Engage Shoppers on Every Channel

Drive customers to your ecommerce site with campaign planning, recommendations, search engine optimization, and customer segmentation.

TEST & LEARN

Leverage A/B and other testing to measure and improve your customer-centric site management efforts.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We perform ad-hoc testing for specific efforts.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>We perform ad-hoc testing of several marketing efforts each year.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Identify third-party tools using your business goals and needs as a driver.
2. Implement, train, and give ownership to key resources within the organization.
3. Consistent messaging to organization via executive leadership that the organization includes testing and learning as standard operating procedure.
4. Align defined resources and tools to daily site operations, business goals, and roadmap.
5. Create a testing plan that aligns to areas and resources defined.
6. Execute tests. Use outcomes to inform other testing practices.
7. Consistently provide readouts on test results to the organization.

CAMPAIGN PLANNING

Work across departments to define and align on campaign and promotion strategy.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More
Customer 360 Guide for Retail

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Our ecommerce team creates their own plan.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Campaign planning follows an integrated plan across some key departments.</td>
</tr>
</tbody>
</table>

**Best Practices**

To increase your business maturity for the capability, implement the recommended best practices.

1. Align on company business goals and key performance indicators.
2. Maintain a consistent experience by planning campaigns across all channels.

**SITE RECOMMENDATIONS**

Place personalized product recommendations throughout the customer experience to drive conversion and higher per-unit transaction and average order value.

**Capability Maturity**

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>We manually place recommendations on the product description page, during checkout, and on the home page.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We use an intelligent recommendation engine and test it at a few key points along the shopper journey.</td>
</tr>
</tbody>
</table>

**Best Practices**

To increase your business maturity for the capability, implement the recommended best practices.

1. Define business goals for your recommendation strategy.
2. Build out locations to deploy recommendations, such as product description page, cart, category, order status.
3. Perform A/B testing to ensure that you find the right strategy for each location.
4. Deploy and monitor. Periodically perform A/B testing to ensure that strategies continue to perform.

**SEARCH ENGINE OPTIMIZATION**

Inform content strategy and marketing strategy by finding and analyzing search terms customers enter into search engines.

**Capability Maturity**

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We make effective use of keyword analysis in about half of relevant cases. Opportunities for optimization exist.</td>
</tr>
</tbody>
</table>
Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Engage in research to identify terms and words that drive the most traffic and revenue to the site.
2. Create a strategy to optimize those keywords.
3. Ensure keywords direct users to relevant areas of the site.

SEARCH ENGINE MARKETING OPTIMIZATION

Manage and optimize paid search engine marketing keywords and phrases to gain visibility in search engine results.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Engage in research to identify terms and words that drive the most traffic and revenue to the site.
2. Create a strategy to optimize those keywords.
3. Ensure keywords direct users to relevant areas of the site.

CUSTOMER SEGMENTATION

Divide shoppers and prospects into logical segments to inform customer experience strategy.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More
We have robust data for existing customers and limited data for prospects.

**Best Practices**

To increase your business maturity for the capability, implement the recommended best practices.

1. Identify research and analytics that inform customer and prospect behavior.
2. Define logical segments and strategies for conversion.
4. Deploy customer segments and test to ensure they are meeting goals. Pivot as needed.

**Deliver Seamless Digital Service**

Improve the customer service experience by offering quick and convenient access to the information and data needed to complete a task or resolve an issue.

Meeting the demands of today’s digitally connected customer is the #1 challenge for Service buyers (Salesforce, *State of Service, 2019*). When customers engage with a company, whether contacting customer support or simply tracking the status of a claim or order, they expect these experiences to be seamless no matter the channel. Every company can benefit from a better digital customer service experience.

**Recommended Products**

These products can help you deliver seamless digital service.

- Experience Cloud
- Marketing Cloud
- B2C Commerce
- Service Cloud
- Customer 360 Data Manager

**Solutions**

Get quick time to value by selecting Salesforce recommended solutions that you can implement immediately, while putting together a roadmap to build out more mature capabilities over time. To help you find solutions that your business is ready for right now, resources are divided into three levels depending on complexity.

**Beginning**

- Set up and Manage Cases
- Enhance Service Agent Productivity
- View Order History and Cancel Orders on page 95 Solution Kit
- Create and Manage a Knowledge Base for Agents
- Turn Customer Emails into Cases
- Let Customers Submit Cases on the Web
• Get Real-Time Visibility into Customer Service with Dashboards Webinar
• Create Self Service Communities for Consumers
• Listen to the Social Web
• Get Started: Service Cloud: Agent Productivity Features
• Get Started: Service Cloud: Chat for Lightning
• Get Started: Service Cloud: Lightning
• Enhance Customer Service with Salesforce Call Centers
• Get Real-Time Visibility into Customer Service with Dashboards
• Design Dashboards: Service Cloud

Intermediate
• View Order History and Cancel Orders Solution Kit
• Enhance Customer Service with Salesforce Call Centers
• Self-Service Order Status on Web Site
• Order on Behalf of a Customer Solution Kit
• Engage Customers with Conversational Commerce via Live Chat Solution Kit
• Run Conversational Campaigns for SMS Solution Kit
• Run Conversational Campaigns for WhatsApp Solution Kit
• Expand Service Cloud with Digital Engagement
• See Social Listening for Customer Cases
• Build Your Customer Service Management Toolkit
• Get Started: Service Cloud Einstein
• Get Started: Service Cloud: Einstein Bots
• Automate Work Distribution With Omni-Channel: Service Cloud
• Automate Your Case Management: Service Cloud
• Deploy Messaging: Service Cloud
• Set up Communities for Self Service with Salesforce Identity
• Simplify Authentication for Communities
• Secure Profile with Multi-Factor Authentication

Advanced
• Engage Customers with Conversational Commerce via Chatbots Solution Kit
• Provide Product Recommendations via Service Agent (contact your Salesforce account team)
• Implement Virtual Personal Shopping Service with the Schedule an Appointment Solution Kit
• Offer Buy Online, Pick Up in Store (BOPIS) Solution Kit

Contact your Success Manager or Account Executive for more information.

Business Capabilities
Your organization’s implementation of a capability can range from undeveloped to industry-leading. For each capability, we list best practices that you can use to grow your maturity and provide information on solution implementation.
Marketing Capabilities to Deliver Seamless Digital Service
Give customers the power to manage their marketing preferences.

Service Capabilities to Deliver Seamless Digital Service
Enhance your case and knowledge management capabilities to provide top-tier service and experiences.

Commerce Capabilities to Deliver Seamless Digital Service
Engage with customers where and when they need help with a transaction.

SEE ALSO:
- Understand Business Capability Maturity Levels
- Business Scenarios for Retail
- Data-Driven Advertising
- Customer-Centric Journeys
- Engage Shoppers on Every Channel
- Create Amazing Customer Experiences

Marketing Capabilities to Deliver Seamless Digital Service
Give customers the power to manage their marketing preferences.

PREFERENCE MANAGEMENT
Enable customers to convey and manage their communication preferences including for content, language, channels, and basic privacy such as opt-outs. Use AI to infer preferences.

Capability Maturity
The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Customers are able to select preferences, but can't easily update.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>Customers are able to select and update communication and privacy preferences easily.</td>
</tr>
</tbody>
</table>

Best Practices
To increase your business maturity for the capability, implement the recommended best practices.

1. Make it easy for customers to state and change their content, language, and channel preferences.
2. Make it clear to customers how to manage basic privacy considerations such as opt-ins.
3. Use AI to infer preferences.
4. Streamline preference management across touchpoints by incorporating preference management into your identity system.

Service Capabilities to Deliver Seamless Digital Service
Enhance your case and knowledge management capabilities to provide top-tier service and experiences.
CASE MANAGEMENT APPROACH

Manage a service request from initiation through resolution, including routing and assignment, ownership, traceability, and related interactions.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Cases are generated automatically through common, basic channels such as web-to-case. Cases are worked primarily in siloes and on a first come, first served basis.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>Cases are worked through one cohesive system that intakes cases, routes them into queues, and enables full case lifecycle tracking.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

- Define an overall support strategy and process.
- Define initial personas required. Include Service Agent, Service Team Manager, and Service Leader personas, and others as needed.
- Ensure the case management system accounts for each persona, and that each persona’s Salesforce experience is customized for their needs.
- Align business and IT around the case routing process.
- Define case record types.
- Create & define queue priority.
- Set up email-to-case and web-to-case.
- Verify accurate handling by categorizing and triaging service requests early.
- Create and adopt business rules across the organization for each stage of the case life cycle.
- Use reports and dashboards to measure productivity and customer satisfaction against key progress indicators.

CASE EXPERIENCE DESIGN

Provide seamless experiences that allow agents and customers to quickly understand, track, and resolve issues.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Our case design architecture is based on limited input. We involve agents in user experience design on an ad hoc basis, and build systems based on end-user feedback.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>We use design team expertise to balance the needs of business and end users. Fields are sorted and grouped to maximize</td>
</tr>
</tbody>
</table>
Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

- Track customers’ assets, orders, support history, and other relevant information.
- Get a complete view of each customer by connecting data across departments and back-end systems.
- Design processes with a point-and-click interface that lets you orchestrate workflows, create and update records, log calls, send emails, and handle other important tasks.
- To help service reps solve customer issues faster, configure cast feed, actions, and sidebar list views.

CASE ROUTING AND ASSIGNMENT

Assign ownership of service requests based on type of request, relevant agent skills, availability, and equitable distribution based on agent performance goals.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Requests are routed to agents or queues based on interactive voice response selection.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>Requests are routed to agents based on their relevant skills. The routing system accounts for agent availability and current workload.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

- Align business and IT to the case routing process.
- Define case record types.
- Define support processes.
- Create and define queue priority.
- Set up email-to-case and web-to-case.
- Categorize and triage service requests early for accurate handling.
- Escalate request resolution based on priority and service level agreement expectations.
- Automatically relate multi-channel correspondence and resolution notes to the case lifecycle providing productivity gains.
- Use assignment rules to automate service request assignment.
- Use omni-channel routing to automatically match cases to the agent with the best skill set to solve them.
- Allow higher maturity customers to route service requests directly to agents based on relevant expertise and availability.
NOTIFICATIONS

Ensure that customers are notified of key milestones related to their service request.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Notifications are not automated. Agents copy and paste notifications from a defined list.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Automated notifications about request status are triggered at key milestones and regular intervals based on customer journey.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

- Define business rules about what notifications to send, when to send them, and by what channel.
- If possible, prioritize by customer preferences.
- Set up macros to allow service agents to respond to customers quickly and in a structured way.
- Implement automatic emails or social notifications using macros or configured workflow rules. Create email templates for case open, case close, and case escalation situations.

RECOMMEND KNOWLEDGE

Resolve cases more quickly by surfacing recommended knowledge articles based on key service request characteristics.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Our agents search articles manually. They can choose between several recommendations.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Articles are recommended to agents. Our agents can sort articles by recommendation rating.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

- Enable suggested articles so that when a new case is saved, the search engine automatically looks for articles that have keywords in common with the admin-selected case fields.

SERVICE REQUEST STATUS

Ensure your customers are notified of key milestones, as defined by the business, to their service request. Should lead to reduction in follow-up by customers that have service requests open.
Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We email customers status updates for their service request when relevant. Customers have to contact our customer service organization to find out the up-to-date status of their request.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We have automated our workflows and update the case status automatically. We communicate with customers using their preferred channel.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

- Define business rules about what notifications should be sent, when, and by what channel. For example, at certain milestones or status changes.
- Prioritize by customer preferences if that capability exists.
- Provide the ability to automatically or manually send emails or social notifications to customers using macros or configured workflow rules.
- Create email templates for case open, case close, and a case that has been escalated.

UNIFIED AGENT EXPERIENCE APPROACH

Improve customer satisfaction by making the agent-customer interaction seamless. Deliver proactive, contextual information in a unified way that empowers agents and reduces effort.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We collect end user feedback. We've established a strategy for creating a unified, intuitive experience for service agents.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Our service agents work cases through one connected process and use other systems only when necessary.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

- Seamlessly Integrate support channels.
- Provide better context, smoother interactions, and reduce repetitions by providing an integrated interface.
- Provide agents with relevant customer context needed to provide best service.
- Equip agents with tools for effective collaboration with other teams, such as case swarming ability.
- Empower agents to gather and build on collective knowledge to improve their knowledge base and self-service outcomes.
• Employ skills-based routing of cases to match customer requests with agents with the most suitable skills.
• Use support data and customer analytics to measure and improve the entire customer experience.

NEXT BEST ACTION

Provide proactive recommendations to service agents on what to do next based on customer and industry data and built-in business logic.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>Service agents use their best judgment and some automated recommendations</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We have defined business rules to recommend the next best action to service agents as they work a service request.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

• Develop a strategy to refine recommendations using business logic.
• Distill recommendations into a few key suggestions, such as a recommending repair, discount, or add-on service.
• Display the final recommendations in your Lightning app or community.
• Add the Actions & Recommendations Lightning component to Lightning Service Console or other case record page layouts.
• Include use cases such as sending an offer to a customer with a high attrition risk or sending customer inspections notices.

CROSS-SELL/UPSELL APPROACH

Provide agents or customers the ability to add or upgrade products and services during the service experience.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>Agents are trained on selling and sales are part of agent scripts. Product information and customer case information are in a single system.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Agents are trained on selling and sales are part of agent scripts. Product information and customer case information are in a single system.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.
• Agents recommend certain products and solutions that integrate with each other and solve multiple customer challenges at the same time.
• Provide service agents with incentives or other mechanisms that encourage customers to try out new products or services.
• Gather information about upcoming windows of opportunity.
• Help customers proactively, not just reactively.
• Use AI within the service console for product recommendations based on the customer’s purchase history.

KNOWLEDGE MANAGEMENT APPROACH
Capture and distribute reusable, relevant, and accurate knowledge content across one or more channels internally and externally to customers and partners.

Capability Maturity
The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>Our processes for collecting, organizing, and sharing knowledge are standardized. We focus on enabling service agents needs, developing a knowledge base, and on meeting customer and agent information needs.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Our knowledge management efforts align with the organization’s business objectives. Our efforts focus on applying knowledge assets across the organization and with customers.</td>
</tr>
</tbody>
</table>

Best Practices
To increase your business maturity for the capability, implement the recommended best practices.

• Define an overall knowledge management vision and the requirements for achieving it. Understand who uses it, where they use it, and what it is used for.
• Define initial personas required. Minimum necessary personas include creators, approvers, and consumers.
• Account for all personas when implementing capabilities and sub-capabilities.

SELF-SERVICE KNOWLEDGE BASE
Help customers resolve issues quickly by surfacing recommended knowledge articles based on key service request characteristics.

Capability Maturity
The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>Knowledge base is standard and consistent externally and internally. Customer feedback is recorded to help curate knowledge articles for self-service purposes.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>New articles are continually being created and pushed out to a self service knowledge catalog.</td>
</tr>
</tbody>
</table>
Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Enable suggested articles so that when a new case is saved, the search engine automatically looks for articles that have keywords in common with the admin-selected case fields.

Commerce Capabilities to Deliver Seamless Digital Service

Engage with customers where and when they need help with a transaction.

CHAT CHANNEL

Allow customers to communicate with you via chat on your online storefront or app.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We have a bot that answers simple questions and then pivots to a phone or email channel for more complex requests.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>We have chat capabilities only during business hours of one time zone.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Train the etam with chat protocol practices.
2. Track customer themes and use that to inform on site FAQ's and inform business processes.
3. Enable screen reader support.
4. Always provide a way for a customer to pivot to a live person.

CUSTOMER SELF-SERVICE

Customer service information that clearly calls out return, shipping, privacy policies.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>1 (Minimal)</td>
<td>We have a privacy policy and terms of service.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We link to customer service content from multiple areas of the site and review it throughout the year.</td>
</tr>
</tbody>
</table>
Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Inform customer service content needs with information gathered from call center and chat interactions.
2. Use analytics to understand which pages are more frequently used. Frequently review those pages for maintenance and updates.
3. Ensure that shipping and delivery timeframes are clear.

PROACTIVE CHAT

Reach out to customers while they browse your site or app.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We have a chatbot that sits on the cart and certain pages that automatically triggers after a pre-determined amount of time.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We deployed and tested proactive chat with live reps on more than half our pages.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Use insights from chats and calls to customer service to identify key areas to deploy proactive chat.
2. Define key performance indicators and goals for deployment such as driving down calls or abandonments.
3. Write scripts for proactive chat and define when and where to place it.
4. Test to ensure key performance indicators and goals are being met. If not, pivot and try something new.

SELF-SERVICE RETURNS

Allow customers to find help and initiate returns.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Returns are clearly mentioned in the global footer so customers can find information.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Our customers can initiate a return by calling our toll-free number, using a chat feature, or at our physical store. We're researching allowing customers to initiate returns on our site.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.
1. Provide step-by-step instructions for navigating the return process.
2. Post links to the self-service area in the global site footer and other locations.
3. Measure and monitor customer access and questions to continuously improve.
4. Gather data on why a product is being returned in order to pass it back to other departments for overall quality improvement.

CART TAKEOVER

Save a sale by allowing a customer service representative take over a customer’s cart during a call or chat.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>We start a new cart to assist customers with completing orders.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>5 (Leadging)</td>
<td>We can take over a cart via an id displayed in the cart to answer questions and complete orders.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Display a toll-free customer service number clearly in the shopping cart.
2. Include the cart ID in contextual, on-hover help information.
3. Measure and monitor customer engagement to continuously improve experience.

SOCIAL CHANNEL SERVICE

Define service level agreements and response times for contact on social channels including FaceBook, Twitter, Instagram, and WhatsApp.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>We have a few social channels that our site operations team reviews when they have time.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>5 (Leadging)</td>
<td>We have defined a service level agreement, responses, and an escalation path. Team members who monitor our channels are empowered to help customers resolve issues.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Analyze customers and prospects to determine preferred social channels.
2. Ensure consistency across workforce and social channels by creating a playbook of standard responses and service level agreements.
3. Measure and monitor engagement to continuously improve experience.
Create Amazing Customer Experiences

Deliver engaging apps in any language tied to your CRM and other systems.

Customers expect engagements with your company to be consistent across all channels. Meet consumers’ expectations by building optimized ecommerce experiences that let your shoppers access all their data using a single identity and find products applicable to them.

Recommended Products

These products can help you deliver engaging customer experiences.

- Experience Cloud
- B2C Commerce
- Heroku
- Mulesoft

Solutions

Get quick time to value by selecting Salesforce recommended solutions that you can implement immediately, while putting together a roadmap to build out more mature capabilities over time. To help you find solutions that your business is ready for right now, resources are divided into three levels depending on complexity.

Beginning

- Create Self Service Communities for Consumers
- Follow eCommerce UX/UI Best Practices
- Optimize Site Search to Increase Conversion Rate

Intermediate

- Develop for Salesforce B2C Commerce
- Expand Your Reach with Communities
- Create Custom Mobile Apps for Shoppers (contact your Salesforce account team)
- Implement Seamless Cross-Cloud Identity
- See Customer 360 Data Manager Fundamentals
- See Customer 360 Data Manager Basics
- Export Customer 360 Data Manager’s Global Profile to Inform Your Systems of Record
- See Data Stewardship with Customer 360 Data Manager Data Validation Dashboards
- Integrate Salesforce and Google Platforms
- Set Up Marketing Cloud Connection
- Set Up Sales and Service Cloud Connection

Advanced

- Use Clienteling Apps (contact your Salesforce account team)

Contact your Success Manager or Account Executive for more information.
Business Capabilities

Your organization’s implementation of a capability can range from undeveloped to industry-leading. For each capability, we list best practices that you can use to grow your maturity and provide information on solution implementation.

Marketing Capabilities to Create Amazing Customer Experiences
Optimize your customers’ experiences with intentional and relevant brand interactions.

Commerce Capabilities to Create Amazing Customer Experiences
Engage customers with smooth, well-designed ecommerce interaction.

SEE ALSO:
- Understand Business Capability Maturity Levels
- Business Scenarios for Retail
- Data-Driven Advertising
- Customer-Centric Journeys
- Engage Shoppers on Every Channel
- Deliver Seamless Digital Service

Marketing Capabilities to Create Amazing Customer Experiences
Optimize your customers’ experiences with intentional and relevant brand interactions.

EXPERIENCE DESIGN
The process of shaping brand interactions based on an understanding of user behavior and expectations. Apply experience design principles to every marketing interaction, message, and touchpoint.

Capability Maturity
The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>Our user experience guidelines exist but they’re often considered after technological and architectural goals.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Regular testing and experimentation are integrated into our development cycle. We maintain a backlog of customer-centric features that are prioritized by end-user research and data collection findings.</td>
</tr>
</tbody>
</table>

Best Practices
To increase your business maturity for the capability, implement the recommended best practices.

1. Conduct user-focused design research.
2. Define user goals in customer-centric language.
   - Use empathy to better understand users.
Use human language, not system or tech-centric language.

3. Take into account the user’s context. For example, what location is the customer in? Are they on the go, at their desk, using a kiosk, or using a mobile device.

4. Gather feedback in a non-intrusive manner.

5. Document and share findings from user-focused design research with all business users, partners, and stakeholders.

6. Formulate, socialize, distribute, and conduct enablement on experience design principles and guidelines specific to your brand.

7. Ensure marketing campaigns, journeys, messages, and interactions reflect experience design principles.

8. Build in feedback loops that enable users, employees, and partners to comment on experiences.

9. Revisit user-focused design. Research and update experience design principles and guidelines.

CONTENT LOCALIZATION

Provide content in the languages that are relevant to customers based on their preferences. Manage language versions of content effectively.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>We translate the majority of our content into the highest priority languages and make a few modifications to reflect local cultures for top markets.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We translate almost all content into the highest priority languages and make several modifications to reflect local cultures in almost all markets.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Integrate teams at the organizational level. Eliminate content silos in which multiple teams work on the same content with separate workflows.

2. Assess the value of markets: which markets served are showing the strongest sales or highest potential for revenue.

3. Determine which markets and content are "locality-critical". Not all foreign markets require localization.

4. Determine how to balance resource allocation for translation versus localization processes.

Commerce Capabilities to Create Amazing Customer Experiences

Engage customers with smooth, well-designed ecommerce interaction.

MOBILE-FIRST DESIGN METHODOLOGY

All experiences include and incorporate mobile-first methodology.
Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>3 (Practicing)</td>
<td>We create separate desktop and mobile experiences for our site.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>5 (Leading)</td>
<td>Our roadmap and site maintenance practices are all viewed through the lens of a mobile-first strategy.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Ensure the site and creative teams are fully trained on mobile-first design practices.
2. Create playbook or site guide documents. Evolve these documents based on best practices for following mobile-first design principles in all areas of the site.

SITE SPEED PERFORMANCE

Ensure site speed performance is benchmarked and maintained by following specific practices.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We take a look when someone complains or we notice something internally.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>Once a year before a large event we analyze site speed and make changes as needed before the event.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Establish goal key performance indicators for page weight, image sizes, tagging protocols, etc.
2. Create a site playbook and train all users with roles on the site in best practices.
3. Identify front-end speed testing tools and set up regular cadence of site speed checks.
4. Review findings and implement feedback in the sprint cycle. Retrain others as needed based on outputs.
5. Gather customer feedback from all channels as it relates to site speed and research.

TEST & LEARN

Leverage A/B and other testing to measure and improve your customer-centric site management efforts.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More
### Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Identify third-party tools using your business goals and needs as a driver.
2. Implement, train, and give ownership to key resources within the organization.
3. Consistent messaging to organization via executive leadership that the organization includes testing and learning as standard operating procedure.
4. Align defined resources and tools to daily site operations, business goals, and roadmap.
5. Create a testing plan that aligns to areas and resources defined.
6. Execute tests. Use outcomes to inform other testing practices.
7. Consistently provide readouts on test results to the organization.

### CREATE NEW USER INTERFACES

Work with experience designers to build front-end shopper experiences.

#### Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>1 (Minimal)</td>
<td>The capability doesn't exist in our current organization.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>5 (Leading)</td>
<td>We have a dedicated front-end resource who works with the product manager.</td>
</tr>
</tbody>
</table>

#### Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Define a workflow process to define and support the creation of new user interfaces.
2. To help everyone understand the scope of potential changes, consider defining levels of effort. For example, use a t-shirt size system where level of effort is defined as small, medium, large, or extra large.
3. Benchmark and measure each improvement to determine and identify return on investment.

### CONTENT CREATION

The ability to write editorial content for online channels as well as search engine optimization.

#### Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More
Best Practices
To increase your business maturity for the capability, implement the recommended best practices.

1. Train your team on best practices for online copywriting.
2. Create a playbook to measure and monitor content.
3. Develop a content plan that clarifies the purpose and success metrics for each piece of content.

CAMPAIGN PLANNING
Work across departments to define and align on campaign and promotion strategy.

Capability Maturity
The minimum maturity level represents the most basic viable implementation. Learn More

Best Practices
To increase your business maturity for the capability, implement the recommended best practices.

1. Align on company business goals and key performance indicators.
2. Maintain a consistent experience by planning campaigns across all channels.

Digitize the Store Experience
Rapidly respond to customers and employees in the new normal of the digital retail store experience.

Strengthen your customer relationships by offering safe and convenient shopping experiences to shoppers. Today's customers expect stores to offer appointment booking, easy communication with associates, smooth curbside pickup, and helpful order status information. Digital solutions help customers engage in safe shopping in the present, but will continue as customers form new shopping habits.

Safeguard company health and wellbeing by taking steps to protect your employees. Work.com solutions help you review workplace readiness and keep employees, customers, partners, and communities safe and informed during the COVID-19 crisis and beyond.

Recommended Products
These products can help you engage shoppers on every channel.

- Marketing Cloud
Solutions

Get quick time to value by selecting Salesforce recommended solutions that you can implement immediately, while putting together a roadmap to build out more mature capabilities over time. To help you find solutions that your business is ready for right now, resources are divided into three levels depending on complexity.

Beginning

- Learn About Work.com Basics
- Communicate Store Changes Solution Kit
- Schedule an Appointment Solution Kit
- Integrate Your Facebook Product Data Feed
- Plan Your Reopening with Work.com (contact your Salesforce account team)

Intermediate

- Schedule an Appointment Solution Kit
- Learn About Reopening with Work.com
- Discover Work.com Solutions
- Implement Quick Start Commerce for Consumer and Essential Goods (contact your Salesforce account team)
- Implement Quick Start Commerce for Grocery and Food Service (contact your Salesforce account team)
- Implement Quick Start Commerce Curbside Pickup (contact your Salesforce account team)
- Facilitate Curbside Pickup Solution Kit
- Implement Quick Start Commerce for Channels (contact your Salesforce account team)
- See the Salesforce Care Employees and Customers Quick Start Guide

Advanced

- Implement virtual personal shopping service with Schedule an Appointment Solution Kit
- Protect Your Workforce with Contact Tracing Solutions
- Offer Buy Online, Pick Up in Store (BOPIS) Solution Kit

Contact your Success Manager or Account Executive for more information.

Marketing Capabilities

Enhance efforts to generate leads and target marketing.

Service Capabilities

Offer safe and easy communication channels to customers.
LEAD GENERATION

Develop product, promotion, value proposition content, and messages to support lead generation efforts.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>1 (Minimal)</td>
<td>High-level messaging is available, but provides limited value for lead conversion or deal progression.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>2 (Emerging)</td>
<td>Available content provides good value and impact but it is not well organized or easily accessible.</td>
</tr>
</tbody>
</table>

**Best Practices**

To increase your business maturity for the capability, implement the recommended best practices.

1. Create and groom a lead generation content backlog in partnership with sales.
2. Prioritize with input from Sales and Analytics teams.
3. Involve an experience designer to ensure that content resonates with key audiences.
4. Use an Agile content development approach.
5. Ensure that final content is uploaded, maintained, and updated regularly in the appropriate Content Management System.

DIRECT MARKETING

Use owned and operated channels and platforms, including direct mail, email, events, mobile apps, social platforms, and websites) to deliver highly coordinated, personalized marketing messages.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We &quot;batch and blast&quot;: everyone gets the same message.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>3 (Practicing)</td>
<td>Customers are divided into large groups and messages are different for each large group.</td>
</tr>
</tbody>
</table>

**Best Practices**

To increase your business maturity for the capability, implement the recommended best practices.

1. Evaluate each message at the customer level to determine go/no-go decisions.
2. Use messages to extend customer journeys based on engagement.
3. Personalize messages at the segment level using dynamic content, and at the subscriber level using personalization strings.
4. Use templates within Content Builder so that marketers can modify content without technical support.
5. Use media queries and responsive design to optimize mobile and desktop experience to drive higher engagement.
6. Use interactive email to drive engagement and conversion and collect more first party data.
PAID MARKETING

Use online and offline paid media channels to deliver personalized, coordinated marketing messages.

**Capability Maturity**

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>2 (Emerging)</td>
<td>We make basic use of retargeting, with almost no optimization or coordination with owned or earned media.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>4 (Optimized)</td>
<td>We make advanced use of retargeting and new customer targeting via lookalikes. We use somewhat personalized messages, and do some coordination with owned and earned media.</td>
</tr>
</tbody>
</table>

**Best Practices**

To increase your business maturity for the capability, implement the recommended best practices.

1. Ensure that content is aligned with the channel and audience.
2. Create audience segments and lists using first party data.
3. Upload first party data into the ad platform.
4. Retarget existing customers to drive repeat purchases.
5. Apply the ad platform’s native lookalike capabilities to acquire new customers.
6. Evolve to serving dynamic content.

**Service Capabilities**

Offer safe and easy communication channels to customers.

**CHAT CHANNEL**

Provide an engaging and personalized shopping experience by connecting customers with the right person for guidance and advice.

**Capability Maturity**

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>1 (Minimal)</td>
<td>Customers can engage with agents in real time but this capability is limited to a small part of our service or product list.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>2 (Emerging)</td>
<td>Customers complete a web form which helps agents understand the context of the request. Chat capabilities are deployed across multiple products or services. Key performance indicators have been defined for this channel.</td>
</tr>
</tbody>
</table>
Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Identify priority chat channels, and locations and products to deploy chat.
2. Organize your content to align to the right channels.
4. Enable chat.
5. Set up request routing.
6. Specify a location for chat.
7. Determine what records to link to chat.
8. Create an offline form option.
9. Deploy chat to relevant pages.

MESSAGING CHANNEL

Connect with your customers via messaging platforms such as SMS, Facebook Message, or WhatsApp.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>1 (Minimal)</td>
<td>We support just one messaging platform.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>2 (Emerging)</td>
<td>Our agents are trained to support multiple messaging channels. We have defined key performance indicators for every chat channel we support.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Identify priority chat channels, and locations and products to deploy messaging.
2. Organize your content to align to the right channels.
4. Create and assign messaging permission sets.
5. Set up messaging channels.
6. Set up channels and routing.
7. Create auto-response messages and quick texts.
8. Test and deploy.

VIDEO CHAT CHANNEL

Engage face-to-face with your customers to provide a unique and personal experience on any device.
Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>1 (Minimal)</td>
<td>We’ve enabled video chat for one product or line of business.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>2 (Emerging)</td>
<td>We monitor video chats for quality and have key performance indicators defined for this channel.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Identify channels, locations, and products to prioritize for video chat.
2. Organize your content to align with the right channels.
4. Set up video chat.

CHATBOTS

Enable chatbots to deflect the most frequent support requests and improve agent workload.

Capability Maturity

The minimum maturity level represents the most basic viable implementation. Learn More

<table>
<thead>
<tr>
<th>Type</th>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Maturity Level</td>
<td>1 (Minimal)</td>
<td>Chat is enabled. Basic conversation is available to customers for specific products or services.</td>
</tr>
<tr>
<td>Recommended Maturity Level</td>
<td>2 (Emerging)</td>
<td>Chatbots are enabled across most services and used to answer routine questions.</td>
</tr>
</tbody>
</table>

Best Practices

To increase your business maturity for the capability, implement the recommended best practices.

1. Identify the most frequent support requests.
2. Create chat and chatbot use cases.
3. Define routing requirements.
4. Establish clear success measures, for example, bot escalation rates.
5. Identify key stakeholders within service and marketing for testing and design.
6. Configure and deploy.
7. Script chatbot dialogues and assign chatbots to the designated channel.
Understand Business Capability Maturity Levels

To achieve success in each practice area, an organization must reach defined levels of maturity. We divide business capability maturity into five levels.

**Level 1: Minimal**
- The capability doesn’t exist in the current organization or is practiced on an ad-hoc basis.

**Level 2: Emerging**
- The capability exists to a small degree, but isn’t mature or developed.

**Level 3: Practicing**
- The capability is somewhat mature and delivers consistent value.

**Level 4: Optimized**
- The capability is mostly mature and continually improved.

**Level 5: Leading**
- The capability sets the industry standard and delivers significant value.

Determining your organization’s level of business maturity helps determine your strategy for enhancing your capabilities in business scenarios.

SEE ALSO:
- Business Scenarios for Retail
- Business Scenarios for Discrete Manufacturing

Solution Architecture for Retail

Identify specific tools and resources that you need to deliver cross-cloud retail solutions for your business.

Solution architecture diagrams show you how recommended products interoperate with backend systems and how data is passed between them. Learn with Trailhead
The Salesforce B2C architecture runs on three highly scalable platforms: Salesforce, Commerce, and Marketing.

- Commerce Platform (1) is a highly scalable B2C Commerce platform for web and mobile eCommerce.

- Products built on the Salesforce Platform (2), including Sales, Service, Communities, Order Management System, Force.com applications, Tableau CRM, Customer 360 Identity, and Customer 360 Privacy Manager, run on the same physical platform and share a common data model.
  - APIs enable integration with other Salesforce and non-Salesforce platforms.
  - The Salesforce Platform can be used for customer master and consent management, or it can integrate with a third party Master Data Management system.
  - Order Management System (OMS) is a Commerce Cloud product, but it runs natively on the core Salesforce Platform.
  - Tableau CRM has direct connections to the Salesforce Platform and is best suited for Sales and Service analytics.
  - Customer 360 Identity features SSO and authentication management to ensure employees, customers, and partners sign on safely across all of your applications and systems.
  - Customer 360 Privacy Center manages data retention, rights, and actively manages consent to ensure compliance with global and local privacy and consent rules.
  - Salesforce CDP unifies and segments your marketing data, and activates to any endpoint, across messaging advertising, and personalization.

- Marketing Platform (3) is a grouping of Marketing Automation products that includes:
  - Marketing Cloud enables personalization, journey orchestration, and cross channel messaging.
  - Datorama for deep marketing analytics.
  - Interaction Studio provides real time interaction management, personalization, and AI driven recommendations.
- Social Studio provides social monitoring and interaction.
- Audience Studio is used to create complete profiles across first, second, and third-party data and to segment, and activate that data.

- MuleSoft Anypoint Platform (4) provides API management and system to system integration.
- Tableau provides business intelligence analytics.
- MuleSoft can integrate third-party systems such as Enterprise Resource Planning (ERP), Product Information Management (PIM), and Enterprise Data Warehouse (EDW) with Salesforce.

- Tableau (5) is a business intelligence platform and has direct connections to the rest of the Salesforce ecosystem.

Connectors enable the connectivity that allows cross-cloud actions required to support sophisticated use cases such as handling abandoned carts and personalized marketing recommendations.

### B2C Solution Architecture with Salesforce Connectors

Connectors are point-to-point connections provided by Salesforce that allow customer experiences to cross Marketing, Service, and Commerce platform boundaries.

Marketing Connector (1) allows the Commerce platform to initiate actions in the Marketing platform.

- Track page views, searches, product views, cart contents, and order placement.
- Manage marketing opt-ins, email subscriptions, and preferences.
- Trigger transactional email, including account creation and update messages, password recovery, customer service messages, and order confirmation.
- Sync data such as product catalogs, customer information, order details, and promotional details.
- This connector is community code and provides a development framework for customers to follow.
Service Connector (2) connects Commerce Cloud to Service Cloud. Commerce products usually initiate actions, but service products can pull data from Commerce Cloud.

- Submit cases from a storefront for anonymous or registered customers.
- Retrieve case details for a registered storefront customer from Service Cloud.
- Sync profiles of registered customers and profile-specific addresses between Commerce and Service Clouds.
- Sync order data between Commerce and Service Clouds.
- This connector is community code and provides a development framework for customers to follow.

Marketing Cloud Connect (3) connects Marketing platform products with Sales and Service Cloud products. The connector allows data to sync between clouds. It also allows Marketing Cloud products to trigger events such as emails and journeys based on Sales and Service Cloud data.

- Automatically sync data from Sales or Service Cloud to Marketing Cloud.
- Connect Journey Builder to other clouds.
- Use Sales and Service Cloud data to construct email.
- Provide Marketing Cloud email tracking data such to Sales and Service Cloud products.

Distributed Marketing (4) allows users in Sales and Service Clouds to view, personalize, and send on-brand, best practice content through Marketing Cloud.

- Use data stored in contact, lead, or person account records to address emails.
- Craft email to a segment of customers based on a list view.
- Send email about a campaign to a group of customers based on a touchpoint cadence managed by Marketing Cloud.

Social Customer Service (5) turns social network posts into case or lead records.

Heroku Connect (6) syncs data between the Heroku app platform and the core platform.

- Create a data lake.
- Build, deploy, and monitor other highly scalable customer-facing mobile and web applications.
B2C Solution Architecture with Key Use Cases

Various key use cases can be implemented through Connectors and APIs.

Use Cases Initiated from Core
- Explore Cross-Cloud Engagement Data Models
- Distributed Marketing
- Order on Behalf of a Customer

Use Cases Initiated from Commerce
- Turn Abandoned Carts into Completed Sales
- Redeem Coupons
- Personalize Marketing Recommendations
- Keep Customers in the Loop with Transactional Email
- View Order History and Cancel Orders
- Engage Customers with Conversational Commerce
- Implement Seamless Cross-Cloud Identity

Use Cases Initiated from Marketing
- Turn Social Media Posts in to Leads and Cases
- Run Conversational Campaigns with WhatsApp
- Run Conversational Campaigns with SMS
B2C Experience Solution Kits outline required products, connector considerations, and configurations to implement these key use cases.

SEE ALSO:
- Salesforce Architectural Diagrams: Quick Look
- Solution Kits for Retail and B2C
- Business Scenarios for Retail

Solution Kits for Retail and B2C

Enhance your retail business by implementing one or more solution kits. Get product recommendations, workflow details, and instructions to help you implement the solution from start to finish.

Related Content

Explore system architecture related to this solution.
- Industry Blueprint for Retail
- Reference Architecture for Retail
- Solution Architecture for Retail

Take Trailhead modules related to this solution.
- Salesforce Solution Kits: Quick Look
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

<table>
<thead>
<tr>
<th>Solution Kit</th>
<th>View in Salesforce Docs</th>
<th>Download Kit as a PDF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turn Abandoned Carts into Completed Sales</td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
<tr>
<td>Connect with shoppers who add items to their carts but don’t finish orders. Send personalized behavioral messages that encourage them to return and buy.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Redeem Coupons</td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
<tr>
<td>Offer targeted customer journeys and increase positive purchasing decisions. Increase completed purchases, personalize the experience, and track coupon usage.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Order on Behalf of a Customer</td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
<tr>
<td>Place orders on behalf of shoppers who need assistance because they can’t access the Internet or find the products they want to purchase.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personalize Marketing Recommendations</td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
<tr>
<td><strong>Solution Kit</strong></td>
<td><strong>View in Salesforce Docs</strong></td>
<td><strong>Download Kit as a PDF</strong></td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------</td>
<td>----------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>Keep shoppers interested in your products using email recommendations based on merchandise that your customers already purchased from you.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Keep Customers In the Loop with Transactional Email</strong></td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
<tr>
<td>Inform customers on the status of their orders through email while reducing call volume to your service centers. Increase storefront visits.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>View Order History and Cancel Orders</strong></td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
<tr>
<td>Enhance customer service and let your agents cancel orders. Personalize the experience by connecting Commerce Cloud and Service Cloud.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Engage Customers with Conversational Commerce</strong></td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
<tr>
<td>Provide richer customer service and drive sales when you implement live agent chat or chat bots within Commerce Cloud. Build brand loyalty, check order status, and offer extra assistance at the hands of service agents.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Implement Seamless Cross-Cloud Identity</strong></td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
<tr>
<td>Unify customer data with a single identity for each customer across your ecommerce sites and your communities. Enable one identity and give the customer visibility through the entire product catalog.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Explore Cross-Cloud Engagement Data Models</strong></td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
<tr>
<td>Improve customer loyalty by establishing a common profile for each customer across Marketing Cloud, Commerce Cloud, and Service Cloud. Determine the best system of record for each type of customer data to take advantage of out-of-the-box cloud integrations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Run Conversational Campaigns for WhatsApp</strong></td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
<tr>
<td>Link customers directly from marketing messages to a live WhatsApp chat with your agent or chatbot for any questions about the product promotion.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Run Conversational Campaigns for SMS</strong></td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
<tr>
<td>Link customers directly from marketing messages to a live SMS chat with your agent or chatbot for any questions about the product promotion.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Communicate Store Changes</strong></td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
<tr>
<td>Build trust with your customers by keeping them updated on your store policies, hours, and any changes to locations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Schedule an Appointment</strong></td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
<tr>
<td>Implement scalable processes to let shoppers schedule appointments to meet locally managed or customer-preferred social distancing preferences.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Facilitate Curbside Pickup</strong></td>
<td>View Now</td>
<td>Download PDF</td>
</tr>
</tbody>
</table>
Solution Kit

Prepare for the customer’s arrival, fulfill curbside orders, and complete fulfillment without logging in to multiple systems.

Offer Buy Online, Pick Up in Store (BOPIS)

Enable shoppers to buy products online for local store pickup through a Salesforce B2C Commerce storefront.

See Also:
- Salesforce Solution Kits: Quick Look
- Industry Blueprint for Retail
- Reference Architecture for Retail
- Solution Architecture for Retail
- Business Scenarios for Retail

Turn Abandoned Carts into Completed Sales

Connect with shoppers who add items to their carts but don’t finish orders. Send personalized behavioral messages that encourage them to return and complete a purchase.

Get Started

Explore system architecture related to this solution.
- B2C Industry Blueprint
- B2C Reference Architecture
- B2C Solution Architectures

Take Trailhead modules related to this solution.
- Salesforce Solution Kits: Quick Look
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

This solution kit helps you:
- Increase completed purchases.
• Drive gross merchandise volume (GMV).
• Give your shoppers a personalized experience when you connect Commerce Cloud and Marketing Cloud.
• Gain insights into what your shoppers want.
• Increase shopper engagement.

Required Products

• B2C Commerce Enterprise (SFRA or SiteGenesis)
• Marketing Cloud Enterprise 2.0
• Marketing Cloud Personalization Builder

Implement This Solution

Abandoned Cart Solution Workflow
Learn how data flows through the configurations to turn abandoned carts into completed sales.

Design Considerations
Keep these design considerations in mind when you turn abandoned carts into completed sales.

Connector
Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Marketing Cloud Connector for B2C Commerce to turn abandoned carts into completed sales.

Configurations
Use these configurations to turn abandoned carts into completed sales.

Abandoned Cart Solution Workflow
Learn how data flows through the configurations to turn abandoned carts into completed sales.
Understand the Workflow

1. The shopper adds items to their cart, but doesn’t check out.
2. Commerce Cloud monitors the shopper’s behavior via Collect.js and shares it with Marketing Cloud.
3. Marketing Cloud listens to the shopper’s behavior.
4. Marketing Cloud places shopper on a journey.
5. Marketing Cloud engages with the shopper using their preferred channel.
6. The shopper receives and opens an abandoned cart email.
7. Marketing Cloud sets up click tracking in email.
8. Marketing Cloud sends the shopper a different coupon or promotion if they decide not to make a purchase.
9. Marketing Cloud sends the shopper an email with the purchase history if they decide to make a purchase.
Understand the Flow of Data

1. Collect the catalog, product, order, and customer data feeds from the B2C Commerce staging and production environments.
2. Move the data to the Marketing Cloud SFTP server so that Marketing Cloud consumes it on a schedule.
3. Use B2C Commerce data in Marketing Cloud via data extensions during the authoring of email templates, creation of journeys, and development of personalized product recommendations.
4. Extend the B2C Commerce storefront by replacing its email functions with the Marketing Cloud Connector’s trigger-send features. Implement Marketing Cloud Connector customizations to trigger transactional emails for common storefront scenarios.
5. Implement the Marketing Cloud collect.js through the storefront by using the Connector’s reference implementation. This lets Predictive Intelligence handle abandonment scenarios targeting search, cart, and checkout. To implement behavioral monitoring, ensure that Predictive Intelligence is licensed as part of Marketing Cloud.
6. Use the shopper behavioral data collected from collect.js to drive behavioral messaging, personalization, and segmentation in Marketing Cloud.

Functionality Considerations
- License Personalization Builder as part of Marketing Cloud to use collect.js.
- The Marketing Cloud Connector enables email authoring via Marketing Cloud’s Email Studio (instead of the developer storefront template model supported by B2C Commerce Enterprise).
- The connector enables transactional email delivery that Commerce Cloud triggers and Marketing Cloud generates.
- The connector supports delivery of Commerce Cloud-driven data feeds to Marketing Cloud through SFTP (customers, catalogs, and orders).
- Use data feeds that Marketing Cloud consumes to shape email content, including storefront product recommendations.
- A collect.js storefront implementation can monitor storefront shopper behavior and trigger email content for abandoned cart scenarios using Personalization Builder in Marketing Cloud.
- Extend the storefront to rebuild the customer’s cart based on the cart definition from Marketing Cloud.

Performance Considerations
- Plan your Commerce Cloud data feed consumption to support your expected volume and Marketing Cloud use cases.
- Limit data imported via the connector feed framework to 1 million rows per import. If your data volume exceeds 1 million rows, consider multiple imports.
• Use data extensions to import data into Marketing Cloud for only two purposes (personalization or segmentation).
• Avoid importing data into Marketing Cloud for “pre-processing” or “data-lake” activities.

Related Content

<table>
<thead>
<tr>
<th>Review this solution’s use case and purpose.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Turn Abandoned Carts into Completed Sales on page 62</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Take the next steps in this implementation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Design Considerations</td>
</tr>
<tr>
<td>• Connector</td>
</tr>
<tr>
<td>• Configurations</td>
</tr>
</tbody>
</table>

Design Considerations

Keep these design considerations in mind when you turn abandoned carts into completed sales.

Configuring the Marketing Cloud Connector Data Feeds

• To add recommendations in email from Marketing Cloud, confirm that you’ve set up the required customer, catalog, and order feeds. See the Marketing Cloud SFTP Guide.
• To generate the best recommendations, customize the catalog feed with product categorization data.
• Configure the data feeds in B2C Commerce Enterprise to deliver data to Marketing Cloud during periods of low traffic.

collect.js

• Use and extend the Marketing Cloud Connector’s collect.js reference implementation to implement behavioral monitoring on the B2C Commerce Enterprise storefront.
• Apply the reference implementation to accelerate the collect.js implementation through the storefront.
• To customize the data-layer exposed to Marketing Cloud, use the reference implementation’s configuration capabilities.

Subscription Preferences

The Marketing Cloud Connector enables customers to update their subscription preferences in Marketing Cloud via the B2C Commerce Enterprise storefront.

Catalogs

• Streaming updates isn’t efficient for large numbers of product SKUs.
• Language, currency, multi-brand support, and inventory affect the catalog feed model.
• Extend the catalog feed model to support multiple languages, brands, and currencies.

Click Tracking to Revenue

• The Marketing Cloud Einstein base capability provides core functionality to track revenue.
• Evaluate Google Analytics as a mechanism to slice and dice the data. See Google Analytics 360 Integration for Marketing Cloud.

Performance

• For best results when importing the flat file into Marketing Cloud, limit imported data-set sizes to 1 million rows.
• If your catalog includes more than 1 million SKUs, import the catalog using delta files.
Import only the data you plan to use in Marketing Cloud. Use the imported data for one of two purposes: segmentation or personalization.

If the volume or frequency of your catalog update concerns you, contact your Marketing Cloud representative or Success Manager.

Localization

To support localization, customize the Marketing Cloud Connector.

If you have different inventory for the same products, consider creating a different business unit. Contact your Marketing Cloud representative or Success Manager.

Multiple Brands

Understand what your goals are for incentives, especially with shared carts across brands, and how best to present those incentives.

Supporting Abandoned Cart with a shared cart across multiple brands increases the delivery complexity of this use case.

Consider multiple business unit licenses to ensure balanced incentives and generation of the most relevant recommendations across brands.

Related Content

Review earlier steps in this solution.

- Abandoned Cart Solution Workflow

Take the next steps in this implementation.

- Connector
- Configurations

See Also

Configuration

- Google Analytics 360 Audience Activation
- Implementing the Collect.js Tracking Code

Email, Marketing, and Streaming

- Einstein Email Recommendations
- Marketing Cloud Connector for B2C Commerce
- Marketing Cloud SFTP Guide
- Request a Quote from Marketing Cloud Professional Services
- Stream Catalog Updates Through Collect Tracking Code

Connector

Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Marketing Cloud Connector for B2C Commerce to turn abandoned carts into completed sales.

The Marketing Cloud Connector for B2C Commerce facilitates the platform customizations necessary to integrate Commerce Cloud and Marketing Cloud.
Before implementing the connector, consider conducting an environmental audit with a Marketing Cloud representative to confirm that you meet the prerequisites for the use case.

Before implementing the configurations, sign in to GitHub and set up the Marketing Cloud Connector using the GitHub repository wiki instructions. If you’re a Commerce Cloud customer or partner without access to the GitHub repository, get Unified Authentication to enable access.

**General Information About Connectors**

- Connectors are developer-enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns.
- Connectors support a core set of use cases that you can extend to support other customer-driven use cases.
- Connectors require customization and configuration in Marketing Cloud and B2C Commerce Cloud. The Commerce Cloud storefront requires customization as part of the connector integration.
- Implementation and validation require operational and administrative experience with Marketing Cloud.
- Plan your connector implementation as you would any other B2C Commerce Cloud feature by collecting requirements, capturing work tasks, and making task estimates.

**What Your Company Can Do with This Connector**

- Accelerate integration time to market for Commerce Cloud and Marketing Cloud.
- Simplify and centralize email authoring and content management.
- Improve marketing agility, efficiency, and campaign performance.
- Personalize engagement based on past purchases and shopper interactions.
- Capture revenue from cart, search, or browse abandonments by implementing storefront behavior monitoring and behavioral email delivery.
- Connect Commerce Cloud and Marketing Cloud using existing REST APIs exposed by Commerce and Marketing Clouds.
- Enable one-way sharing of customer, catalog, and order data from B2C Commerce Cloud to Marketing Cloud using the Connector’s data feed framework.
- Trigger transactional email sends from Commerce Cloud that Marketing Cloud delivers.

**Related Content**

- Review earlier steps in this solution.
  - Abandoned Cart Solution Workflow
  - Design Considerations
- Take the next steps in this implementation.
  - Configurations

**Configurations**

Use these configurations to turn abandoned carts into completed sales.

**Implement and Customize the collect.js Code in Commerce Cloud**

First, implement the `collect.js` tracking code in Commerce Cloud.
Note: For this customization work, use the Marketing Cloud Connector reference implementation of collect.js. If needed, extend the collect.js implementation.

After completing the collect.js implementation, validate the setup and behavior tracking events. Ensure that the collect.js track-cart call is operating as expected. This call sends the entire cart every time.

Set Up Catalog Importing in Marketing Cloud

Use the Marketing Cloud Connector to import a catalog with many SKUs into Marketing Cloud using the SFTP import process. For SKU imports that require constant product updates during the day, such as flash sales, configure streaming updates in Marketing Cloud to incrementally import catalog updates.

Set Up Behavioral Triggers in Marketing Cloud

Note: Use Marketing Cloud technical expertise to configure the journeys and automations necessary based on each customer's data model.

- To get started, implement Behavioral Triggers.
- Marketing Cloud Collect Tracking code listens for abandoned cart events using the behavioral data collected by the collect.js code. You can configure a custom schedule to evaluate abandonment events every one, two, or three hours.
- After the timer ends, Behavioral Triggers write an abandonment event in real time to data extensions, triggering the abandon journey.

Build an email template with the appropriate promotions for the target products (see Getting Started with Email Studio), then apply the following configurations to the template.

- Define the journey with wait periods
- Set up processes to put the customer on a journey
- Set up Marketing Cloud to listen for events based on a configured timeline
- Trigger the journey process when Marketing Cloud events are invoked

Deliver the Cart Abandonment Emails via Marketing Cloud

Author a journey in Marketing Cloud that delivers personalized abandoned cart emails to each identified customer.

- Check in Commerce Cloud to ensure that promoted products are in-stock and purchasable, for example product inventory.
- Consider blocking specific products in customer abandonment scenarios, such as sold-out products with no backorder plans.
- Use the content block functionality within Behavioral Triggers to personalize each email with abandoned items.
- Include a URL-based definition of the cart contents in all email call-to-action URLs activated by customers. Rebuild the cart using the storefront.

Note: The Marketing Cloud Connector doesn't include logic to pass the contents of the abandoned cart to Commerce Cloud. It also doesn't include logic to rebuild the cart. Customers and Partners are responsible for implementing both of these capabilities.

- Extend the storefront experience to look for the cart definition provided by the Marketing Cloud Abandoned Cart email activation link. Use the definition to rebuild the customer's cart regardless of their authentication status in the storefront.

Re-Create Carts

- Define business rules to either add products from the email to the customer's cart or to replace the cart. You can include these business rules in the rebuilding code customization for the cart.
- Configure the cart logic to verify cart inventory via the abandonment email.
- Pass the cart contents to Commerce Cloud using URL variables. Extend the storefront to support that URL schema. Use that data to rebuild the cart. Verify that the abandoned cart email template adhered to the cart definition URL Schema expected by Commerce Cloud.
• When a shopper clicks a call-to-action link in an abandoned cart email, the call-to-action link must contain the cart definition following the supported URL schema. Extend the storefront URL included in the call-to-action link to look for cart definitions in the URL and rebuild the cart if a definition is found.

**Add Einstein Email Recommendations**

• Get a licensed copy of Einstein Email Recommendations.
• Use the existing data from B2C Commerce, such as customer and order data, to generate personalized recommendations using Einstein Block in Content Builder.
• For more information, see the [Personalized Marketing Recommendations Solution Kit](#).
• See [Einstein Email Recommendations](#).

**Enable Click Tracking**

To track shoppers who click abandoned cart email links, use your own click tracking solution. You can also use click tracking to:

• Track data in Einstein to predict behavior.
• Track data and create reports using a dashboard in Marketing Cloud.
• Get insights about shopper purchases using Google Analytics 360. See [Google Analytics 360 Audience Activation](#).

**Related Content**

- Review earlier steps in this solution.
  - Abandoned Cart Solution Workflow
  - Design Considerations
  - Connector

**Redeem Coupons**

Offer targeted customer journeys and increase positive purchasing decisions. Increase completed purchases, personalize the experience, and track coupon usage.

**Get Started**

- Explore system architecture related to this solution.
  - B2C Industry Blueprint
  - B2C Reference Architecture
  - B2C Solution Architectures
Take Trailhead modules related to this solution.

- Salesforce Solution Kits: Quick Look
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

This solution kit helps you:

- Increase completed purchases.
- Give shoppers a personalized experience.
- Incorporate coupon incentives in shopper journeys.
- Track coupon usage in Marketing Cloud and gain insights into what your shoppers want.

**Required Products**

- Journey Builder and Email Studio in Marketing Cloud Enterprise 2.0
- Commerce Cloud (SFRA or SiteGenesis)

**Implement This Solution**

**Coupon Redemption Solution Workflow**
Learn how data flows through the configurations to redeem coupons.

**Design Considerations**
Keep these design considerations in mind when you redeem coupons.

**Connector**
Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Marketing Cloud Connector for B2C Commerce to redeem coupons.

**Configurations**
Use these configurations to redeem coupons.

**Coupon Redemption Solution Workflow**
Learn how data flows through the configurations to redeem coupons.
1. Commerce Cloud exports the generated coupon.
2. The exported coupons are pushed to Marketing Cloud using SFTP.
3. The coupons are imported into Marketing Cloud using a data extension.
4. Marketing Cloud data extensions retrieve the coupons created.
5. Email templates are created for the customer to use the coupon.
6. The customer engages with the coupon email.
7. The customer makes a purchase using the coupon.
8. Commerce Cloud receives the redeemed coupon data in the Order Details.
9. The coupon redemption data extension is pushed to Marketing Cloud via REST API.
10. Marketing Cloud processes the coupon to ensure it was used.
Understand the Flow of Data

1. Collect the catalog, product, order, and customer data feeds from the B2C Commerce staging and production environments.

2. Move the data to the Marketing Cloud SFTP server so that Marketing Cloud consumes it on a schedule.

3. Use Commerce Cloud data in Marketing Cloud via data extensions during the authoring of email templates, creation of journeys, and development of personalized product recommendations.

4. Extend the Commerce Cloud storefront by replacing its email functions with the Marketing Cloud Connector's trigger-send features.

5. Implement Marketing Cloud Connector customizations to trigger transactional email for common scenarios. These scenarios include Welcome Email, Order Confirmation, and Order Status Update Email.

Functionality Considerations

- We recommend that you regularly export coupons from Commerce Cloud via a scheduled process.
- Extend the Marketing Cloud Connector's data-feed framework to support coupon exports.
- It's best to import any exported coupons into a Marketing Cloud data extension.
- For coupon volumes greater than 1 million, use Commerce Cloud system-generated coupons.
- Commerce Cloud uses Marketing Cloud REST APIs to push redeemed coupon codes into a Marketing Cloud data extension after order completion.
- Use the redeemed codes within Marketing Cloud to track usage and prevent Marketing Cloud from sending reminders to customers for already redeemed coupons.
- Marketing Cloud can search for coupon redemptions that Commerce Cloud tracks using Commerce Cloud Open Commerce Data API.

Related Content

- Review this solution's use case and purpose.
  - Redeem Coupons on page 70

- Take the next steps in this implementation.
  - Design Considerations
Design Considerations

Keep these design considerations in mind when you redeem coupons.

**Coupon Generation Within a Commerce Cloud Storefront**
- To [generate coupons](#) based on the type and use case, use standard capabilities. Examples of coupon use cases include single-use, multiple-use, and qualification dependencies.
- Coupons with more than 10,000 codes perform better with [system-generated codes](#).
- Replication time slows when the total number of coupons across all sites exceeds 1 million. System-generated coupon codes don’t increase replication time with increased coupon codes.
- Export coupons and their respective codes using the `exportCoupons` and `exportCouponCodes` pipelets.

**Data Extension Within Marketing Cloud**
- Export the source coupon pool data via Commerce Cloud Business Manager. Import this data into a Marketing Cloud data extension manually as a separate activity.
- Manually export the historical collection of coupon redemptions from Commerce Cloud Business Manager. Import these redemptions into the Marketing Cloud coupon redemption data extension manually as a separate activity.
- Configure the Marketing Cloud coupon redemption data extension to support asynchronous updates via the Marketing Cloud’s [Data Events REST API](#).
- The coupon redemption data captured from Commerce Cloud includes shoppers who redeemed coupons via the storefront. Configure a separate activity to identify which coupons shoppers haven’t redeemed coupons, and drive the appropriate marketing journeys, such as coupon reminders.

**Storefront Extension to Push Redemptions to Marketing Cloud**
- Create and configure a Commerce Cloud service to push captured coupon redemptions to Marketing Cloud.
- Capture coupon redemptions by inspecting completed orders at the end of the checkout process.
- Push coupon redemptions to Marketing Cloud via the Commerce Cloud service after order processing transactions have completed.
- Audit and log service interactions to capture service call performance and failures.

**Scalability**
- If the storefront is prone to high bursts of traffic or increased coupon redemption scenarios (flash sales of many orders per second), discuss support for high traffic use-cases with your Marketing Cloud Success Manager.
- To ensure a scalable capture of coupon redemptions by Marketing Cloud, use the Asynchronous Insert Data Event REST API, which supports request queuing.

**Related Content**
- Review earlier steps in this solution.
  - Coupon Redemption Solution Workflow
- Take the next steps in this implementation.
  - Connector
See Also

- Asynchronous Call Considerations in Marketing Cloud
- B2C - Campaigns and Qualifiers Playbook
- B2C - Coupon Codes Playbook
- Coupons.xsd import and export schema
- Managing System-Generated Codes

Connector

Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Marketing Cloud Connector for B2C Commerce to redeem coupons.

The Marketing Cloud Connector for B2C Commerce facilitates the platform customizations necessary to integrate Commerce Cloud and Marketing Cloud.

Before implementing the connector, consider conducting an environmental audit with a Marketing Cloud representative to confirm that you meet the prerequisites for the use case. Also, keep in mind that triggers for Personalization Builder require a paid services engagement performed by Marketing Cloud Professional Services for every abandonment scenario and business unit combination.

Before implementing the configurations, sign in to GitHub and set up the Marketing Cloud Connector using the GitHub repository wiki instructions. Are you a Commerce Cloud customer or partner and don’t have access to the GitHub repository? If you have access to Xchange, you can get access to Github via this XChange article.

Note: For access to Salesforce B2C Commerce XChange content, talk to your Success Manager.

General Information About Connectors

- Connectors are developer-enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns.
- Connectors support a core set of use cases that you can extend to support other customer-driven use cases.
- Connectors require customization and configuration in Marketing Cloud and B2C Commerce Cloud. The Commerce Cloud storefront requires customization as part of the connector integration.
- Implementation and validation require operational and administrative experience with Marketing Cloud.
- Plan your connector implementation as you would any other B2C Commerce Cloud feature by collecting requirements, capturing work tasks, and making task estimates.

What Your Company Can Do with This Connector

- Accelerate integration time to market for Commerce Cloud and Marketing Cloud.
- Simplify and centralize email authoring and content management.
- Improve marketing agility, efficiency, and campaign performance.
- Personalize engagement based on past purchases and shopper interactions.
- Capture revenue from cart, search, or browse abandonments by implementing storefront behavior monitoring and behavioral email delivery.
- Connect Commerce Cloud and Marketing Cloud using existing REST APIs exposed by Commerce and Marketing Clouds.
Enable one-way sharing of customer, catalog, and order data from B2C Commerce Cloud to Marketing Cloud using the Connector’s data feed framework.

Trigger transactional email sends from Commerce Cloud that Marketing Cloud delivers.

**Note:** The Coupon Redemption use-case described in this solution kit is not included with the Marketing Cloud Connector. This solution kit provides guidance on how to extend the Marketing Cloud Connector to support this use-case.

### Related Content

- Review earlier steps in this solution.
  - Coupon Redemption Solution Workflow
  - Design Considerations

- Take the next steps in this implementation.
  - Configurations

### Configurations

Use these configurations to redeem coupons.

#### Configuration Steps

1. Set up a data extension in Marketing Cloud to house coupon redemptions. Set up the data extension schema to include these fields: Coupon Code, Date, OrderId, and Email.
   - The redemption represents the email address of the user who redeemed the coupon.
   - This schema adheres to how Commerce Cloud Business Manager exports coupon redemptions.
   - This behavior follows the coupon redemption schema that Business Manager exports.

2. Export the relevant historical collection of coupon redemptions from Commerce Cloud Business Manager. To use historical coupon redemption data, export the relevant and actionable coupon redemptions from Business Manager in .csv format.

3. Manually import the Commerce Cloud coupon redemption data into the newly created Marketing Cloud coupon redemption data extension.
   - This activity seeds the redemptions that are now available to Marketing Cloud.
   - Use this data extension to look up redemptions by coupon and customer.
   - Remember to prune legacy redemption data from this data extension to maintain a consistent and predictable level of performance.
   - Remove legacy data that is no longer actionable from the data extension.

4. To incrementally update the Marketing Cloud coupon redemptions data extension, create a service in Commerce Cloud.
   - Configure the service to point to your Marketing Cloud instance.
   - The service adds newly captured coupon redemptions to the coupon redemption data extension.
   - The service leverages Marketing Cloud’s Data Events API.

5. Extend the Commerce Cloud storefront to inspect completed orders for coupon redemptions.
   - Extend the checkout process to identify redeemed coupons attached to placed orders.
   - Perform this check after the order transaction has completed so that the transaction and core checkout logic is not disturbed.
6. Send the coupon redemptions to Marketing Cloud via its Data Events REST API as the redemptions are identified in completed orders.
   • This call delivers the coupon redemption information to the Marketing Cloud coupon redemption data extension.
   • Ensure that the call payload adheres to the coupon redemption data extension schema.
   • Initiate the call after Commerce Cloud processes and completes the order transaction.

7. Use the coupon redemption data extension within journeys to verify whether a coupon was redeemed.
   • Look up redemptions within the data extension by coupon code and email address.
   • For any redeemed coupons, you can alter the journey logic (Example: Do not send a coupon reminder, or send a different coupon).

Related Content

Review earlier steps in this solution.

- Coupon Redemption Solution Workflow
- Design Considerations
- Connector

Order on Behalf of a Customer

Place orders on behalf of shoppers who need assistance because they can’t access the Internet or find the products they want to purchase.

Get Started

Explore system architecture related to this solution.

- B2C Industry Blueprint
- B2C Reference Architecture
- B2C Solution Architectures

Take Trailhead modules related to this solution.

- Salesforce Solution Kits: Quick Look
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

This solution kit help you:
• Increase completed purchases.
• Give your shoppers a personalized experience when you connect Commerce Cloud and Service Cloud.
• Provide exceptional customer service experiences.
• Increase shopper engagement.

Required Products
• Commerce Cloud (SFRA or SiteGenesis)
• Service Cloud

Implement This Solution

Order on Behalf Solution Workflow
Learn how data flows through the configurations to order on behalf of a customer.

Design Considerations
Keep these design considerations in mind when you order on behalf of a customer.

Connector
Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Salesforce B2C Commerce to Service Cloud Connector to order on behalf of a customer.

Configurations
Use these configurations to order on behalf of a customer.

Order on Behalf Solution Workflow
Learn how data flows through the configurations to order on behalf of a customer.
1. The shopper contacts a service agent with an order request.
2. The agent looks up the shopper using their email address via the Service Console.
3. Service Cloud searches for any Personal Accounts associated with the shopper’s email address.
4. The agent finds the customer’s Personal Account and checks the customer’s order history.
5. Service Cloud loads the headers for each order and displays them via the service console.
6. Service Cloud requests the order details from Commerce Cloud for a given order using Open Commerce API.
7. The agent finds the order referenced by the shopper and initiates an Order on Behalf Of Session.
8. Service Cloud authenticates against Commerce Cloud using the Open Commerce API.
9. Commerce Cloud verifies that the agent has the right to place an Order on Behalf Of for a storefront shopper.
10. Service Cloud launches the storefront shopping experience for the agent with Order on Behalf Of enabled.
11. The agent shops the storefront on behalf of the shopper.
12. The agent places the order using the payment information provided by the shopper.
13. The order is placed and recorded for the specific shopper.
14. The agent confirms the order is placed with the shopper and closes the Order on Behalf Of session.
Understand the Flow of Data

Service Cloud Integration
Data Flow Walkthrough

Functionality Considerations
The Service Cloud Connector:
- Supports person accounts in the customer model in Service Cloud, but doesn't support accounts and contacts.
- Provides a collection of Lightning and Visualforce components that show customer and order information from within Service Cloud.
- Enables functionality for service agents from the customer details display in Service Cloud.
- Enables data synchronization through REST services using Service Cloud and B2C Commerce.

Implementation Considerations
The Service Cloud Connector:
- Requires an integration user with administrative rights configured in Service Cloud.
- Enables functionality by agents from the Customer Details display in Service Cloud.
- Requires a Service Cloud connected app supporting OAuth authentication.
- Register B2C Commerce as a remote site.
- Isn't available for guests or anonymous storefront shoppers. Use Order on Behalf with registered Commerce Cloud storefront person accounts.
- Lets you launch from within Service Cloud. Include the Commerce Cloud customer number and internal customer ID in the person account.

Related Content
- Review this solution's use case and purpose.
  - Order on Behalf of a Customer on page 77
- Take the next steps in this implementation.
  - Design Considerations
  - Connector
  - Configurations
Design Considerations
Keep these design considerations in mind when you order on behalf of a customer.

Registered Storefront Shoppers
When the agent launches the Order on Behalf capability, the Commerce Cloud Customer ID registers the session. The Service Cloud person account uses the Commerce Cloud Customer ID to launch the Order on Behalf capability.

Person Accounts Configuration
- The connector supports person accounts as a customer model and does not support alternate customer models (Example: accounts and contacts, and households).
- You can use alternate customer models by customizing the connector. Contact your Success Manager for support channels.

Commerce Cloud Password Reset
- Service agents need a corresponding Business Manager User Account mapped to their Service Cloud User Account via named credentials.
- Rotate Business Manager user account passwords every 90 days.

Map Custom Fields
- Use the OrderFieldMappings custom setting to map Commerce Cloud order object properties to Service Cloud order object fields.
- Use the AccountFieldMappings custom setting to map Commerce Cloud customer object properties to Service Cloud person account fields.
- Every REST call between Commerce Cloud and Service Cloud counts towards API governor limits.
- To request a governor limit increase, contact your Salesforce Account Executive.

Custom Field Mapping of Core Objects
Map only the fields for which you need data.

Related Content
- Review earlier steps in this solution.
  - Order on Behalf Solution Workflow
- Take the next steps in this implementation.
  - Connector
  - Configurations

See Also
- B2C Custom Hooks Overview
- B2C Order.xsd Salesforce XML Schema
- B2C Sample order.xml

Connector
Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Salesforce B2C Commerce to Service Cloud Connector to order on behalf of a customer.
The Salesforce B2C Commerce to Service Cloud Connector is a Salesforce Labs project that facilitates the integration between Salesforce B2C Commerce Cloud and Service Cloud. The connector provides a framework to integrate the clouds by using public REST APIs to share and sync data.

Before implementing the connector, sign into GitHub and download the Service Cloud Connector. Follow the installation instructions available from the repository ReadMe.md file. Are you a Commerce Cloud customer or partner and don’t have access to the GitHub repository? If you have access to Xchange, you can get access to Github via this XChange article.

Note: For access to Salesforce B2C Commerce XChange content, talk to your Success Manager.

General Information About Connectors

- Connectors are developer-enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns.
- Connectors support a core set of use cases that you can extend to support other customer-driven use cases.
- Connectors require customization and configuration in Service Cloud and Commerce Cloud. The Commerce Cloud storefront requires customization as part of the connector integration.
- Implementation and validation require operational and administrative experience with Service Cloud.
- Plan your connector implementation as you would any other B2C Commerce Cloud feature by collecting requirements, capturing work tasks, and making task estimates.

What Your Company Can Do with This Connector

- Share views of customers and order data between both clouds
- Offer self-service through automated case creation using the storefront
- Facilitate agent-to-customer conversations that encourage cross-sell and up-sell opportunities
- Real-time peer-to-peer data synchronization for customer, order, and case data between Commerce Cloud and Service Cloud
- Source code that allows for storefront or Service Cloud customization based on service needs
- Faster integration time to market for both clouds when specifically targeting the supported connector use cases

Related Content

- Review earlier steps in this solution.
  - Order on Behalf Solution Workflow
  - Design Considerations

- Take the next steps in this implementation.
  - Configurations

Configurations

Use these configurations to order on behalf of a customer.

These configurations let your agents place orders on behalf of shoppers using the Order Lightning components in Service Cloud and Commerce Cloud.

Note: Before starting configurations, configure the Service Cloud Connector. See the Connector section of this document for the GitHub repository wiki instructions link.
Permission Settings

- Before giving agents Order on Behalf permissions, verify that the agents are Service Cloud and Commerce Cloud users with Order on Behalf rights.
- To give the correct permissions, use "Login_On_Behalf," “Login_Agent,” and “Create_Order_On_Behalf_Of” business manager functional permissions.
- For more information about permissions, see the B2C Roles and Permissions and Functional Permissions pages.
- Define the agent account authentication settings for external systems in Service Cloud. For more information, see Store Authentication Settings for External Systems.

Lightning Page Layout

1. Add the Order Detail Visualforce component and Cancel Order Lightning components to the Order Details layout and customize them.
2. Drag the Launch Shopping Cart Lightning component to the Case and Person Account page layouts.
   - Note: You can launch Order on Behalf from the Case Detail and Person Account Detail page layouts.
3. Map the OrderFieldMapping Custom Settings to the Commerce Cloud order address fields from the Service Cloud Order object.
4. Map the Name, Billing, and Shipping fields to the appropriate object fields in Service Cloud.

Related Content

- Review earlier steps in this solution.
  - Order on Behalf Solution Workflow
  - Design Considerations
  - Connector

Personalize Marketing Recommendations

Keep shoppers interested in your products using email recommendations based on merchandise that your customers already purchased from you.

Get Started

- Explore system architecture related to this solution.
  - B2C Industry Blueprint
  - B2C Reference Architecture
  - B2C Solution Architectures
Take Trailhead modules related to this solution.

- Salesforce Solution Kits: Quick Look
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

This solution kit helps you:

- Increase storefront visits.
- Increase engagement.
- Recommend products based on individual shopping history.
- Give your shoppers a personalized experience when you connect Commerce Cloud and Marketing Cloud.

Required Products

- Marketing Cloud Enterprise 2.0
  - Personalization Builder
  - Journey Builder
  - Email Studio
- Commerce Cloud (SFRA or SiteGenesis)
  - Einstein Product Recommendations

Implement This Solution

**Personalized Marketing Recommendations Solution Workflow**

Learn how data flows through the configurations to personalize marketing recommendations.

**Design Considerations**

Keep these design considerations in mind when you personalize marketing recommendations.

**Connector**

Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Marketing Cloud Connector for B2C Commerce to personalize marketing recommendations.

**Configurations**

Use these configurations to personalize marketing recommendations.

**Personalized Marketing Recommendations Solution Workflow**

Learn how data flows through the configurations to personalize marketing recommendations.
Workflow

1. Commerce Cloud enables Recommendations.
2. Commerce Cloud implements Collect.js code.
3. Marketing Cloud implements the Predictive Intelligence Catalog.
5. Marketing Cloud builds emails using the recommendations block.
6. Marketing Cloud adds an email to the customer's journey.
7. The shopper purchases a product.
8. Commerce Cloud updates the daily order and shopper history.
9. Marketing Cloud pushes the shopper's profile data extensions with the order history.
Understand the Flow of Data

1. Collect the catalog, product, order, and customer data feeds from the B2C Commerce staging and production environments.

2. Move the data to the Marketing Cloud SFTP server so that Marketing Cloud consumes it on a schedule.

3. Use Commerce Cloud data in Marketing Cloud via data extensions during the authoring of email templates, creation of journeys, and development of personalized product recommendations.

4. Extend the Commerce Cloud storefront by replacing its email functions with the Marketing Cloud Connector’s trigger-send features.

5. Implement Marketing Cloud Connector customizations to trigger transactional email for common scenarios. These scenarios include Welcome Email, Order Confirmation, and Order Status Update Email.

Features of Integration Support

- HTTP, HTTP Form, FTP, SFTP, and SOAP service types.
- Services can include rate limits and enforce circuit-breaker time outs.
- Supports service-specific logging to capture custom events and output.
- Secure services with credentials and certificates that identify service parties and sign content to confirm that the message content is not tampered with.
- OCAPI shop APIs enable REST-based interactions to facilitate customer-facing shopping experiences.
- OCAPI data and metadata APIs enable data, asset, and management scenarios including data ingestion and continuous integration.
- Every B2C Commerce instance includes an embedded WebDAV server and client, ensuring PCI-compliant file transfers over HTTPS.

Functionality Considerations

- Service configuration options use Business Manager to include timeouts, rate limits, and circuit-breaker thresholds.
- Services process per-service logs that can include relevant transaction and event data.
- Use technical reports in the log center to triage service frequency, execution trends, and performance characteristics.
- Examine OCAPI services using platform documentation and the OCAPI API Explorer built on the Swagger user interface.
- Assign the Documentation User role to accounts accessing the OCAPI API Explorer.
- To modify payloads before or after service processing using hook extension points, customize OCAPI resources.
- Secure data and metadata API interactions using OAuth to authenticate requests in a user context.
WebDAV access requires active SSL for all server requests, regardless of whether the client exposes storefront cartridges, import and export data, log files, security log files, or content libraries.

Related Content

- Review this solution’s use case and purpose.
  - Personalize Marketing Recommendations on page 83

- Take the next steps in this implementation.
  - Design Considerations
  - Connector
  - Configurations

Design Considerations

Keep these design considerations in mind when you personalize marketing recommendations.

**General Considerations**

- Set up Collect and Catalog for Marketing Cloud Einstein even if you import order history using the connector.
- Build recommendations using the shopper’s history data and pass the recommendations as a block image in the email.
- Use Order History data for other elements of the email.
- Let the model do its work instead of defining many filters.
- Email recommendations are different from Commerce Cloud storefront recommendations.
- Consistent recommendations are more important than matching recommendations. The goal is to use email to drive shoppers to the storefront to make a purchase.

**Catalogs**

- Streaming updates isn’t efficient for large numbers of product SKUs.
- Language, currency, multi-brand support, and inventory affect the catalog feed model.

**Click Tracking to Revenue**

- Marketing Cloud Einstein base capability provides core functionality to track revenue.
- Evaluate Google Analytics as a mechanism to slice and dice the data. See Google Analytics 360 Integration for Marketing Cloud.

**Performance**

- For best results when importing the flat file into Marketing Cloud, limit your daily product variations in SKUs to 1 million.
- If your catalog includes more than 1 million SKUs, import delta files for the catalog.
- Import only the data you plan to use in Marketing Cloud.
- If the volume or frequency of your catalog update concerns you, contact your Marketing Cloud representative or Success Manager.

**Localization**

- To support localization, customize the Marketing Cloud Connector.
- If you have different inventory for the same products, consider creating a different business unit. Contact your Marketing Cloud representative or Success Manager.

**Multiple Brands**
• Understand what your goals are for incentives, especially with shared carts across brands, and how best to present those incentives.
• Avoid using the same cart across multiple brands.
• To ensure balanced incentives across brands, consider multiple business unit licenses.

Related Content

<table>
<thead>
<tr>
<th>![Left Arrow] Review earlier steps in this solution.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Personalized Marketing Recommendations Solution Workflow</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>![Right Arrow] Take the next steps in this implementation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Connector</td>
</tr>
<tr>
<td>• Configurations</td>
</tr>
</tbody>
</table>

See Also

• B2C Custom Hooks Overview
• B2C Marketing Cloud Connector Integration Specifications
• B2C Order.xsd Salesforce XML Schema

Connector

Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Marketing Cloud Connector for B2C Commerce to personalize marketing recommendations.

The Marketing Cloud Connector for B2C Commerce facilitates the platform customizations necessary to integrate Commerce Cloud and Marketing Cloud.

Before implementing the connector, consider conducting an environmental audit with a Marketing Cloud representative to confirm that you meet the prerequisites for the use case. Also, keep in mind that triggers for Personalization Builder require a paid services engagement performed by Marketing Cloud Professional Services for every abandonment scenario and business unit combination.

Before implementing the configurations, sign in to GitHub and set up the Marketing Cloud Connector using the GitHub repository wiki instructions. Are you a Commerce Cloud customer or partner and don’t have access to the GitHub repository? If you have access to Xchange, you can get access to Github via this XChange article.

Note: For access to Salesforce B2C Commerce XChange content, talk to your Success Manager.

General Information About Connectors

• Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns.
• Connectors support a core set of use cases that you can extend to support other customer-driven use cases.
• Connectors require customization and configuration in Marketing Cloud and B2C Commerce Cloud. The Commerce Cloud storefront requires customization as part of the connector integration.
• Implementation and validation require operational and administrative experience with Marketing Cloud.
• Plan your connector implementation as you would any other B2C Commerce Cloud feature by collecting requirements, capturing work tasks, and making task estimates.
What Your Company Can Do with This Connector

- Accelerate integration time to market for Commerce Cloud and Marketing Cloud
- Simplify and centralize email authoring and content management
- Trigger transactional email from Marketing Cloud through Commerce Cloud
- Track email performance using Analytics
- Improve marketing agility, efficiency, and campaign performance
- Personalize engagement based on past purchases and shopper interactions
- Capture revenue from cart, search, or browse abandonments by implementing storefront behavior monitoring and behavioral email
- Connect Commerce Cloud and Marketing Cloud using existing REST APIs
- Enable one-way sharing of customer, catalog, and order data from B2C Commerce Cloud to Marketing Cloud

Related Content

- Review earlier steps in this solution.
  - Personalized Marketing Recommendations Solution Workflow
  - Design Considerations

- Take the next steps in this implementation.
  - Configurations

Configurations

Use these configurations to personalize marketing recommendations.

**Enable Commerce Cloud Recommendations**

This step is optional. Commerce Cloud includes its own recommendations. If you want only recommendations using email, skip this step.

**Set Up the Marketing Cloud Connector**

Configure how often to refresh the data in Marketing Cloud. Daily updates are typical for the Marketing Cloud data extension.

**Import the Product Catalog into Marketing Cloud**

Import your storefront product catalog into Marketing Cloud so that the SKUs match what’s imported from shopper orders.

**Set Up Personalization Builder**

Let the system gather data for at least 30 days to build robust shopper profiles. This data can generate personalized shopper recommendations.

**Configure Email Templates**

Set up email templates with the recommendations that come from Personalization Builder using dynamic content.
Related Content

Review earlier steps in this solution.
- Personalized Marketing Recommendations Solution Workflow
- Design Considerations
- Connector

Keep Customers in the Loop with Transactional Email

Inform customers on the status of their orders through email while reducing call volume to your service centers. Increase storefront visits.

Get Started

Explore system architecture related to this solution.
- B2C Industry Blueprint
- B2C Reference Architecture
- B2C Solution Architectures

Take Trailhead modules related to this solution.
- Salesforce Solution Kits: Quick Look
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

This solution kit helps you:
- Build trust with your shoppers.
- Keep shoppers informed and reassured.
- Inform shoppers when their orders are in process and complete.
- Let shoppers track their purchase from order to delivery.
- Increase storefront visits.
- Give your shoppers a personalized experience when you connect Commerce Cloud and Marketing Cloud.

Required Products

- Commerce Cloud (SFRA or SiteGenesis)
Implement This Solution

Transactional Email Solution Workflow
Learn how data flows through the configurations to keep customers in the loop with transactional email.

Design Considerations
Keep these design considerations in mind when you keep customers in the loop with transactional email.

Connector
Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Marketing Cloud Connector for B2C Commerce to keep customers in the loop with transactional email.

Configurations
Use these configurations to keep customers in the loop with transactional email.

Transactional Email Solution Workflow
Learn how data flows through the configurations to keep customers in the loop with transactional email.

Workflow

1. Commerce Cloud collects and exports the shopper, catalog, and order data from the B2C Commerce staging and production environments.
2. The exported Commerce Cloud data is pushed to Marketing Cloud using SFTP.
3. Data is imported into Marketing Cloud using data extensions.
4. The dependent data extensions and email templates are set up in Marketing Cloud.
5. A transaction is initiated with order placement.
6. Email trigger is fired from Commerce Cloud to Marketing Cloud, containing the order data in XML format.
7. Marketing Cloud passes the order data provided by Commerce Cloud.
8. Marketing Cloud retrieves the transactional email template and supplementary data from the custom data extensions.
9. Marketing Cloud generates the order confirmation transactional email.
Understand the Flow of Data

1. Collect the catalog, product, order, and customer data feeds from the B2C Commerce staging and production environments.
2. Move the data to the Marketing Cloud SFTP server so that Marketing Cloud consumes it on a schedule.
3. Use Commerce Cloud data in Marketing Cloud via data extensions during the authoring of email templates, creation of journeys, and development of personalized product recommendations.
4. Extend the Commerce Cloud storefront by replacing its email functions with the Marketing Cloud Connector’s trigger-send features.
5. Implement Marketing Cloud Connector customizations to trigger transactional email for common scenarios. These scenarios include Welcome Email, Order Confirmation, and Order Status Update Email.

Functionality Considerations
- The configuration moves email authoring to the Marketing Cloud Email Studio. Avoid using Commerce Cloud storefront templates to generate and deliver transactional email.
- Enable transactional email delivery triggered in Commerce Cloud and generated in Marketing Cloud.
- The configuration delivers Commerce Cloud-driven data feeds to Marketing Cloud using SFTP (customers, catalogs, and orders).
- Inform email content and product recommendations using data feeds that Marketing Cloud consumes.
- Using Commerce Cloud data with Audience Builder can require a services engagement with an Audience Builder expert.

Performance Considerations
- To support your expected data volume, architect Commerce Cloud data feed consumption by Marketing Cloud.
- Extend Commerce Cloud data feeds to include other data sets necessary to implement custom use cases.
- Follow Marketing Cloud data extension best practices. All Commerce Cloud data that Marketing Cloud imports resides in data extensions.

Related Content
- Review this solution’s use case and purpose.
- Keep Customers in the Loop with Transactional Email on page 90
Take the next steps in this implementation.

• Design Considerations
• Connector
• Configurations

Design Considerations
Keep these design considerations in mind when you keep customers in the loop with transactional email.

Catalogs
• Streaming updates isn’t efficient for large numbers of product SKUs.
• Language, currency, multi-brand support, and inventory affect the catalog feed model.
• Languages, currencies, and brands supported in the storefront impact the catalog feed model.
• Extend all Commerce Cloud data feeds to include every locale, currency, and brand in a given implementation.

Data Extensions
• The order confirmation email template uses the supplemental data extension ShippingMethods to retrieve labels and descriptions for shipping methods used by an order.
• Seed this data extension with all supported Commerce Cloud storefront shipping methods.

Triggers for Order Confirmation
• Replace your legacy email delivery logic for order confirmation with the Marketing Cloud Connector hook implementation.
• Include the order details for the confirmation email in the hook message used to invoke the Marketing Cloud trigger.

Related Content

Review earlier steps in this solution.

• Transactional Email Solution Workflow

See Also
Configuration B2C Marketing
• B2C Custom Hooks Overview
• B2C Order.xsd Salesforce XML Schema
• B2C Marketing Cloud Connector: Connector Documentation
• B2C Marketing Cloud Connector: Connector Overview

Email, Marketing, and Streaming
• Einstein Email Recommendations
Connector

Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Marketing Cloud Connector for B2C Commerce to keep customers in the loop with transactional email.

The Marketing Cloud Connector for B2C Commerce facilitates the platform customizations necessary to integrate Commerce Cloud and Marketing Cloud.

Before implementing the connector, consider conducting an environmental audit with a Marketing Cloud representative to confirm that you meet the prerequisites for the use case. Also, keep in mind that triggers for Personalization Builder require a paid services engagement performed by Marketing Cloud Professional Services for every abandonment scenario and business unit combination.

Before implementing the configurations, sign in to GitHub and set up the Marketing Cloud Connector using the GitHub repository wiki instructions. Are you a Commerce Cloud customer or partner and don’t have access to the GitHub repository? If you have access to Xchange, you can get access to GitHub via this XChange article.

Note: For access to Salesforce B2C Commerce XChange content, talk to your Success Manager.

General Information About Connectors

- Connectors are developer-enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns.
- Connectors support a core set of use cases that you can extend to support other customer-driven use cases.
- Connectors require customization and configuration in Marketing Cloud and B2C Commerce Cloud. The Commerce Cloud storefront requires customization as part of the connector integration.
- Implementation and validation require operational and administrative experience with Marketing Cloud.
- Plan your connector implementation as you would any other B2C Commerce Cloud feature by collecting requirements, capturing work tasks, and making task estimates.

What Your Company Can Do with This Connector

- Accelerate integration time to market for Commerce Cloud and Marketing Cloud
- Simplify and centralize email authoring and content management
- Trigger transactional email from Marketing Cloud through Commerce Cloud
- Track email performance using Marketing Cloud Analytics
- Improve marketing agility, efficiency, and campaign performance
- Personalize engagement based on past purchases and shopper interactions
- Connect Commerce Cloud and Marketing Cloud using REST APIs
- Enable one-way sharing of customer, catalog, and order data from B2C Commerce Cloud to Marketing Cloud

Related Content

Review earlier steps in this solution.
- Transactional Email Solution Workflow
- Design Considerations
Configurations

Use these configurations to keep customers in the loop with transactional email.

Set Up SFTP in Marketing Cloud

- SFTP integrates the customer, catalog, content, and order data feeds from Commerce Cloud.
- Set up multiple export processes to support these and other Commerce Cloud data sets.
- Commerce Cloud data sets persist in Marketing Cloud through data extensions.
- For retailers, configure the data feeds in Commerce Cloud to deliver data to Marketing Cloud during periods of low traffic.

Configure Product Catalog Import in Marketing Cloud

- To ensure that the products represented in marketing communications align with your catalog definitions, regularly import the storefront catalog.
- Generate product recommendations from your catalogs.

Configure Email Templates in Marketing Cloud

Configure email templates to use Commerce Cloud data for each supported template type.

Set Up Triggers in Commerce Cloud

- Customize the storefront and replace B2C Commerce Cloud generated order confirmation logic with the triggered Send API call to Marketing Cloud (following the connector standards).
- Implement SFRA.
- Implement SiteGenesis.

Configure Email Templates

- The Marketing Cloud Connector supports multiple transactional email templates beyond the order confirmation and status use-cases.
- Extend email templates to use product recommendations that Marketing Cloud Einstein generates.
- For more information on setting up personalized recommendations in email templates, review the Personalized Marketing Recommendation Solution Kit.

Related Content

Review earlier steps in this solution.

- Transactional Email Solution Workflow
- Design Considerations
- Connector

View Order History and Cancel Orders

Enhance customer service and let your agents cancel orders. Personalize the experience by connecting Commerce Cloud and Service Cloud.
Get Started

Explore system architecture related to this solution.
- B2C Industry Blueprint
- B2C Reference Architecture
- B2C Solution Architectures

Take Trailhead modules related to this solution.
- Salesforce Solution Kits: Quick Look
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

This solution kit helps you:
- Provide exceptional customer service experiences.
- Meet your shoppers’ customer service needs.
- Increase engagement with Customer Service.
- Give storefront shoppers a personalized experience when you connect Commerce Cloud and Service Cloud.

Required Products
- Commerce Cloud (SFRA or SiteGenesis)
- Service Cloud
- Mainstreet OMS for advanced order management use cases (optional)

Implement This Solution

View Order History and Cancel Orders Solution Workflow
Learn how data flows through the configurations to view order history and cancel orders.

Connector Design Considerations
Keep these design considerations in mind when you view order history and cancel orders.

Connector
Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Salesforce B2C Commerce to Service Cloud Connector to view order history and cancel orders.
Connector Configurations
These configurations help you implement the required permissions using Service Cloud and the Commerce Cloud Order View and Cancellation Lightning components.

Customer 360 Data Manager Solution Architecture
Discover how use cases map to solutions with a visual illustration. See how recommended products integrate with back end systems and how data is passed between them when you view order history and cancel orders.

Customer 360 Data Manager Required Products and Workflow
See required products and learn how data flows through the configurations to view order history and cancel orders.

Customer 360 Data Manager Design Considerations
Keep these design considerations in mind when you view order history and cancel orders.

Customer 360 Data Manager
Use Customer 360 Data manager’s Data Federation Service to connect Commerce Cloud and Service cloud to view order history and cancel orders.

Customer 360 Data Manager Configurations
Use these Customer 360 Data Manager configurations to view order history in Service Console.

View Order History and Cancel Orders Solution Workflow
Learn how data flows through the configurations to view order history and cancel orders.
**Workflow**

1. The shopper contacts customer service with an order request.
2. A service agent looks up the shopper using an email, order number, or first and last name.
3. Service Cloud searches for any accounts associated with the customer’s information.
4. The service agent locates the customer’s account and inspects their order history.
5. Service Cloud loads the headers for each order in the customer’s account history and displays them via Service Console.
6. Commerce Cloud pulls the details for all of the listed orders using Open Commerce API.
7. The service agent identifies the order the customer inquired about and initiates a cancel order request.
8. Service Cloud authenticates against Commerce Cloud using Open Commerce API.
9. Commerce Cloud verifies that the service agent has the rights to cancel on behalf of the customer.
10. Once the agent’s rights to cancel have been verified, the agent cancels the order.
11. Commerce Cloud then records the canceled order for the customer.
12. The service agent confirms that the order has been canceled and closes the session with the customer.
13. The customer receives an order cancellation email.

**Understand the Flow of Data**

1. The shopper contacts customer service with an order request.
2. A service agent looks up the shopper using an email, order number, or first and last name.
3. Service Cloud searches for any accounts associated with the customer’s information.
4. The service agent locates the customer’s account and inspects their order history.
5. Service Cloud loads the headers for each order in the customer’s account history and displays them via Service Console.
6. Commerce Cloud pulls the details for all of the listed orders using Open Commerce API.
7. The service agent identifies the order the customer inquired about and initiates a cancel order request.
8. Service Cloud authenticates against Commerce Cloud using Open Commerce API.
9. Commerce Cloud verifies that the service agent has the rights to cancel on behalf of the customer.
10. Once the agent’s rights to cancel have been verified, the agent cancels the order.
11. Commerce Cloud then records the canceled order for the customer.
12. The service agent confirms that the order has been canceled and closes the session with the customer.
13. The customer receives an order cancellation email.
Functionality Considerations

The Service Cloud Connector:

- Supports PersonAccounts as the customer model in Service Cloud.
- Does not natively support Accounts and Contacts, Households, or multi-brand customer models.
- Enables the synchronization of registered Commerce Cloud customer profile and address book data with associated Service Cloud PersonAccounts.
- Provides a collection of Lightning and Visualforce components that display customer and order information from within Service Cloud.
- Enables Order on Behalf of (OOBO) functionality for service agents from the customer and case detail displays in Service Cloud.
- Enables data synchronization between Commerce and Service clouds through REST Services exposed and used by the connector.
- Extend the storefront to enable data synchronization with Service Cloud at strategic transaction points (customer registration, profile updates, order placement, and case creation).
- Supports the persistence of Commerce Cloud order line item, shipment, and payment information in Service Cloud.

Implementation Considerations

The Service Cloud Connector:

- Requires an integration user with administrative rights configured in Service Cloud.
- Requires a Service Cloud connected app supporting OAuth authentication.
- Requires a Service Cloud Order layout configured with the Connector Lightning components so that agents can view order details and cancel orders.
- Lets you register Commerce Cloud as a remote site with the CORS and trusted site designations.
- Handles only JIT data synchronization. Use a separate process to handle bulk updates, mass customer, and order data migrations.

Related Content

- Review this solution’s use case and purpose.
  - View Order History and Cancel Orders on page 95
- Take the next steps in this implementation.
  - Connector Design Considerations
  - Connector
Connector Design Considerations

Keep these design considerations in mind when you view order history and cancel orders.

Order Cancellation Scenarios

- We recommend implementing a buyer’s remorse period, which lets agents cancel orders in Commerce Cloud before they get to the OMS and fulfillment workflow. You can give shoppers a set number of minutes to cancel orders using self-service or a service agent.
- We recommend limiting the buyer’s remorse period time frame to the elapsed time between an order placement in Commerce Cloud and OMS workflow ingestion.
- Commerce Cloud supports order cancellation when an order’s status is new, open, or completed.
- Marketing Cloud customers can include a cancel order call-to-action in the order confirmation email. You can use this call-to-action to trigger the order cancellation via the Commerce Cloud storefront.
- We recommend against implementing Order Cancelation from within the OMS workflow, because it’s complex and beyond the scope of this solution kit.

Supported Customer Models

- By default, the connector supports PersonAccounts as a customer model within Service Cloud.
- When a customer registers in Commerce Cloud, it creates a PersonAccount representing that customer in Service Cloud.
- As that profile changes in Commerce Cloud, the associated PersonAccount in Service Cloud syncs. Changes to the PersonAccount can also sync to Commerce Cloud.
- All cases and orders created in Service Cloud associate to this PersonAccount, giving a single view of the customer’s transaction history.
- The connector does not support alternative customer models. This includes accounts and contacts, households, and multi-brand models.
- To support these alternative customer models, customize the connector.

Manage Service Agent Accounts

- To support the connector order use-cases, service agents have corresponding Commerce Cloud Business Manager user accounts.
- The Commerce Cloud Business Manager accounts support the connector’s order cancel, order details, and order-on-behalf-of use-cases.
- Each Service Cloud agent account has its Commerce Cloud Business Manager account mapped using named credentials.
- Rotate Business Manager user account passwords every 90 days.
- Make these password changes in Commerce Cloud and apply them to the named credentials associated to each Service Cloud agent’s account.

Customize Cross-Cloud Field Mappings

- Configure the customer and order properties synced between Commerce Cloud and Service Cloud using the fieldMapping custom settings in Service Cloud.
- Use these objects to define which Commerce Cloud object properties map to corresponding Service Cloud object fields.
- FieldMapping custom setting objects correspond with Service Cloud PersonAccount (AccountFieldMapping) and Order (OrderFieldMapping) objects.
- As you define new field mappings, add these custom fields to their corresponding Service Cloud objects.
• For fields relevant to the customer experience, map them across Commerce Cloud and Service Cloud.

**Service Cloud Org Constraints**

• The connector syncs order, line-item, shipment, and payment details from Commerce Cloud to Service Cloud. This data resides in custom objects within Service Cloud.

• Overall Service Cloud storage increases based on Commerce Cloud order volume and increased storage usage.

• The connector integration is REST API-based. Every REST API connector request to and from Service Cloud is subject to Salesforce API governor limits.

• Know your storage allocation and API governor limits enforced within your org. To request limit increases, contact your Account Executive.

**Related Content**

| ← | Review earlier steps in this solution. |
|   | • View Order History and Cancel Orders Solution Workflow |

| → | Take the next steps in this implementation. |
|   | • Connector |
|   | • Connector Configurations |

**See Also**

**B2C Commerce**

• B2C Custom Hooks Overview
• B2C Order.xsd Salesforce XML Schema
• B2C Sample order.xml
• Commerce Cloud Open Commerce Data API Resources
• Commerce Cloud Open Commerce Shop API Resources

**Service Cloud**

• Salesforce Named Credentials Overview
• Salesforce Person Accounts Overview
• Service Cloud Connector Installation Documentation
• Setting Up Person Accounts: Installation Guide
• Mulesoft Accelerator for Connecting Service Cloud with OMS

**Connector**

Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Salesforce B2C Commerce to Service Cloud Connector to view order history and cancel orders.

The Salesforce B2C Commerce Service Cloud Connector is a Salesforce Labs project that facilitates the integration between Salesforce B2C Commerce and Service clouds. The connector provides a development framework that accelerates integration using public REST APIs to share and synchronize Commerce Cloud customer and order data.
Before implementing the connector, sign into GitHub and download the Service Cloud Connector. Follow the installation instructions available from the repository ReadMe.md file.

Are you a Commerce Cloud customer or partner and don’t have access to the GitHub repository? If you have access to Xchange, you can get access to Github via this Xchange article.

**Note:** For access to Salesforce B2C Commerce XChange content, talk to your Success Manager.

**General Information About Connectors**

- Connectors are developer-enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns.
- Connectors support a core set of use cases that you can extend to support other customer-driven use cases.
- Connectors require customization and configuration in Service Cloud and Commerce Cloud. The Commerce Cloud storefront requires customization as part of the connector integration.
- Implementation and validation require operational and administrative experience with Service Cloud.
- Plan your connector implementation as you would any other B2C Commerce Cloud feature by collecting requirements, capturing work tasks, and making task estimates.

**What Your Company Can Do with This Connector**

- Accelerate integration time to market for Commerce Cloud and Service Cloud.
- Get a shared view of customers and order data between Commerce and Service clouds.
- Provide self-service through automated case creation from the storefront.
- Convert service interactions into cross-sell and up-sell opportunities through order on behalf of during agent-to-customer conversations.
- Support real-time, peer-to-peer data synchronization for customer, order, and case data between Commerce Cloud and Service Cloud.
- Customize the Commerce Cloud and Service Cloud experiences by extending your use cases and implementing new ones.

The key difference between the Service Cloud Connector and Customer 360 Data Manager is that Data Manager presents information to the user in real time and the connector syncs it to Service Cloud.

**Related Content**

- View Order History and Cancel Orders Solution Workflow
- Connector Design Considerations

**Connector Configurations**

These configurations help you implement the required permissions using Service Cloud and the Commerce Cloud Order View and Cancellation Lightning components.

**Note:** Before configuring the connector, review the installation documentation available via Github.
Agent Permission Settings

- Each agent with Order Cancel capabilities requires a corresponding Commerce Cloud Business Manager account with Agent permissions.
- The functional permissions agents require include Login_On_Behalf, Login_Agent, and Create_Order_On_Behalf_Of.
- For more information about permissions, see the B2C Roles and Permissions and Functional Permissions pages.
- Agent-specific Commerce Cloud Business Manager credentials attach to Service Cloud Agent accounts through named credentials.
- Rotate Commerce Cloud Business Manager credentials every 90 days. Keep these named credentials in Service Cloud synced on the 90-day schedule.

Order Details Lightning Page Layout

Configure the Service Cloud Order Details Lightning page layout with connector components.

2. In the component palette, locate the SCCOrderRefreshComponent from the custom component list. This component enables the on-demand synchronization of order details between Commerce and Service clouds.
3. Drag the SCCOrderRefreshComponent onto the Order details page layout to a location accessible by Service Agents.
4. In the component palette, locate the SCCCancelOrderComponent from the custom component list. This component lets agents cancel orders within a "buyer's remorse" window.
5. Drag the SCCCancelOrderComponent onto the Order details page layout and place it above the SCCOrderRefreshComponent.
6. In the component palette, locate the Visualforce component. This component shows the latest order line items data from Commerce Cloud.
7. Drag the Visualforce component onto the Order details page layout. Select the Visualforce page name SCCOrderDetails to enable the order line items listing in the page payout.

Note: Keep Commerce Cloud order details and status current to reflect order status in Service Cloud. If Commerce Cloud is not the system of record for orders, consider integrating Service Cloud with your order management system (OMS) to deliver accurate order status.

To see how to best integrate Service Cloud with OMS, please see the best practices with Mulesoft Accelerator around Service Cloud use cases here.

Order-Related Custom Objects

- The connector includes custom objects that represent order line items, shipment, and payment information in Service Cloud.
- These objects populate with Commerce Cloud order data when an order syncs between Commerce Cloud and Service Cloud.
- List views representing these objects attach to an Order details layout. This lets agents view an extra level of order detail from Service Cloud.

Note: Maintaining the order line item, shipment, and payment information in Service Cloud increases org storage and billing. For questions on storage limits, contact your Account Executive.

Related Content

Review earlier steps in this solution.

- View Order History and Cancel Orders Solution Workflow
- Connector Design Considerations
- Connector
Customer 360 Data Manager Solution Architecture

Discover how use cases map to solutions with a visual illustration. See how recommended products integrate with back end systems and how data is passed between them when you view order history and cancel orders.

Related Content

- Review this solution’s use case and purpose.
  - [View Order History and Cancel Orders](#) on page 95

- Take the next steps in this implementation.
  - [Customer 360 Data Manager Required Products and Workflow](#)
  - [Customer 360 Data Manager Design Considerations](#)
  - [Customer 360 Data Manager](#)
  - [Customer 360 Data Manager Configurations](#)

Customer 360 Data Manager Required Products and Workflow

See required products and learn how data flows through the configurations to view order history and cancel orders.

**Required Products**

- Commerce Cloud (SFRA or SiteGenesis)
- Service Cloud
- Customer 360 Data Manager
**Workflow**

**Related Content**

- Review earlier steps in this solution.
  - Customer 360 Data Manager Solution Architecture on page 104

- Take the next steps in this implementation.
  - Customer 360 Data Manager Design Considerations
  - Customer 360 Data Manager
  - Customer 360 Data Manager Configurations

**Customer 360 Data Manager Design Considerations**

Keep these design considerations in mind when you view order history and cancel orders.

The Case Agent sees all orders across sites via the Lightning Component.

- It doesn’t yet support requirements such as agents seeing brand-specific orders or geographical orders.
- The solution does not synchronize data in Service Cloud. It’s a real-time view of the data from Commerce Cloud.
- This solution supports both PersonAccounts and Business Contacts. The orders are at the Individual level.

**Note:** Keep Commerce Cloud order details and status current to reflect order status in Service Cloud. If Commerce Cloud is not the system of record for orders, consider integrating Service Cloud with your order management system (OMS) to deliver accurate order status.

**View Orders from your Order Management System**

- If your Commerce Cloud instance doesn’t store any customer data, you can integrate with your OMS system. Import the OMS order data into Customer 360 Data manager as an external data source. Then, re-export the Global Party ID back to OMS.
- Once the Global Party ID exists in the OMS, use the Mulesoft Accelerator to query the Global Party ID and bring back the views of all the customers orders.
Use the Commerce Cloud to Service Cloud Connector for other use cases like canceling orders or changing the customer profile. If you use the connector for these additional use cases, customize it to not bring order data from Commerce Cloud as driven by your business requirements.

**Related Content**

Review earlier steps in this solution.
- Customer 360 Data Manager Solution Architecture
- Customer 360 Data Manager Required Products and Workflow

Take the next steps in this implementation.
- Customer 360 Data Manager
- Customer 360 Data Manager Configurations

**See Also**
- Customer 360 Data Manager
- Cloud Information Model
- Mulesoft Accelerator - View Orders From OMS
- 360 Video Link for Service for Commerce

**Customer 360 Data Manager**

Use Customer 360 Data manager’s Data Federation Service to connect Commerce Cloud and Service cloud to view order history and cancel orders.

Customer 360 Data Manager uses the Data Federation Service to connect Commerce Cloud and Service Cloud. The Data Federation Service lets you query and share any of the data that’s mapped to it in the Customer 360 Data Manager.

In this scenario, it brings order history data back to Service Cloud that’s stored in Commerce Cloud. It queries all the Commerce sites that have been defined as part of the data source from Commerce Cloud.

The Data Federation Service performs these steps:

1. The client issues a query for the data
2. DFS transforms that request to tenant-specific queries
3. It queries each tenant based on how it expects the query
4. It transforms the result into a common format (CIM)
5. It returns that results back to the client

The Data Federation Service uses the meta data mapping to CIM in Customer 360 Data Manager to transform the results and make the queries.

The key difference between the Customer 360 Data Manager and the Service Cloud Connector is that Data Manager presents information to the user in real time and the connector syncs it to Service Cloud.
Customer 360 Data Manager Configurations

Use these Customer 360 Data Manager configurations to view order history in Service Console.

Generate the Global Party ID

Use Data Jobs to generate the Global Party ID using Commerce Cloud data and Orders from Commerce Cloud.

Set up external objects

Configure external objects

Activate the mapping in C360 Data Manager

The out of box mappings meet most needs. If you need custom fields, change the mapping in C360 Data Manager.

Set up the Lightning Component in Service Cloud

Set up the C360 Order History Component to view the customer order history.

Engage Customers with Conversational Commerce

Provide richer customer service and drive sales when you implement live agent chat or chatbots within Commerce Cloud. Build brand loyalty, check order status, and offer extra assistance at the hands of service agents.
Get Started

Explore system architecture related to this solution.

- B2C Industry Blueprint
- B2C Reference Architecture
- B2C Solution Architectures

Take Trailhead modules related to this solution.

- Salesforce Solution Kits: Quick Look
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

This solution kit helps you:

- Engage customers at key points of their shopping experience.
- Give customers timely self-service help.
- Prevent cart abandonment via proactive chat.
- Increase the productivity and service quality of customer service agents.
- Exceed the customer service expectations of your customers.

Required Products

- Commerce Cloud (SFRA or SiteGenesis)
- Service Cloud

Recommended

Service Cloud Connector for B2C Commerce

Other Supported Use Cases

This solution kit provides guidance on how to implement live agent chat within Commerce Cloud. The kit also explains how to support other use cases that the Service Cloud connector facilitates, including:

- Letting agents order on behalf of storefront shoppers.
- Empowering shoppers to inquire about order status.

While the Conversational Commerce use cases in this solution kit don’t require the Service Cloud connector, it gives agents extended capabilities and provides integration patterns that support new service-driven use cases.

Review these recommendations for the two use cases: Live Agent Chat and Chatbot.

<table>
<thead>
<tr>
<th>Table 1: Live Agent vs Chatbot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required Setup</td>
</tr>
<tr>
<td>Before Placing Order</td>
</tr>
</tbody>
</table>
### Implement This Solution

**Solution Architecture**
Discover how use cases map to solutions with a visual illustration. See how recommended products integrate with back end systems and how data is passed between them when you engage customers with conversational commerce.

**Conversational Commerce Solution Workflow**
Learn how data flows through the configurations to engage customers with conversational commerce.

**Design Considerations**
Keep these design considerations in mind when you engage customers with conversational commerce.

**Connector**
Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Salesforce B2C Commerce to Service Cloud Connector to engage customers with conversational commerce.

**Configurations**
Use these configurations to engage customers with conversational commerce.

### Solution Architecture
Discover how use cases map to solutions with a visual illustration. See how recommended products integrate with back end systems and how data is passed between them when you engage customers with conversational commerce.

---

<table>
<thead>
<tr>
<th>Use Case</th>
<th>Live Agent Chat (Human)</th>
<th>Chatbot (Automated)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Discount to Basket (Coupon, Order Discount, Shipping Discount)</td>
<td>Via Order on Behalf (OOBO)</td>
<td>Via APIs</td>
</tr>
<tr>
<td><strong>After Placing Order</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>View Latest Order Status</td>
<td>Via Order Object in Core</td>
<td>Query Order Object in Core</td>
</tr>
<tr>
<td>Cancel Order Within Forgiveness Window</td>
<td>Via SFCC</td>
<td>Via APIs</td>
</tr>
<tr>
<td>Change the Order</td>
<td>Custom Implementation with OMS</td>
<td>Transfer to Agent</td>
</tr>
<tr>
<td><strong>Answer Common Questions</strong></td>
<td>Via Knowledge</td>
<td>Query Knowledge</td>
</tr>
</tbody>
</table>
Conversational Commerce Solution Workflow

Learn how data flows through the configurations to engage customers with conversational commerce.

**Workflow**

**Chatbot**

1. A customer initiates a session on the store’s commerce website.
2. Commerce Cloud passes the customer’s identification and session context forward to the Live Chat Snap In.
3. The Live Chat Snap In creates a chat session in the Service Cloud chat queue.
4. The next available service agent picks up the chat session from the queue.
5. Service Cloud attaches the pre-chat variable to the Chat Transcript for reference.
6. Service Cloud then resolves the issue using the pre-chat variables and creates a case.
7. Service Cloud presents the case and Chat Transcript to the assigned service agent.
8. The service agent then executes the chat welcome script and verifies the customer.
9. A customer requests an order status.
10. The assigned service agent provides an order status via Service Cloud or an external OMS.
11. Service Cloud retrieves the order status from the external system.
12. A customer requests assistance with checkout.
13. The assigned service agent launches Order on Behalf Of the customer.

Salesforce Chat

1. A customer initiates a chat session on the store’s commerce website.
2. Commerce Cloud passes the customer’s identification and session context along to the chatbot.
3. The chatbot guides the customer’s experience and identifies the customer’s reason for engaging with the chatbot.
4. A customer requests an order status.
5. The chatbot collects the customer’s information or uses context from Commerce Cloud and queries Service Cloud.
6. A customer requests an order cancellation.
7. The chatbot collects the customer’s information or uses context from Commerce Cloud and cancels the order.
8. B2C commerce sets the order status to “canceled” via the Open Commerce API.
9. A customer requests assistance with Add Coupon.
10. The chatbot collects the customer’s information or uses context from Commerce Cloud and adds the coupon to the customer’s cart.
11. Open Commerce API calls to add a specific coupon to cart.
12. A customer requests assistance with modifying an order.
13. The chatbot prepares the case, populates the data, and places the chat request in queue.
14. Service Cloud pushes the customer’s request to the next available agent.
15. The service agent accepts the customer’s chat request.
16. Service Cloud presents the customer’s case and chat transcript to the assigned agent.

17. The agent views all of the information the chatbot has provided and initiates an order on behalf of the session.

18. The service agent views the Order on Behalf of Solution Kit.

Related Content

- Review earlier steps in this solution.
  - Solution Architecture

- Take the next steps in this implementation.
  - Design Considerations
  - Connector
  - Configurations

Design Considerations

Keep these design considerations in mind when you engage customers with conversational commerce.

Identify and Resolve Customers

- Get guidance on how to customize the pre-chat form for performing more advanced activities in the Service Cloud Chat Developer Guide. These activities include customer identification and automated record creation in Service Cloud.

- If you integrate Commerce and Service Clouds via the Service Cloud Connector, every shopper who registered or placed an order via Guest Checkout has a corresponding person account.

- Show Service Cloud how to identify and resolve the shopper’s person account when you extend the pre-chat form to use the shopper’s Commerce Cloud and Service Cloud identifiers. To perform this resolution, use the profile identifiers stored in the customer’s Commerce Cloud profile.

- Instruct Service Cloud to create a person account representing the chat customer (if one was resolved) when you extend the pre-chat form. Specify the RecordTypeId representing a person account in the pre-chat form.

Provide Order Status and Cancel Orders for Customers

- To provide Service Agents with order status and let them cancel orders on behalf of customers, see the View Order History and Cancel Orders solution kit, which explains how to use the Service Cloud Connector.

- Give customers order status or cancel orders on their behalf. A service agent performs both activities from within Service Cloud using these Service Cloud Connector features.

- To process storefront orders and place them through a fulfillment workflow, Commerce Cloud customers often use an order management system (OMS). In this scenario, integrate Service Cloud with the OMS to interact with orders.

- Review the implementation considerations in the View Order History and Cancel Orders solution kit. It supports order modification use-cases and guidance on integration with external order management systems.

Launch Proactive Chat

- Learn how to enable proactive chat invitations in the Web Chat Basics Trailhead module.

- Automate chat invitations by modifying the chat trigger to fire based on certain criteria. This includes whether a customer remains on a web page for more than a specified amount of time or the activities a customer performs on a web page.
• To set variable triggers that support automated chat invitations, use JavaScript code. Monitor storefront session length time and create a chat invitation if a shopper has items in their cart but has not entered checkout in [x] minutes when you customize the automated chat triggers.
• Prevent shopping cart abandonment by triggering a chat invitation if a shopper enters the checkout process and does not complete the checkout in [x] minutes or spends more than [x] minutes of a specific section of checkout.

Note: Use your web analytics reporting to identify pages to target as proactive chat invitation points. Analytics reports identify pages to target, estimate shopper session length, and record page-visit durations of shoppers.
• Monitor customer behavior in checkout for activities that lead to abandonment (for example, clicks to the storefront home-page icon or footer links). To pre-empt checkout abandonment, initiate a chat invitation.
• Monitor the total value of the customer’s shopping cart and customize the automated chat triggers to initiate a chat invitation if the cart value exceeds a threshold value and the customer does not enter checkout within [x] minutes.
• Learn how to customize a chat invitation and create custom chat events to initiate chat invitations in the Embedded Service for Web Developer Guide.

OOBO for Authenticated Customers
• To include adding products to cart and applying coupons or discounts to a customer’s basket, use the Service Cloud Connector’s order-on-behalf-of capabilities.
• Order-on-behalf-of via the Service Cloud Connector is available for person accounts that represent registered Commerce Cloud customer profiles.
• To be eligible for order-on-behalf-of assistance by service agents, Commerce Cloud customers must authenticate before launching a chat session.
• To include logic to resolve customers using their Commerce Cloud profile identifiers, extend the pre-chat form. To create person accounts using the Commerce Cloud customer identifiers included in the pre-chat variables, extend the form.
• Service agents can click the Launch Shopping Cart button, which the Service Cloud Connector provides from the person account that represents the chat user. This button opens an agent shopping session with access to the chat user’s shopping cart.
• Through this session, agents can adjust the customer’s cart contents, apply coupons or promotions, or assist the customer through the shopping and checkout processes.
• To empower service agents to provide agent-only discounts via coupons, customize the shopping experience. This customization can include line item-level price breaks as part of their service capabilities to customers.
• Any changes that the agent makes to the customer’s cart are visible to the customer with their next page request via the Commerce Cloud storefront.

OOBO for Anonymous Customers
• The Service Cloud Connector order-on-behalf-of capability is eligible for person accounts which represent registered Commerce Cloud customers. OCAPI supports the creation of agent-driven shopping sessions for registered customers.
• Create agent-driven anonymous shopping sessions by extending the storefront and integration with Service Cloud. OCAPI doesn’t support creating agent-driven anonymous shopping sessions.
• Enable OOBO for anonymous Commerce Cloud shopping sessions by extending the Service Cloud Connector’s authentication logic to instruct Commerce Cloud to create an agent-driven anonymous shopping session.
• The Commerce Cloud script API AgentUserMgr class contains methods to create an agent shopping session and assign a registered Commerce Cloud customer to it. Extend your storefront to support this capability and initiate it from Service Cloud.

Chatbot Design
• To provide the best customer experience, build a contextual chatbot based on customer profile and shopping cart data. Bot Builder supports rules that send customers through different dialog flows for the personalized experience.
• Design the voice and tone of the bot to match the brand. The voice and tone provide consistent branding across the webstore and the chat channel.

• Use menu- and button-based navigation and NLP to identify customer intent. In the initial rollout of a chatbot, it’s critical to have a menu that lists the bot capability. This menu helps set the right expectations for the customer, describes what the bot can do, and indicates when they transfer to a live agent.

• Build a transfer-to-agent flow in the bot as a fallback for anything the bot can’t handle. Though technically not required, we recommend that you implement Agent Chat before launching a chatbot.

• Chatbot has unlimited capacity so it can run 24-7 if configured to do so. If agents are not working 24-7, build an offline support flow so that the chat session doesn’t encounter a dead end.

• An offline support flow gathers more customer information, such as email, mobile number, and case creation. It can also notify customers that an agent will contact them during normal business hours.

• Chat may not be not responsive when bot actions include long running processes that depend on external integrations. Consider multiple timeout limits when building integrations.

• Bot actions have a 10-second system timeout. Salesforce Platform allows for as many as 10 concurrent long-running processes. A long-running process is one that runs more than 5 seconds on the platform.

• Add a timeout of 3 seconds for each API integration to prevent bot actions from becoming a long-running process. This timeout leaves 2 seconds for the rest of the bot actions in the same running context.

**Bot Interactions with Storefront Shopping Carts Via OCAPI**

Authenticate agent-driven shopping sessions using the `customer/auth Shop API resource` and connect them to registered Commerce Cloud customers via the `customer/{customerId}/auth resource`.

Interact with anonymous and registered customer shopping carts by accessing the customer’s session through the `sessions SHOP API resource`. This resource uses the dwsid and dwsecuretoken values to identify the customer’s session.

Use the `products SHOP API resource` to add or remove products from the customer’s shopping cart. Changes made to the cart are visible on the customer’s next page request.

Convert the customer’s basket to an agent basket so that service agents can apply custom line-item, order, and shipping discounts.

Use the `basket price_adjustments SHOP API resource` to apply custom line-item, order, and shipping discounts to the agent cart. These resources support custom discounts at each of these basket levels.

Assign the customer to the agent shopping cart to complete the bot interaction (required for a new agent cart).

Convert the agent basket to a storefront basket so that the agent’s basket adjustments appear for the original storefront shopper. Do this after assigning the customer to the agent shopping cart.

**Note:** Download this Postman Collection and its Environment Template for working examples of the cart interactions outlined in this section of the solution kit. The supported scenarios include interactions with anonymous, agent, and registered carts.

**Related Content**

- Review earlier steps in this solution.
  - Solution Architecture
  - Conversational Commerce Solution Workflow

- Take the next steps in this implementation.
  - Connector
  - Configurations
See Also

**Commerce Cloud**
- Commerce Cloud Supported Cookies
- OCAPI Customer Authentication
- OCAPI OAuth Authentication
- OCAPI Usage Guidance
- Open Commerce REST API: OCAPI Data API
- Open Commerce REST API: OCAPI Shop API

**Salesforce Chat**
- Available Chat Features in Embedded Chat
- Customize the Branding and Appearance of Your Chat Window
- Customize the Offline Support Form
- Customize the Pre-Chat Form
- Service Cloud Channels
- Service Cloud Chat Developer Guide
- Set Up and Customize an Automated Invitation
- Set Up and Use Quick Text
- Set Up Chat with a Guided Setup Flow
- Test Embedded Chat

**Einstein Chatbots**
- Add Prebuilt Dialogs and Customize Option Menu
- Create a Dialog, Sub-Menu, and Dialog Group
- Einstein Bots and Einstein Bots Cookbook
- Learn About Einstein Bots
- Learn the Prerequisites and Enable Einstein chatbots
- Plan Your Bot Content
- Prepare for Einstein Bots
- Set Up an Einstein Bot
- Understand Why chatbots Matter to the Contacts Center
- Write Bot Conversations Using Variables and Entities

**Connector**

Connectors are developer enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns. Use the Salesforce B2C Commerce to Service Cloud Connector to engage customers with conversational commerce.

The Salesforce B2C Commerce to Service Cloud Connector is a Salesforce Labs project that facilitates the integration between Salesforce B2C Commerce Cloud and Service Cloud. The connector provides a framework to integrate the clouds by using public REST APIs to share and sync data.
Before implementing the connector, sign into GitHub and download the Service Cloud Connector. Follow the installation instructions available from the repository ReadMe.md file. Are you a Commerce Cloud customer or partner and don't have access to the GitHub repository? If you have access to Xchange, you can get access to Github via this XChange article.

**Note:** For access to Salesforce B2C Commerce XChange content, talk to your Success Manager.

**General Information About Connectors**

- Connectors are developer-enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns.
- Connectors support a core set of use cases that you can extend to support other customer-driven use cases.
- Connectors require customization and configuration in Service Cloud and Commerce Cloud. The Commerce Cloud storefront requires customization as part of the connector integration.
- Implementation and validation require operational and administrative experience with Service Cloud.
- Plan your connector implementation as you would any other B2C Commerce Cloud feature by collecting requirements, capturing work tasks, and making task estimates.

**What Your Company Can Do with This Connector**

- Accelerate integration time to market for Commerce Cloud and Service Cloud.
- Get a shared view of customers and order data between Commerce and Service Clouds.
- Provide self-service through automated case creation from the storefront.
- Convert service interactions into cross-sell and up-sell opportunities through order on behalf of during agent-to-customer conversations.
- Support real-time, peer-to-peer data synchronization for customer, order, and case data between Commerce Cloud and Service Cloud.
- Customize the Commerce Cloud and Service Cloud experiences by extending your use cases and implementing new ones.

**Functionality Considerations**

The Service Cloud Connector:

- Supports Person Accounts as the customer model in Service Cloud.
- Does not natively support accounts and contacts, households, or multi-brand customer models.
- Enables the synchronization of registered Commerce Cloud customer profile and address book data with associated Service Cloud Person Accounts.
- Provides a collection of Lightning and Visualforce components that display customer and order information from within Service Cloud.
- Enables OOBO functionality for service agents from the customer and case detail displays in Service Cloud.
- Enables data synchronization between Commerce Cloud and Service Cloud through REST Services exposed and used by the connector.
- Extends the storefront to enable data synchronization with Service Cloud at strategic transaction points (customer registration, profile updates, order placement, and case creation).
- Supports the persistence of Commerce Cloud order line item, shipment, and payment information in Service Cloud.

**Related Content**

- Review earlier steps in this solution.
  - **Solution Architecture**
  - **Conversational Commerce Solution Workflow**
Design Considerations

Take the next steps in this implementation.

Configurations

Use these configurations to engage customers with conversational commerce. These configurations help you set up live agent chat in Service Cloud and enable the chat client in Commerce Cloud for both Salesforce Chat and Einstein Bots.

**Configure Service Cloud to Support Salesforce Chat**

Get an introduction to configuring chat on the Salesforce platform when you take the Web Chat Basics module in Trailhead. Completing this module gives you a testable instance of live agent chat. To implement Salesforce Chat via your Commerce Cloud storefront, use the test snap-in chat page that you create when you work through this module.

**Configure Einstein Chatbots to Support Self-Service**

Trailhead contains several modules which educate developers on the benefits of artificial intelligence (AI) in customer service and how to configure, create, and customize Einstein chatbots. Completing this module gives you a testable Einstein chatbot powered by your Service Cloud environment.

**Define the Shopper Identification Properties**

Both Salesforce Chat and Einstein Chatbots require customer identification through the chat experience. Define the Commerce Cloud shopper identification properties captured via pre-chat variables. Use those properties to identify the customer, their session and basket, or the storefront page where they launched the chat experience.

Commerce Cloud manages the shopper’s storefront with cookie names and values, which represent anonymous shopper properties. To identify individual shopper sessions, obtain these properties from the customer’s cookie values set by the Commerce Cloud’s storefront.

Use the customer’s session identifiers to inspect their shopping session via Commerce Cloud’s Open Commerce API (OCAPI). Obtain a session-grant via OCAPI using these dwsid and dwsecuretoken cookie values.

- **DWSID** - A cookie value that identifies the browser session.
- **DWSTID** - The site-specific identifier associates the dwsecuretoken or dwanonymous cookie value to the current storefront.
- **DWSTValue** - The token value for the dwsecuretoken or dwanonymous cookie. The dwsid cookie identifies and secures the customer’s session through https.

**Note:** If you don’t have dwsecuretoken in your browser, use the dwanonymous cookie for the DWSTID and DWSTValue properties. Otherwise, to authenticate against the shopping session, always use the dwsecuretoken cookie.

Authenticated Shopper Properties represent the internal identifiers describing the customer’s registered Commerce Cloud customer and profile system objects. These properties exist as attributes on both objects within Commerce Cloud.

**Note:** To interact with and on behalf of the customer via both cloud’s REST APIs, Commerce Cloud and Service Cloud use these customer profile identifiers.

- **CustomerNo** - The storefront-assigned customer number that represents the shopper.
- **CustomerID** - The internal Commerce Cloud identifier representing the shopper’s customer profile.
- **SFSC AccountID** - The AccountID mapped to the Service Cloud PersonAccount associated with the Commerce Cloud customer profile.
• SFSC ContactID - The PersonContactID mapped to the Service Cloud PersonAccount associated with the Commerce Cloud customer profile.

Shopper Session Properties represent the shopping session properties describing the session context, duration, and page from which the chat launched. These properties calculate at the time the pre-chat form renders.

Note: To understand the context of the user and their shopping experience, use these shopper session properties.

• IsLoggedIn - Indicates whether the shopper was logged and authenticated when the live agent chat session launched.
• PagePipeline - Describes the current storefront pipeline from which the live agent chat session launched.
• PageUrl - Represents the customer-facing storefront page URL from which the live agent chat session launched.
• BasketID - Represents the internal Commerce Cloud platform identifier for the customer’s basket.
• TimeInSession - Represents the amount of time the shopper is in their Commerce Cloud storefront session.

**Extend the Service Cloud Chat Transcript Object**

Include fields representing the defined Commerce Cloud shopper identifiers when you extend the ChatTranscript object in Service Cloud. To capture the shopper identifiers for each submitted Commerce Cloud pre-chat variable, use ChatTranscript fields.

• From Service Cloud Setup, open the Object Manager.
• Find the Chat Transcript and select the Fields and Relationships menu option.
• Add each of the identified shopper identity properties to the ChatTranscript object as custom fields.
• Note the field labels and field names that you created on the ChatTranscript object. Map these fields to the pre-chat variables through their API names.

**Extend the Chatbot Context to Include Commerce Cloud Variables**

Include chat transcript fields representing the defined Commerce Cloud shopper identifiers when you extend the list of context variables in Bot Builder. For detailed steps, see Get Web Context in the Einstein Bot Cookbook.

• Download the Bot Metadata in XML.
• Add the defined shopper identifier fields to the <contextVariables> section.
• Update the Bot Metadata with modified XML.

**Implement Order Actions in Bots**

Bot actions build dialogs in Bot Builder for the conversation experience. They also return the query results or execute the command from the bot conversation with customers. Learn about the two types of Order Actions from an “on/off” platform perspective.

• To query synchronized data on core (such as checking order status, building Flow, and SOQL query via Apex), return the result to the dialog.
• To read off platform data or perform any update, use OCAPI API. To consume OCAPI REST endpoints, for example, Cancel an Order, create Apex Bot Actions.

**Extend Commerce Cloud to Manage the Chat Experience**

Implement the Salesforce chat experience via a Commerce Cloud storefront. To manage the availability of the chat experience in Commerce Cloud, put controls in place.

Note: To manage the live agent chat configuration values and control switches, use Custom Site Preferences and preference groups.

• To organize all site preferences for managing the live agent chat experience, create a site preference group named “Chat Configuration.”.
• To enable or hide the live agent pre-chat web form, create a site preference that manages the rendering of the live agent chat experience via the storefront.
• To maintain a list of storefront pages that exclude chat, create a site preference.
Extend the Storefront to Render the Chat Experience

With the previous steps finished, you can now render a branded chat experience when you extend the storefront from within the Commerce Cloud storefront.

- Create a Commerce Cloud script that collects pre-chat variables by inspecting a customer’s session and profile before rendering the pre-chat snap-in.
- Create site preferences that abstract configuration settings of the snap-in and Service Cloud environment. These preferences enable environment-specific configurations instead of sharing one configuration among all environments.
- To render the pre-chat form variables, create a Commerce Cloud-rendering template. As a starting point, use the test pre-chat snap-in page.
- Implement the chat snap-in as a javascript file that populates the pre-chat variables on page-load. To implement this pattern, publish the pre-chat variables via the rendering template and invoke chat on page initialization.
- Embed any custom styling for branding the pre-chat snap-in in an external .css file. Avoid rendering style-sheet definitions from within the rendering template.
- To render the pre-chat variables and configuration settings, extend the storefront footer template to include the logic. Invoke the snap-in initializer when the page initializes.
- Confirm that the Commerce Cloud platform does not cache the pre-chat snap-in rendering template. Avoid caching this template because pre-chat variables are shopper-specific.
- Layer conditional logic that prevents the pre-chat snap-in from rendering within the storefront based on the configuration of live agent-specific custom site preferences.

Extend Agent Console to Include Starting Point for Order on Behalf Flow

- Retrieve customer identification credentials from the Chat Transcript when you customize the SCCShoppingCartComponent in the Service Cloud Connector.
- Evaluate whether the service agent is in the chat console when you extend the ShoppingCartAuraController. Retrieve the customer’s customer number or session cookie identifiers via an Apex query.
- Create an agent-driven shopping session for registered Commerce Cloud customers that launch chat when you use the Service Cloud Connector’s agent authentication logic.
- Commerce Cloud’s Open Commerce REST API (OCAPI) does not support creating agent-driven shopping sessions for anonymous Commerce Cloud customers. Fulfill this use case using a storefront experience customization.

Test the Chat Experience

Verify that the chat experience works as designed across Commerce Cloud and Service Cloud.

- Get an agent who belongs to the chat destination queue to log in from the Service Console and set the Omni status to available.
- Watch the embedded chat button in Commerce Cloud change from “not available” to “available.” This change verifies that the correct chat button is set on the store front.
- Verify that clicking the chat button launches the pre-chat form and a chat session.
- Disable the rendering of the pre-chat form within Commerce Cloud using the chat site preferences, and verify that it does not appear in the footer. To continue the test, re-enable the rendering of the pre-chat form.
- Verify that the agent receives the Omni notification as the chat request enters the queue. Confirm that there aren’t many other tests running that would take away the agent’s time.
- Verify that a chat session appears in the Service Console as the agent accepts the chat request.
- Within Service Cloud, verify that the anonymous and authenticated shopper identification properties appear on the page layout and chat transcript for each accepted chat session.
- Within Service Cloud, verify that each chat transcript contains the variables included in the pre-chat form. Use these variables to interact with the customer’s session.
• Verify that agents can launch the OOBO process starting in Service Cloud.

**Test the Bot Experience Across Commerce Cloud and Service Cloud**

Always start the test by disabling the bot. Follow the previous section’s steps to implement live agent chat as part of the overall bot solution.

• Enable the bot and deploy it to the chat channel. Verify that the Embedded Chat button in Commerce Cloud is still available, even if the agents are offline. This confirms that the bot deploys from the correct chat button with unlimited capacity.

• Verify that clicking the chat button launches the pre-chat form in Commerce Cloud and a chat session between the customer and bot.

• Verify that the bot receives the correct context data by executing the entire end to end test or displaying the context value in a temporary dialog.

• Verify all bot actions by executing entire order flows. Verify that the integration works by assessing the return value from OCAPI calls. Verify that the order status changed in Commerce Cloud for an order update.

• Verify the “Bot to Agent” transfer use case with an agent who logs in to Service Cloud Omni Channel. To continue the chat session with the customer, have the agent accept the chat transfer request.

• Verify that agents can review previous conversations between the bot and customer. Verify that all other data points that bots capture are correctly written to the Transcript or Case fields. Make these fields available to agents.

**Related Content**

- Review earlier steps in this solution.
- Solution Architecture
- Conversational Commerce Solution Workflow
- Design Considerations
- Connector

**Implement Seamless Cross-Cloud Identity**

Unify customer data with a single identity for each customer across your ecommerce sites and your communities. Enable one identity and give the customer visibility through the entire product catalog.

**Get Started**

- Explore system architecture related to this solution.
- B2C Industry Blueprint
- B2C Reference Architecture
- B2C Solution Architectures
Take Trailhead modules related to this solution.
- Salesforce Solution Kits: Quick Look
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

This solution kit helps you:

- Enable one identity and log in across Commerce Cloud and Experience Cloud.
- Transfer the customer to the ecommerce site without having to log in with different credentials.
- Give the customer visibility through the entire product catalog and complete orders.
- Provide better customer experience.

**Required Products**

**Product Pre-Requisites**

- Experience Cloud
- Salesforce Identity
- Commerce Cloud Digital

**License Requirement**

- Experience Cloud and Salesforce Identity

**Implement This Solution**

**Solution Architecture**
Discover how use cases map to solutions with a visual illustration. See how recommended products integrate with back end systems and how data is passed between them when you implement seamless cross-cloud identity.

**Seamless Identity Solution Workflow**
Learn how data flows through the configurations to implement seamless cross-cloud identity.

**Design Considerations**
Keep these design considerations in mind when you implement seamless cross-cloud identity.

**Configurations**
Use these configurations to implement seamless cross-cloud identity.

**Solution Architecture**
Discover how use cases map to solutions with a visual illustration. See how recommended products integrate with back end systems and how data is passed between them when you implement seamless cross-cloud identity.
Related Content

Review this solution’s use case and purpose.

- Implement Seamless Cross-Cloud Identity on page 120

Take the next steps in this implementation.

- Seamless Identity Solution Workflow
- Design Considerations
- Configurations

Seamless Identity Solution Workflow

Learn how data flows through the configurations to implement seamless cross-cloud identity.
Workflow

1. The customer requests to create a profile.
2. The customer’s profile is created in Salesforce Identity.
3. The customer’s profile is created in the Salesforce Community.
4. The customer’s profile is pre-populated in Experience Cloud.
5. The profile is passed to Commerce Cloud.
6. The profile is created in Commerce Cloud.
7. The profile is stored in Experience Cloud.
1. The customer requests to create a profile.
2. The customer’s profile is created in B2B Commerce.
3. The customer’s profile is created in the Salesforce Community.

1. A customer who has previously created a profile in Salesforce Identity visits a storefront.
2. The customer logs in. They’re authenticated by Salesforce Identity.
3. A stub profile is created in B2B Commerce.
4. B2B Commerce updates the customer’s profile.

Related Content
- Review earlier steps in this solution.
  - Solution Architecture
- Take the next steps in this implementation.
  - Design Considerations
  - Configurations

Design Considerations
Keep these design considerations in mind when you implement seamless cross-cloud identity.

Maintain One Source of Customer Information for Core and Primary Profile Information
- To minimize synchronization and migration of customer profile data, set up the primary profile in Communities.
- Establish one source for customer profiles that all integrated environments can use.
- You can pull profile information (first names, last names, and email addresses) from Experience sites via REST into a Commerce Experience. As you make profile changes in Experience Cloud, you can push changes to Commerce Cloud if a use case requires them.
- Architect a commerce experience so that you don’t edit in Commerce Cloud. You manage profiles in Communities.

Maintain Customer-Specific Profile Data That’s Accessible Across Commerce Cloud and Experience Cloud Sites
Access profile and customer shopping data from Commerce Cloud and Experience sites via their individual REST APIs.
Experience Cloud is the system of record for customer profile data, which includes:
• Individual Profile
• Authentication Credentials

Commerce Cloud is the system of record for customer shopping data, which includes:
• Address Book
• Payment Information
• Wishlists and Product Lists

**Avoid Syncing Customer Profiles Across Commerce Cloud and Experience Sites**

Synchronization and replication of customer data across Commerce Cloud and Experience sites requires custom integration. The ongoing maintenance of this integration can be costly. Ideally, a cross-cloud profile management solution isn’t dependent on this capability.

If a user changes profile data, we recommend:
• Name - Store in Experience Cloud, which Commerce Cloud references
• Address - Update to Commerce Cloud
• Email - Store in Experience Cloud, which Commerce Cloud references

**Data Migration**

When importing data across multiple systems, maintain the profile creation and modification workflows within every cloud. Confirm that every profile within Commerce Cloud and Experience Cloud includes the relevant cross-cloud identifiers.

Be aware of these considerations:
• Currently, no automated process or migration framework can facilitate customer data imports and migration between Commerce Cloud and Communities or Service Cloud.
• Avoid individual record migration strategies when using REST API-based migration. The required cycle time to execute these strategies may not meet customer expectations. To export data, use the bulk import and export capabilities of both platforms. Reconcile cross-cloud unique identifier mappings, then import the data again.
• Export customer data for Experience Cloud via Business Manager in its native XML format. After you export it, migrate the XML data to an external database to facilitate profile remediation.
• Export customer data for Experience Cloud via the Salesforce Bulk API. After you export it, migrate the customer data to an external database to facilitate profile mediation.

**Track Experience Cloud Authentication in Commerce Cloud with an Embedded Login**

When a customer authenticates via Experience Cloud but hasn’t authenticated via Commerce Cloud, evaluate the value of an embedded login.

When a user clicks the button and enters credentials in the login form, Salesforce authenticates the user. Salesforce checks the connected app to determine the type of access token to grant.
Salesforce sends the access token to the callback.

The callback uses the access token to pull the user’s information from Salesforce and cache it locally.

The onlogin function determines which information to display to the user.

If the website requires ongoing interaction with Salesforce after authentication, the connected app maintains a connection between the web page and the Salesforce Experience site.

**Retrieve Commerce Cloud Data from Experience Cloud Using Open Commerce APIs**

Communities doesn’t use all Commerce Cloud data objects (for example, wish lists, product lists, and payment information). Every Experience site user has a profile that lives in Commerce Cloud. The Open Commerce API accesses and manages this data.

**Data Migration Strategy**
When importing data across multiple systems, maintain profile creation and modification workflows within every cloud. That way, you include the relevant cross-cloud identifiers in every profile.

Be aware of these considerations.

- Salesforce doesn’t yet offer automated processes or migration frameworks to facilitate customer data imports and migration between Commerce Cloud and Salesforce Experience sites or Service Cloud.
- Avoid individual record migration strategies when using REST API-based migration. The cycle time required to execute these strategies might not meet customer expectations. To export data, use the bulk import and export capabilities in Commerce Cloud and Experience Cloud. Reconcile cross-cloud unique identifier mappings, then import the data again.
- Export customer data for Experience Cloud using Business Manager in its native XML format. After you export it, migrate the XML data to an external database to facilitate profile remediation.
- Export customer data for Experience Cloud using the Salesforce Bulk API. After you export it, migrate the customer data to an external database to facilitate profile remediation.

The type of migration you perform impacts mediation. The implementation and cloud products you select affect the customer profile mediation and migration approach.

Profile mediation requires you to:

- Confirm whether you have customer profile representation in Experience Cloud and Service Cloud. If so, retrieve the UserID, PersonAccount AccountID, and ContactID. Decorate the Commerce Cloud profile with this data.
- Set up the PersonAccount with the Commerce Cloud Login, CustomerNo, and internal CustomerID.

Related Content

- Review earlier steps in this solution.
  - Solution Architecture
  - Seamless Identity Solution Workflow
- Take the next steps in this implementation.
  - Configurations

See Also

- Experience Cloud Sites as an Identity Provider (requires Commerce Cloud XChange account)
- Configuring and Implementing OAuth2 Providers
- Create a Branded Login Page
- How to Implement Embedded Login

Experience Cloud Trailhead

- Experience Cloud Basics
- Engage with Your Customers
- Engage with Your Employees
- Engage with Your Partners
- Get Started with Experience Cloud

Identity Trailhead
• Connect to Individual Customers
• Create a Self-Registration Page
• Customize Your Login Process with My Domain
• Get to Know Salesforce Identity
• Get to Know Salesforce Identity Users
• Identity Basics
• Identity for Customers
• Learn the Language of Identity
• Prepare Your Org for Customer 360 Identity
• Secure Your Users’ Identity
• Set Up a Experience Cloud for Customer 360 Identity
• Set Up Single Sign-On for Your Internal Users
• Set Up Social Sign-On
• User Authentication
• Use Salesforce Identity Beyond Your Internal Org

Configurations

Use these configurations to implement seamless cross-cloud identity.

Salesforce Experience Cloud Setup

Use the person or contact account to set up Experience Cloud members.

• The Commerce Cloud to Service Cloud connector supports person accounts out-of-the-box. Contact accounts require some customization.

Store the customer’s core profile information in Experience Cloud.

• Customers register their profile through communities.
• When a customer chooses to register from within Commerce Cloud, a redirect sends them to the Experience Cloud registration form. They do not see registration capability in Commerce Cloud.
• The Experience Cloud registration process creates the Experience Cloud user profile.
• Upon registration, Experience Cloud invokes a remote OAuth2 authentication request to Commerce Cloud which creates the externally authenticated profile.

If Marketing Cloud is not going to be part of the use case, use Contactless Users as an Option.

• If you implement Customer 360 Data Manager, use the contact-specific record to authenticate with Commerce Cloud.

Salesforce Commerce Cloud Setup

Customers authenticate to Communities and Commerce Cloud via Salesforce Identity.

• Configure Salesforce Identity as an OAuth2 provider within Commerce Cloud.
• This setup uses a common login experience to authenticate against Commerce Cloud and Experience Cloud.
• When an authenticated customer visits the commerce experience, they authenticate via OAuth2 integration seamlessly without requesting credentials.

Commerce Cloud maintains a stub and shadow record that represents the customer.
- When a customer authenticates for the first time via OAuth2, it creates an external profile within Commerce Cloud. That profile represents the local Commerce Cloud profile for the customer.

Cross-cloud identifiers decorate customer profiles.
- Commerce Cloud includes the Experience Cloud UserID and PersonAccount Account/ContactID.
- Experience Cloud includes the Commerce Cloud CustomerNo, Login, and Internal CustomerID.

When authenticated customers visit the commerce experience, they authenticate via OAuth2 integration without having to request credentials.
- If the number of users is larger than 10 million, or greater than 1,000 logins per minute, confirm performance considerations with Salesforce Customer Support.

**Implement OAuth2 Integration Between Experience Cloud and Commerce Cloud Via Salesforce Identity**

Establish Communities as the Commerce Cloud identity provider and enable Commerce Cloud customers to authenticate against their Experience site customer profile.

In this model:
- Communities serve as the master for customer profile information.
- Commerce Cloud configures Communities as a trusted OAuth2 provider that it authenticates against.
- Customers register their profiles via Communities, then authenticate the commerce experience via OAuth2.
- The OAuth2 authentication enables the creation of a Commerce Cloud profile which is linked to the Experience site profile via the OAuth2 provided identifier.
- OAuth2 handoffs across both experiences handle seamless authenticated access between Commerce Cloud and Experience Cloud sites.
- Learn from our best practices for creating a branded login experience.

Set up Trusted System Auth in Commerce Cloud as part of the Identity and Commerce Cloud integration.

This new API is for Salesforce customers who store Commerce Cloud passwords in external systems.

The trusted auth service is specifically for system-to-system API communication. It creates a session that doesn’t require a user name or password. That’s because the Commerce Cloud and Communities systems trust each other.

Do not use this in place of authentication. You can get information from the customer number, but not authentication.
- This API endpoint lets customers with external IDP profiles manage their data from an external system. It uses the Commerce Cloud SHOP API and scopes the access to their data.

**Related Content**

- Review earlier steps in this solution.
  - Solution Architecture
  - Seamless Identity Solution Workflow
  - Design Considerations

**Explore Cross-Cloud Engagement Data Models**

Improve customer loyalty by establishing a common profile for each customer across Marketing Cloud, Commerce Cloud, and core platform clouds including Service Cloud, Sales Cloud, or Community Cloud. Determine the best system of record for each type of customer data to take advantage of out-of-the-box cloud integrations.
### Get Started

<table>
<thead>
<tr>
<th>Explore system architecture related to this solution.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• B2C Industry Blueprint</td>
</tr>
<tr>
<td>• B2C Reference Architecture</td>
</tr>
<tr>
<td>• B2C Solution Architectures</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Take Trailhead modules related to this solution.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Salesforce Solution Kits: Quick Look</td>
</tr>
<tr>
<td>• Customer 360 Guide for Retail: Quick Look</td>
</tr>
<tr>
<td>• Customer 360 Guides: Quick Look</td>
</tr>
</tbody>
</table>

The Explore Cross-Cloud Engagement Data Models solution kit helps you:

- Explore concepts for modeling data on the platform.
- Map customer business requirements and definitions to product capabilities.
- Optimize your cross-cloud implementations to achieve a 360-degree view of your customers.

Establishing the best systems of record and data integration patterns for your organization helps you:

- Apply best-in-class marketing tools for commerce transactional messaging.
- Surface email tracking and engagement views for customer service agents.

### Required Products

- Commerce Cloud (SFRA or SiteGenesis)
- Marketing Cloud Enterprise 2.0
- Sales Cloud, Service Cloud, or Experience Cloud
- Marketing Cloud Connect
- B2C Commerce to Service Connector
- B2C Commerce to Marketing Connector

### Implement This Solution

*Understand Salesforce Systems of Record*

Optimize your cross-cloud integrations by understanding which cloud is the ideal system of record for which piece of data.
Integrate Service Cloud, Marketing Cloud, and Commerce Cloud with Connectors
Connectors allow actions to be made in one cloud based on activity in another cloud.

Understand the Flow of Data
Marketing Cloud, Salesforce B2C Commerce Cloud, and Service Cloud can be connected both with Connectors and other API-based integrations.

Build a Common B2C Person Model
Salesforce lets you build a model of a person based on person accounts, on accounts and contacts together, or on a combination of accounts, contacts, and person accounts.

Use Person Model Considerations
Many objects and record types in Sales Cloud and Service Cloud include data to define people. Each of these objects has a slightly different primary purpose.

Understand Salesforce Systems of Record
Optimize your cross-cloud integrations by understanding which cloud is the ideal system of record for which piece of data.
In Salesforce, each cloud contains information about customers, but the information can differ between clouds. Determining the correct system of record for each piece of data is an important step to building highly functional cross-cloud solutions.
We recommend storing primary attributes about your customer in a core platform cloud, such as Service Cloud or Sales Cloud. Experience Cloud is also a possibility.

When Should a System Be Authoritative?
Consider these recommendations for the role of each cloud when establishing data source authority in your multi-cloud implementations.

Sales Cloud, Service Cloud, and Experience Cloud
• Primary person attributes, such as name, address, birthday, phone, and email
• Consent and compliance preferences
• Case management information, including transactions, history, and sentiment
• Recency snapshot for orders and engagement
• Subscription preference information across all channels
• Order history

Marketing Cloud
• Lifetime engagement tracking and history
• Suppression lists
• Subscription preferences
• Other data for personalization or segmentation
• Customer journey flow
• Counsel and compliance preferences

B2C Commerce Cloud
• Ecommerce transactions, including order records
• Customer product affinity
• Customer group membership aligned with ecommerce strategies
• Promotion eligibility
Heroku

While Heroku isn’t a system of record, it can tightly integrate with core platform clouds such as Sales Cloud and Service Cloud. Heroku can aggregate data such as lifetime and historic records from several source systems when building customer applications at scale. Use cases include data lakes, pre-processing, and transforming records for other clouds. As a result, Heroku as a platform can host various systems of records.

Related Content

Review this solution’s use case and purpose.
- Explore Cross-Cloud Engagement Data Models on page 128

Take the next steps in this implementation.
- Integrate Service Cloud, Marketing Cloud, and Commerce Cloud with Connectors
- Understand the Flow of Data

Integrate Service Cloud, Marketing Cloud, and Commerce Cloud with Connectors

Connectors allow actions to be made in one cloud based on activity in another cloud.

To integrate these clouds, you rely on the contact record ID as a common key.

General Information about Connectors

- Plan your connector implementation as you would any other B2C Commerce Cloud feature by collecting requirements, capturing work tasks, and making task estimates.
- The Connectors provide reusable code to accelerate point-to-point integrations between Commerce Cloud and Marketing Cloud or Service Cloud.
- In general, don’t use B2C Commerce Cloud to Service Cloud Connector as a way to load the data initially.
- To ensure back and forth data flows, pay attention to implementation considerations around primary keys between clouds. Marketing Cloud Connect requires that the contact ID in Service Cloud be the primary key.
- Connectors are developer-enablement frameworks that accelerate cross-cloud integration by providing code, configuration, and implementation patterns.
- Connectors support a core set of use cases that you can extend to support other customer-driven use cases.
- Connectors require customization and configuration in Marketing Cloud and B2C Commerce Cloud. The Commerce Cloud storefront requires customization as part of the connector integration.
- Implementation and validation require operational and administrative experience with Marketing Cloud.

Primary IDs for People

Out-of-the-box, point-to-point cross-cloud integrations:
- Use the Sales Cloud and Service Cloud contact record ID as the primary ID across the Salesforce platform.
- Marketing Cloud has a contact key in Contact Builder designed to be the cross-channel customer ID. The customer creates this ID whenever they define an audience. It happens when they configure data synchronization in Marketing Cloud Connect or use Journey Builder integrations with Sales Cloud and Service Cloud.
Email Studio (email) and Mobile Connect (SMS) register subscriber keys for their respective channels. Those applications use contact keys and subscriber keys for subscription management and identifying contacts for consent and compliance.

In B2C Commerce Cloud, CustomerID is the system-generated ID for a customer, whereas Customer.Profile.customerNo is the number that identifies customers.

Key considerations:

- Avoid using email addresses, SMS, or other channel addresses as the contact key in Marketing Cloud.
- Use a Salesforce record ID as a single unique identifier to simplify consent, compliance, and the General Data Protection Regulation (GDPR) logical model. This identifier applies across channels and clouds.
- Marketing Cloud Connect uses the contact record ID from Sales Cloud and Service Cloud to return email tracking data back into CRM.
- Set up the Commerce Cloud Customer record with the Salesforce ContactID. The B2C Commerce to Service Connector includes built-in patterns to help with this process.
- Using a Salesforce contact record ID simplifies integration with Experience Cloud and Commerce Cloud.
- If your system doesn’t require Marketing Cloud Connect functionality, you can use an external customer ID across all clouds.

Related Content

- Review earlier steps in this solution.
  - Understand Salesforce Systems of Record

- Take the next steps in this implementation.
  - Understand the Flow of Data
  - Build a Common B2C Person Model
  - Use Person Model Considerations

Understand the Flow of Data

Marketing Cloud, Salesforce B2C Commerce Cloud, and Service Cloud can be connected both with Connectors and other API-based integrations.
Commerce Cloud to Marketing Cloud Connector (Integration Development Framework)

- Engages customers via transactional messaging and personalized journeys
- Manages customer subscription preferences via the storefront
- Delivers personalized product recommendations via email messaging
- Recaptures lost revenue via abandoned cart and browse

Marketing Cloud Connect (Connector Product)

- Provides configurable options for replicating Service Cloud contact, lead, and user data (including related objects) to Marketing Cloud
- Integrates Journey Builder directly with Sales Cloud and Service Cloud records. The connector triggers journeys based on record creation and updates. It provides options for updating and creating data in Salesforce from within a journey
- Exposes customer engagement data and history to Sales Cloud and Service Cloud. Users view counts of actions, such as email opening events and clicks on a contact record page

Commerce to Service Cloud Connector (Integration Development Framework)

- Deflects high-volume and low-complexity cases with self-service
- Provides agents with updated customer profile, order, and shopping data
- Turns service interactions into upsell opportunities by placing an order on behalf of a customer
- Drives genuine conversations with shoppers in their preferred channels

Related Content

- Review earlier steps in this solution.
  - Understand Salesforce Systems of Record
  - Integrate Service Cloud, Marketing Cloud, and Commerce Cloud with Connectors
Build a Common B2C Person Model

Salesforce lets you build a model of a person based on person accounts, on accounts and contacts together, or on a combination of accounts, contacts, and person accounts.

Many B2C solutions use the person account in Salesforce.

Modeling B2C Customers in Salesforce Using Person Accounts

Benefits of person accounts:

• Combines account and contact object attributes to create an independent person without having to attach them directly to an existing business account.

• Works with core object functionality.

• Handles the mixing of B2B and B2C relationships.

• Connects a person account to a business contact via contact relationship.

Key considerations:

• Reverting from person accounts isn’t available.

• You manage contact security at the account level.

• The record appears only in account search results.

• Merging regular contacts and person accounts isn’t possible.

• Merging two site members that are person accounts isn’t possible.

• Sometimes person accounts require more data storage.

• Some AppExchange offerings aren’t compatible with person accounts.

Integration Considerations Around Person Accounts

While not obvious from the detail page, a person account is actually a combination of two records into one view:

• Contact Record - Account:PersonContactID
  
  This contact record associated with the person account contains attributes about the person. The case-insensitive, 18-digit CRM record ID for this contact record acts as the unique ID for the person across the platform behind the scenes. You connect with people, not accounts.

• Account Record - Account:ID
  
  This account object presents itself in Salesforce as a combination of contact and account fields. In the data model, the Account object (and the Contact object) contains a boolean flag that determines whether the record is a Person Account.

Use extra fields on the underlying contact record when it’s data related to people and on the account record when it’s account data. Use “No Role-Hierarchy-Based” access control.
Person Accounts and Marketing Cloud Connect

Marketing Cloud Connect has several ways to create records, including Journey Builder integrations. With both of these interfaces, Marketing Cloud Connect maps keys to contact, lead, and user records. No other objects create Marketing Cloud contacts.

Implications for person accounts:

- When you sync the contact object to Marketing Cloud, it brings both records:
  - (Business Account) Contacts (isPersonAccount = “False”)
  - (Person Account) Contacts (isPersonAccount = “True”)

- When you sync the account object to Marketing Cloud, it maps to the related contact record. Marketing Cloud Connect respects Salesforce object dependencies. It brings both records:
  - (Business) Accounts (isPersonAccount = “False”)
  - (Person) Accounts (isPersonAccount = “True”)

- Marketing Cloud Connect creates Marketing Cloud contact (subscriber) records for all Salesforce records. Avoid creating an audience in which the Marketing Cloud contact key points to a Salesforce account record ID. This duplicates and fragments Marketing Cloud contacts.

Related Content

- Review earlier steps in this solution.
  - Understand Salesforce Systems of Record
  - Integrate Service Cloud, Marketing Cloud, and Commerce Cloud with Connectors
  - Understand the Flow of Data

- Take the next steps in this implementation.
  - Use Person Model Considerations

Use Person Model Considerations

Many objects and record types in Sales Cloud and Service Cloud include data to define people. Each of these objects has a slightly different primary purpose.

Individual Object

For compliance use cases, Individual helps aggregate compliance flags for data related to people in Sales Cloud and Service Cloud.

- Use this record’s boolean flags to capture master privacy-related preferences. To build out any customer consent and compliance solutions, use the preferences across the Salesforce platform.
- Design solutions to use these flags. Changing the boolean setting doesn’t propagate those changes across the platform.

For use cases involving an individual record and multiple records related to people in Salesforce:

- Establishing relationships between contacts and leads on an individual record is a manual assignment effort.
- Consider associating an individual record with one contact or lead. Those records usually include channel address information, along with other personally identifiable information. Because Marketing Cloud Connect creates a unique contact for each record, using lead and contact fractures the view. It’s more difficult to manage data this way.
You can associate one lead, contact, or user with only one individual record. When synced to the Marketing Cloud, individual records link to the Marketing Cloud Contact Model through one of the three “human” record types. Individual record IDs are not subscriber keys.

Leads

Lead records include details about people who are interested in your products and services. Salesforce stores lead details in lead records that sales reps can convert to contact records.

- Lead status is an engagement-level attribute. This record reflects the degree to which the person engages with your company or brand.
- Some leads never convert to contacts. Archive or clean up those unqualified leads.
- The lead conversion threshold, in which the lead becomes a contact, is arbitrary and varies by customer. Each company has different engagement methods and definitions for converting leads to contacts.
- Lead conversion requires careful planning around consent and compliance use cases. People don’t know or care about how you model their data. But they expect your company to track and manage their consent for them.

Leads create a standalone Marketing Cloud Contact record.

- In Marketing Cloud, a lead is an actual contact and not a transitional record. You manage profiles, preferences, consent, and compliance for each of them, independent of any converted contact record.
- Merging and converting leads isn’t available in Marketing Cloud. A lead is a legitimate contact in Marketing Cloud even after a lead conversion in Sales Cloud or Service Cloud. It’s important to manage preferences and consent processes associated with the new contact in a cross-cloud sense to account for the legacy Marketing Cloud lead.
- Leads in Sales Cloud and Service Cloud help with contact record data quality, but they can damage the data quality in cross-cloud implementations.

Learn the advantages of using the Contact object instead of the lead object.

- Contacts can include multiple record types to simulate the lead conversion process, similar to opportunity stages for an opportunity record. Account for other possible lead integration points and include an archival strategy.
- A stable customer ID lets you establish one customer ID that spans all Salesforce clouds. This ID helps with any use cases that require a lifetime 360 view of the customer.
- To support each phase of the contact’s journey using Lightning Experience, group and present field sets with different custom attributes based on type.
- Stable record IDs retain the contact ID when the type changes. Custom flows create records or propagation of duplicate keys across the platform, fracturing the contact view.
- You can associate contact records with multiple accounts, including person and business accounts.
- Access Control creates a combination of page layouts, sharing rules, and custom profiles to control the type and attribute visibility. For example, users who engage with only one type of contact can minimize record clutter in the platform.
- Alternatively, you can use the Lead object to bring in, deduplicate, and assign the data related to people to your model. This process converts the lead to a contact record before using cross-cloud capabilities.

Accounts and Contacts: Modeling People in Salesforce

- Contacts are typically linked to accounts, which allows you to model the structure of a household or organization. Modeling people with contacts and accounts has several benefits.
- Original structure offered by Salesforce
- Supports B2B and B2C
• Maps to standard Salesforce structure
• Simplicity of reporting and data migration
• Supports third-party integration

It’s important to consider:
• Data storage implications
• Definition of household (entity)
• Integration of both objects
• Data integrity (triggers to enforce consistency between household and contact)
• Lead conversion implications

Integration Considerations Around the Contact Object

Standard Account and Contact Relationship
• The primary account relationship that a contact has informs its security model and ownership settings.
• You need sufficient information about a contact, typically B2C, to populate an account object.
• Secondary relationships can relate to multiple accounts.

Alternate Contact and Account Relationships
• Linking consumer contacts to a bucket account, such as brand, geolocation, and product line, is easier for smaller data volumes. This relationship has performance limitations, including data skew, when assigning more than 10,000 people to an account.
• Avoid using an orphan contact model unless you have no other option because it limits security, ownership, reporting, and AppExchange packages.

Consider setting up a type of contact record to mimic a lead engagement funnel.
• Using record types on the Contact object restricts views and workflows for contact records by type. You can improve this situation by using the Lead and Contact objects, but one contact record is best for cross-cloud data quality.

Avoid duplicating Sales Cloud and Service Cloud customer records before using Marketing Cloud Connect.
• Establish a day-zero practice across all systems. Avoid using duplicate records in processes such as legacy capture forms via Web Collect and Web-to-Lead.
• Avoid pick a winner duplication solutions in Sales Cloud and Service Cloud after integration. This solution does not address per-channel subscription preferences or compliance requests and fractures engagement history in cross-cloud implementations.
• If you want to manage storage and indexing issues, consider implementing an archival solution. Instead of deleting the records, move them into big objects or off the platform. This process retains the original record ID, which helps reconnect with cross-cloud data stores.

Converting leads to contacts creates duplicate keys in Marketing Cloud.
• To avoid duplicate records, avoid synchronizing or sending messages to leads via Marketing Cloud Connect.
• Using leads to capture data from external systems creates duplicate records. Check them against contacts in Sales Cloud and Service Cloud. Convert or merge them to synchronize with Marketing Cloud.

Bring only quality contacts into Marketing Cloud.
• Avoid using the contact delete framework in Marketing Cloud to delete duplicate records or remove low-quality contact records to solve billing challenges.
• Work with Salesforce Customer Support to delete these records for one-time cleanup efforts or use the contacts delete framework. Limit calls to fewer than one million records at a time.
When You Already Have Marketing Cloud and Add Service Cloud

Many of our customers have Marketing Cloud and want to add Sales Cloud or Service Cloud. So they establish a Marketing Cloud contact key that is not a Salesforce record ID. But our guidance for cross-cloud data flow requires the use of a Salesforce record ID. In this case, these customers have two paths forward.

- Create contact records in Marketing Cloud for each person using the Salesforce record ID.
  This path causes duplicate contact records. Each record has its own subscription management, consent, compliance requirements, and fragmented engagement history. This solution is acceptable if you manage the legacy contact records through an archival process.

- Engage Marketing Cloud Professional Services to perform a subscriber key migration.
  This path replaces subscriber and contact keys in Marketing Cloud with the new Salesforce contact record ID. The replacement happens in all Marketing Cloud system tables and sendable data extensions. After the migration, all Marketing Cloud contacts include Salesforce contact record ID keys. You manage subscriptions and compliance with one view of engagement history and one record.
  A subkey migration causes an email sending outage while the migration is under way. Plan accordingly with your services team.
  When using Marketing Cloud Connect, complete the subkey migration before synchronizing the contact, lead, or user records. Otherwise, your migration can fail.

Related Content

Review earlier steps in this solution.

- Understand Salesforce Systems of Record
- Integrate Service Cloud, Marketing Cloud, and Commerce Cloud with Connectors
- Understand the Flow of Data
- Build a Common B2C Person Model

Run Conversational Campaigns for WhatsApp

Link customers directly from marketing messages to a live WhatsApp chat with your agent or chatbot for any questions about the product promotion.

Get Started

Explore system architecture related to this solution.

- B2C Industry Blueprint
- B2C Reference Architecture
- B2C Solution Architectures
When you link to WhatsApp messages from SMS, you provide customers with assistance that’s one click away from the promotion. Your agents can secure sales from customers through personal interaction, while Service Cloud updates customer contacts for future engagement.

The Run Conversational Campaigns for WhatsApp solution kit helps you:

- Include a WhatsApp direct message link as a footer in all promotional SMS messages.
- Store messaging history in Service Cloud.
- Collect more customer data with in-channel Einstein Bots.

Required Products

- Marketing Cloud (Corporate or Enterprise Edition)
- Mobile Activation SKU
- Sales Cloud
- Service Cloud
- Digital Engagement SKU (Excluding Government Cloud)
- Omni-Channel in Lightning Experience

Implement This Solution

Workflow
Learn how data flows through the configurations to run conversational campaigns for WhatsApp.

Configurations
Use these configurations to run conversational campaigns for WhatsApp.

Design Considerations
Keep these design considerations in mind when you run conversational campaigns for WhatsApp.

Customer Opt-In
Conversational campaigns for WhatsApp require different customer opt-in preferences. See opt-in settings for this solution.

Workflow
Learn how data flows through the configurations to run conversational campaigns for WhatsApp.
1. Marketing Cloud sends a campaign SMS message with a WhatsApp link.
2. The customer clicks the WhatsApp link to ask a question.
3. WhatsApp asks for customer’s approval to open a conversation in the mobile app.
4. The customer is brought to WhatsApp’s UI and the company’s phone number.
5. Service Cloud sends the required opt-in message in the channel.
6. Service Cloud creates a Messaging User record. Channel-Object Linking matches this record to any existing contact record.
7. Service Cloud creates the Messaging Session record.
8. If you deployed Einstein bots, they send messages to gather customer information.
9. An agent picks up the Messaging Session from the Service Console queue.
10. The agent assists the customer in a two-way conversation.
11. The agent closes the case and the Messaging Session.

**Note:** The SMS to WhatsApp solution is for service use. If a customer responds to the promotional message with a sales inquiry, have the agent create a Lead or Contact with the customer’s phone number. Then use Marketing Cloud Connect to engage the customer.

**Related Content**

- Run Conversational Campaigns for WhatsApp on page 138
- Configurations
- Design Considerations
- Customer Opt-In

**SEE ALSO:**
- Lightning Service Console
- Set Up Omni-Channel Routing for Messages
- Messaging MobileConnect
- Marketing Cloud QueueMO API
- Set Up WhatsApp in Messaging
- Notification Types for WhatsApp
- Create Notification Templates for WhatsApp
- Channel-Object Linking (Beta)
- B2C Services Best Practices
- Digital Engagement WhatsApp Business Messaging FAQs
- Einstein Bots
- Deploy Your Bot to Your Channels

**Configurations**

Use these configurations to run conversational campaigns for WhatsApp.

**External to Salesforce Setup**

- Verify that your computer is compliant within the WhatsApp Commerce Policy.
- Provision WhatsApp manually with Facebook Business Manager.
- Set up a verified Facebook Business Manager Account.
• Contact Carriers (United States and Canada) to approve SMS campaign.

Set Up Marketing Cloud SMS and Digital Engagement

1. Set up Lightning Service Console.
2. Set up Omni-Channel Routing for Messaging.
3. Set up Salesforce Messaging.
4. Set up Marketing Cloud SMS Code in MobileConnect.
5. Set up WhatsApp in Messaging.
6. Optionally, deploy Einstein Bots to your channels.

Approved Templates for WhatsApp

• WhatsApp limits service to Transactional Messaging only and does not permit Promotional Messaging. Because of this policy, if a customer has not sent a message in the last 24 hours, your agent cannot message them directly. The expired session is visible but inaccessible in the Messaging Session UI.

• To communicate with a customer more than 24 hours after their last message, WhatsApp requires businesses to use approved Outbound Messaging Templates. This template message must be sent from Process Builder or Flow.
Design Considerations

Keep these design considerations in mind when you run conversational campaigns for WhatsApp.

Marketing Cloud Sending Options

- Send marketing SMS messages through the Journey Builder or MobileConnect application.
  
  **Note:** If you register for an SMS short code, expect a long waiting period. Carriers take up to 12 weeks to approve short code provisioning.

- Provide a WhatsApp link as an optional footer on all your outbound SMS messages.

- Display the link as a WhatsApp URL for transparency. WhatsApp links follow a consistent and identifiable structure: `wa.me/[country code and phone number]`. For example, `wa.me/14150000000`.

- Alternatively, generate a shortened URL with the Shorten URL button in MobileConnect, Content Builder, or Journey Builder when configuring the text of a new SMS message.
  
  **Note:** Shorten links with MobileConnect, Content Builder, or Journey Builder only. If you use external methods to shorten links, Marketing Cloud cannot track statistics.

Service Cloud & Digital Engagement Considerations

- Use the Channel-Object Linking (Beta) to link the customer’s WhatsApp Messaging User record to their Salesforce Contact record.

- Communicate with customers through WhatsApp in real time or in asynchronous conversations for up to 24 hours after the customer’s last message.

- Store messaging history in Service Cloud to use in future engagements.

Add Customer Contact to Service Cloud

- If the customer doesn’t already have a contact record, Service Cloud uses their SMS phone number to create a user in Messaging Object. Your agent must ask the customer for their first and last name and manually add it to the contact record.

- Channel-Object Linking (Beta) matches a contact record and the messaging user record by SMS phone number. If you use Marketing Cloud Connect, Channel-Object Linking records this session in the contact’s history.

- If you don’t use Channel-Object Linking, use APEX triggers to match the Messaging User object record to a contact record by email or phone number. If no record exists, create a contact record and relationship.

Limitations

- Typical Governor Limits within Service Cloud do not apply to this solution.

- To communicate with a customer more than 24 hours after the customer’s last message, WhatsApp requires businesses to use approved Outbound Messaging Templates. This template message must be sent from Process Builder or Flow.

- To stay below data storage limits, keep contact data in Customer Relationship Management. Only bring in other data as needed.

Related Content

- Review earlier steps in this solution.

  - Workflow
SEE ALSO:
- Set Up Omni-Channel Routing for Messages
- MobileConnect
- Create Notification Templates for WhatsApp
- Channel-Object Linking (Beta)
- B2C Services Best Practices

Customer Opt-In

Conversational campaigns for WhatsApp require different customer opt-in preferences. See opt-in settings for this solution.

Marketing Cloud Opt-In Considerations

Outbound SMS messages can only be sent to Subscribers who opted in to receive them.

- The initial Outbound SMS message sent through MobileConnect uses the customer’s existing Marketing Cloud SMS Opt-In Status.
- If you created a MobileConnect subscriber from SMS-Opt-In, they are managed as a separate Marketing Cloud contact from the Service Cloud contact.
- If you created a MobileConnect subscriber from API using the Service Cloud Contact ID as the subscriber key, one contact can use the same consent flags.

WhatsApp Opt-In Considerations

- The customer's opt-in is session-specific. The session lasts up to 24 hours from the customer’s last message.
- The opt-in flag is stored in Service Cloud on the Messaging Session Object.
- The Messaging Session Object opt-in flag is not a mobile opt-in for general SMS or other Messaging activities.
- When a customer clicks into WhatsApp, they implicitly opt in through the interstitial page. This grants WhatsApp and Service Cloud Messaging permission for a specific template. To broaden the permission for all templates and use the same flag in Service Cloud, create a custom field on the Messaging User Record with APEX.

Related Content

- Review earlier steps in this solution.
  - Workflow
  - Configurations
SEE ALSO:
MobileConnect
Marketing Cloud QueueMo API
Channel-Object Linking (Beta)
B2C Services Best Practices

Run Conversational Campaigns for SMS

Link customers directly from marketing messages to a live SMS chat with your agent or chatbot for any questions about the product promotion.

Get Started

Explore system architecture related to this solution.
- B2C Industry Blueprint
- B2C Reference Architecture
- B2C Solution Architectures

Take Trailhead modules related to this solution.
- Salesforce Solution Kits: Quick Look
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

When you include a HELP keyword prompt with SMS, you provide customers with assistance that’s one message away from the promotion. Your agents can secure sales from customers through personal interaction, while Service Cloud updates customer contacts for future engagement.

The Run Conversational Campaigns for SMS solution kit helps you:
- Include a keyword prompt as a footer in all promotional SMS messages.
- Store messaging history in Service Cloud.

Required Products
- Marketing Cloud (Corporate or Enterprise Edition)
Implement This Solution

Workflow
Learn how data flows through the configurations to run conversational campaigns for SMS.

Configurations
Use these configurations to run conversational campaigns for SMS.

Design Considerations
Keep these design considerations in mind when you run conversational campaigns for SMS.

Customer Opt-In
Conversational campaigns for SMS require different customer opt-in preferences. See opt-in settings for this solution.

Workflow
Learn how data flows through the configurations to run conversational campaigns for SMS.

1. Marketing Cloud sends a campaign SMS message.
2. The customer responds with the keyword  
   HELP.
3. Marketing Cloud triggers a response message.
4. The customer receives a message notifying they’ll receive a text from an agent with 24 hours from another number.
5. Service Cloud receives the new case AMPscript created and links it to the existing contact or creates a one.
7. Service Cloud assigns the case to the agent queue.
8. Service Cloud routes the case through Omni-Channel to available agents.
9. The agent sends an outbound SMS from a long or short code configured in Digital Engagement.
10. The agent assists the customer via a two-way conversation.
11. The agent closes the case after they have finished assisting the customer.

Related Content

- Review this solution’s use case and purpose.
- Run Conversational Campaigns for SMS on page 145

- Take the next steps in this implementation.
- Configurations
- Design Considerations
- Customer Opt-In

SEE ALSO:
- Connect Customers to Support from an Outbound Text Campaign
- Lightning Service Console
- Set Up Omni-Channel Routing for Messages
- Messaging
- OAuth Authorization Flows
- REST API Case Object Resources
- MobileConnect
- Marketing Cloud QueueMO API
- Channel-Object Linking (Beta)
- B2C Services Best Practices

Configurations

Use these configurations to run conversational campaigns for SMS.

**Note:** To implement this solution, Marketing Cloud SMS code must support two-way messaging in the target region. If the region is supported, you must set up Service Cloud with the two-way SMS code.
Set Up Marketing Cloud SMS and Digital Engagement

1. Set up Service Cloud Lightning Console.
2. Set up Omni-Channel Routing for Messaging.
3. Set up Salesforce Messaging.
4. Set up Marketing Cloud SMS code in MobileConnect.
5. Create a data extension to manage tokens for the Connected App.
6. Activate and enable SMS code for Digital Engagement.
7. Set up Customer Support from an Outbound Text Campaign.

Related Content

- Review earlier steps in this solution.
  - Workflow
- Take the next steps in this implementation.
  - Design Considerations
  - Customer Opt-In

SEE ALSO:

- Connect Customers to Support from an Outbound Text Campaign
- Lightning Service Console
- Set Up Omni-Channel Routing for Messages
- Messaging
- OAuth Authorization Flows
- REST API Case Object Resources
- MobileConnect
- Marketing Cloud QueueMO API

Design Considerations

Keep these design considerations in mind when you run conversational campaigns for SMS.

Marketing Cloud Sending Options

- To record messaging history, send marketing SMS messages through the Journey Builder or MobileConnect application.
- Set the trigger that creates a support case. Use the standard HELP keyword, or set a unique keyword. You can also set the sales case to only open for non-keyword responses that would otherwise trigger error messages.
Add Customer Contact to Service Cloud

- If the customer doesn’t have a contact record, Service Cloud uses their SMS phone number to create a user record in the Messaging object. Your agent must ask the customer for their first and last name and manually add it to the contact record.
- **Channel-Object Linking (Beta)** matches a contact record and the messaging user record by SMS phone number. If you use Marketing Cloud Connect, Channel-Object Linking records this session in the contact’s history.
- If you don’t use Channel-Object Linking, use APEX triggers to match the Messaging User object record to a contact record by email or phone number. If no record exists, create a contact record and relationship.

Related Content

Review earlier steps in this solution.
- Workflow
- Configurations on page 147

Take the next steps in this implementation.
- Customer Opt-In

SEE ALSO:
- Connect Customers to Support from an Outbound Text Campaign
- MobileConnect
- Channel-Object Linking (Beta)
- B2C Services Best Practices

Customer Opt-In

Conversational campaigns for SMS require different customer opt-in preferences. See opt-in settings for this solution.

**Marketing Cloud Opt-In Considerations**

Outbound SMS messages can only be sent to subscribers who opted in to receive them.
- The initial outbound SMS message sent through MobileConnect uses the customer’s existing Marketing Cloud SMS opt-in status.
- If you created a MobileConnect subscriber from SMS-Opt-In, they are managed as a separate Marketing Cloud contact from the Service Cloud contact.
- If you created a MobileConnect subscriber from API using the Service Cloud Contact ID as the subscriber key, one contact can use the same consent flags.

**SMS Session Opt-In**

- The Messaging Session Object opt-in flag is not a mobile opt-in for general SMS or other Messaging activities.
- The customer implicitly opts in to the Service Messaging Session by texting `HELP`.
- The customer’s opt-in is session-specific. A standard session lasts up to 24 hours from the customer’s last message.
- The opt-in flag is stored in Service Cloud on the Messaging Session Object.
Communicate Store Changes

Build trust with your customers by keeping them updated on your store policies, hours, and any changes to locations.

Get Started

Explore system architecture related to this solution.
- B2C Industry Blueprint
- B2C Reference Architecture
- B2C Solution Architectures

Take Trailhead modules related to this solution.
- Salesforce Solution Kits: Quick Look
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

Engage with customers when you update store information to encourage safe shopping and avoid negative sentiment. Use Commerce Cloud data and Marketing Cloud tools to offer shoppers information about frequently changing store hours and the safest way to shop.

This solution kit helps you:
- Post an ad on social media with relevant store information.
- Advertise hours and options for shopping.
- Update open hours, safety protocols, and other store messages.
- Post to an ad network.

**Required Products**

**Marketing Cloud**
- Marketing Cloud Professional/Corporate/Enterprise Edition
- Advertising Studio (with Audiences and Campaigns)
- Journey Builder (Optional)
- Marketing Cloud Connector (Optional)
- Commerce Cloud (Optional)

**Implement This Solution**

**Communicate Store Changes Workflow**
Learn how data flows through the configurations to communicate store changes.

**Design Considerations**
Keep these design considerations in mind when you communicate store changes.

**Configurations**
Use these Advertising Studio and Journey Builder configurations to communicate store changes.

**Communicate Store Changes Workflow**
Learn how data flows through the configurations to communicate store changes.

**Workflow**

1. The customer visits the store’s website.
2. Commerce Cloud checks if the customer has a store ID in their cookies, a preferred store location in their profile, or a geolocation enabled.

3. A banner or ad is presented to the customer once the correct store has been identified.

4. The customer sees the banner or ad on the store's website.

1. The external system retrieves the store's data from a data system.

2. The latest of the store's status data is imported into Marketing and Commerce Cloud.

3. Marketing Cloud builds segments using Data Extensions.

4. Marketing Cloud publishes audiences, then the external system creates an ad to target subscribers via social media.

5. If Marketing Cloud publishes audiences, then the external system creates an ad to target subscribers via social media.

6. If Marketing Cloud sends an email or SMS, then the customer will see it in an email or SMS.

7. Once the ad has been created, the customer sees it on social media.

Related Content

- Review this solution’s use case and purpose.
- Communicate Store Changes on page 150
Design Considerations

Keep these design considerations in mind when you communicate store changes.

Best Practices

Save consistent local store policies and pickup locations (street, mall, and so on) across all communications sites, bots, and emails.

To set up scheduling for appointment shopping, refer to the Scheduling Appointments Solution Kit.

Key Considerations - Marketing Cloud

Use Advertising Studio to create your audience or Journey Builder to create both the audience and the advertising campaign.

Journey Builder:

- Supports only Facebook.
- Allows you to target subscribers on a repeated schedule.
- Doesn’t support advanced matching. If you require advanced matching, use Advertising Studio.

Use a query activity in Automation Studio to automate the flow of data into the audience or Journey Builder.

Set up refresh schedules for the audience so that the same audience doesn’t receive the same ad for an extended period.

Customers that exit journeys remain in the associated Advertising Audience. The contacts matched in this audience see advertisements until the campaign ends or its retention period expires. Manage the length of a contact’s advertising exposure in the Journey Builder configuration view. In the campaign activity, set the Retention Period to Days contacts will be retained. Enter 1 day or more.

You can also use Advertising Studio to display relevant messaging in the following cases:

- An existing customer searches for a brand keyword on Google. You can show them a relevant ad in the search results with a tailored message.
- An existing customer searches for whitespace keywords on Google. You can show them a relevant ad in the search results with a tailored message.

For more information, see best practices when using customer information for a custom audience.

Whenever possible, use a unique identifier and soft identifiers. Soft identifiers increase audience match rates.

Email, Mobile Push, or SMS

An alternative to Advertising Studio is using Email, Mobile Push, or SMS to directly communicate store messaging with your subscribers.

- Determine the targeting criteria. For example:
  - Subscriber ZIP code
  - Subscriber’s favorite store
  - Last store purchased in

- To store the data you decided on in the previous step, create a sendable data extension. Include the relevant key to the channel you plan to use. For example, use SubscriberKey for the email channel.
• Send an email, mobile push message, or SMS using the data extension created in the previous step. If using email as the channel, ensure that the email classification is Marketing/Commercial.

Performance and Scalability Considerations
Refer to Journey Builder Best Practices for Journey design and implementation.

Limitations and Guardrails
The network receives the audience from Marketing Cloud and makes it available in their UI in the following periods. Each network has its own audience processing time:

- Facebook: 1–2 hours
- Google: 7 hours
- Twitter: 24 hours

Journey Builder injects subscribers into the campaign on an hourly schedule.

B2C Commerce Considerations
Buy Online, Pick Up in Store (BOPIS)
You can use B2C Commerce Cloud to allow customers to shop online and pick up the products at a local store. You can also alert shoppers to store reopenings with a banner on your site.

To implement this solution:

1. When a customer places an order, capture the store’s ID in a cookie. Include a custom attribute of the customer’s profile if they are logged in. Storing the ID in a cookie lets you tell the customer that the store is reopening without logging in. Storing the customer profile provides the same information when the customer visits the site on another device that doesn’t contain the cookie.

2. Implement logic to check for the ID. Any visitor who returns to the online storefront sees a banner showing them that their store is reopening. If the logic doesn’t find the ID, you can use geolocation. Save each store’s open status in a custom attribute of the Store object.

3. In the banner, link to the store details page for that store so the customer can review store hours and any other store details.
Confugurations

Use these Advertising Studio and Journey Builder configurations to communicate store changes.

Advertising Studio Configuration

Advertising Studio Audiences lets you use CRM/first-party data from Marketing Cloud to target digital advertising campaigns. You can target campaigns across Facebook, Google, Twitter, YouTube, Google Ads, Pinterest, LinkedIn, or Instagram.

To target campaigns, you can use partner networks such as Salesforce DMP, LiveRamp, LiveIntent, Viant, and Neustar.
This configuration is easier than the Journey Builder configuration and involves Advertising Studio, Marketing Cloud, and your social media platform.

**Initial Setup**

Authorize the customer’s advertising accounts in Marketing Cloud to send audiences to their desired network.

**Set Up the Data Extension in Marketing Cloud**

Determine how to target subscribers.

Consider using one of the following criteria:

- Subscriber ZIP code
- Subscriber’s favorite store
- Last store purchased in

To store the data that you decided on in the previous step, create a data extension. Include the email address column with the email data type, even if it’s blank. Other data considerations:

- To avoid long processing times, limit the number of columns in tables, and remove any unnecessary data. Include only the columns you are matching.
- Use the appropriate data type and field length. Avoid field lengths of more than 100 characters.
- When including a phone number, include the country code. For example, +1 for the US.

**Note:** You can provide the data to determine the criteria. Use a custom file drop, an automation studio query activity that reads the data and filters the list of subscribers, or a manual filtered data extension.

**Create an Advertising Audience in Advertising Studio**

- Create an advertising audience. Provide a name and the social media platform you want to target. Select the onboarding partner (if applicable), destination, and ad account.
- Select the data extension that stores the data that you decided on in the previous step. Map the audience identifiers. Select the data origin: user-provided only, partner-provided only, or both.

  **Note:** Map at least one identifier for the audience to match.

- Select whether to manually refresh the data or if you want to schedule the refresh.

  **Note:** If reusing the audience, set it to refresh on a schedule.

- Activate the audience.

  **Note:** Allow 1–2 hours for the audience to process with Facebook. For Twitter, allow 24 hours. After this period, you can use the audience in your social media platform with targeted advertising. To refresh the audience, schedule the automation to refresh immediately after the underlying data.

**Link the Audience to the Advertisement in the Social Media Platform**

The audience populates in the destination network. The customer or agency is free to use it within their media campaigns for targeting.

**Note:** The network receives the audience from Marketing Cloud and makes it available in their UI. Each network has its own audience processing time:

- Facebook: 1–2 hours
- Google: 7 hours
- Twitter: 24 hours
Journey Builder Configuration

This configuration involves Advertising Studio, Journey Builder, and Facebook. Set up the audience, advertisement, and the campaign in Journey Builder.

Note: This advertising campaign configuration supports only Facebook.

Initial Setup

Set Up Advertising Authorization in Marketing Cloud
To send audiences to the desired network, authorize the customer’s advertising accounts in Marketing Cloud.

Set Up the Data Extension in Marketing Cloud
Determine the targeting criteria.
For example:
• Subscriber ZIP code
• Favorite store
• Last store purchased in

Create a sendable data extension to store the data from the previous step. Include the email address column with the email data type, even if blank. Other data considerations:
• To avoid long processing times, limit the number of columns in tables, and remove any unnecessary data.
• Use the appropriate data type and field length. Avoid field lengths of more than 100 characters.
• All data extensions used for audiences require an email and email data field type, even if left blank.
• If including a phone number, include the country code. For example, +1 for the US.

Choose a way to provide the data to determine the criteria:
• Custom file drop
• An automation that reads the data and filters the list of subscribers in a query activity
• Manual filtered data extension

Create a Journey in Journey Builder
Create a journey with the data extension containing the store-specific subscriber data as the entry source.

Add an Advertising Campaign Activity in Journey Builder
• Add an Ad Campaign activity to the journey and configure it. Provide the name, social media connection, origin of data, and the retention (refresh) period for the audience.
• Set up the creative for the advertising campaign.
• Set up the campaign information.

Activate the Journey
Set up the schedule for the journey, and activate it.

Note: If the journey populates regularly, create an automation that refreshes the data based on revised criteria.

Related Content

Review earlier steps in this solution.
• Communicate Store Changes Workflow on page 151
Schedule an Appointment

Implement scalable processes to let shoppers schedule appointments to meet locally managed or customer-preferred social distancing preferences.

Get Started

Explore system architecture related to this solution.

- B2C Industry Blueprint
- B2C Reference Architecture
- B2C Solution Architectures

Take Trailhead modules related to this solution.

- Salesforce Solution Kits: Quick Look
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

As we look ahead, there is no script for how the world will return to work and customers to stores. Providing safe shopping experiences to shoppers increases the opportunity to cultivate relationships and deliver products in a changed world. Enabling scheduling helps retailers assign resources more efficiently and better address customers’ shifting needs. As the world begins to shift back into socialization, appointment requests will increase strain on facilitation of resources.

This solution kit helps you:

- Enable customers to self-schedule appointments from your commerce or external site.
- Allow appointments based on capacity of store, resources or assets managed by location.
• Solve for logistics and personalization to deliver efficient, personalized appointments by leveraging Salesforce data

**Required Products**

• One of more of these clouds:
  – Sales Cloud
  – Service Cloud
  – Industries e.g. Health, Manufacturing, Consumer Goods, or Financial Services

• Lightning Scheduler Permission Set License
  – One license per schedulable asset or resource

**Implement This Solution**

*Understand the Schedule an Appointment Solution Workflow*
Learn how data flows through the configurations to schedule an appointment.

*Recommended Technology*
Use Lightning Scheduler as the basis of your appointment booking system.

*Configurations*
Use these configuration steps to schedule an appointment.

*Design Considerations*
Keep these design considerations in mind when you implement your appointment booking system.

SEE ALSO:
*Solution Kits for Retail and B2C*

**Understand the Schedule an Appointment Solution Workflow**
Learn how data flows through the configurations to schedule an appointment.
**Workflow**

1. The customer requests to book an appointment.
2. The customer is prompted to select a location.
3. The customer is prompted to select a resource and timeslot.
4. The customer confirms their selections.
5. Salesforce creates an event and processes transactional workflows.
6. The customer continues browsing the storefront.

**Related Content**

- Review this solution’s use case and purpose.
  - Schedule an Appointment on page 158
- Take the next steps in this implementation.
  - Recommended Technology
  - Configurations
Design Considerations

SEE ALSO:
Trailhead: Get to Know Salesforce Identity

Recommended Technology

Use Lightning Scheduler as the basis of your appointment booking system.

Lightning Scheduler supports location- and capacity-controlled booking use cases.

Use Lightning Scheduler to let customers set appointments with specialized resources, such as a particular retail associate or based on skills needed.

Asset scheduling moves beyond solely resource-booked appointments to provide scheduling based on more complex needs. Allow customers to book based on factors such as retail capacity, private room availability, or in socially distanced time slots for in-store browsing. Schedule unlimited assets in the same functionality provided for resource-based booking.

General Information

- Lightning Scheduler is not available for Platform User license with Resource Schedules.
- Lightning Scheduler is not available for orgs with Field Service installed.
- Lightning Experience must be turned on for the org before Lightning Scheduler can be enabled.

Functionality Considerations

- Guest Site User Inbound Scheduling allows an unauthenticated user to schedule an appointment.
  - Enable a Experience Cloud Site or a Salesforce Site.
  - If your scheduling process allows for unauthenticated scheduling, configure the Portal and Organizational Sharing for guest user access.
- External Sites using Embedded Services are able to expose the inbound scheduling without authentication of the customer via Lightning Out Apps.
- To access Lightning Scheduler, customers must be using a supported web browser.

Flow Builder Considerations

- Start from Lightning Scheduler Standard Flow Template. Configure a personalized experience by enhancing flow templates with Flow Lightning Components or Apex Actions.
  Use API or customer components to support use cases where mobile responsiveness and multiple timezone booking requirements are critical. When designing custom API solutions, review out of the box templates for workflow considerations.
- Scheduler flows can be used out-of-the-box in Communities and Embedded Services, or extended through custom Lightning Components and APIs.

Tip: To customize standard flow templates, first clone the template from the flow designer.

Outbound Scheduling:
• Invoke the out-of-the-box outbound (employee-driven) scheduling flow from account, opportunity, and lead record pages in Salesforce using the Schedule Appointment Lightning Action.

Inbound Scheduling:
• Invoke the out-of-the-box inbound (customer-driven self-service) scheduling flow.
• Authenticated customers can schedule and modify appointments in an Experience Cloud site, or externally from a storefront or company website. Enable Salesforce Identity to let end-customers authenticate with Salesforce to book and schedule appointments.

General Limits
• Lightning Scheduler limits and limitations apply.
• For guest users, times are displayed using the site’s default time zone, not the customer’s current time zone.

Related Content

Review earlier steps in this solution.
• Understand the Schedule an Appointment Solution Workflow on page 159

Take the next steps in this implementation.
• Configurations
• Design Considerations

SEE ALSO:
Lightning Scheduler Limitations

Configurations

Use these configuration steps to schedule an appointment.

Prerequisites
• The appointment time slots are determined based on your Lightning Scheduler data model configurations. Before setting up Lightning Scheduler, set up these items.
  – Setup for Service Resources, Assets, Service Territory Members, Work Type Groups, Work Types, Work Type Group Members, and Service Territory Work Types.
• If your use case requires Guest Scheduling, configure Guest Profile Access. Set the default timezone for the guest user profile for the Scheduler. Additional customization is required to support the timezone mapping for guest appointments which can be passed via APIs if out of the box flow templates do not support use cases.
• Set Organization Wide Sharing for external access to default to Public Read Only on the following objects.
  – Work Type
  – Work Type Group
  – Service Resource
  – Service Territory
To allow a guest to schedule appointments, update the Guest User Profile to allow guests users to
- Run Flows
- Edit Events

Create sharing rules for guest users.
- Determine which records to expose to your site’s guests.
- Set create criteria-based record-sharing rules to match your business process for the following objects.
  - Service Resource
  - Service Territory
  - Work Type
  - Work Type Group

Optionally, configure field level security for the Asset field on the Service Resource object.
- The Asset field becomes available only when your org has an Asset Scheduling license enabled and provisioned in the instance.
- Grant Edit permission to profiles that will book appointments, including guest profiles.

Add the Asset field to the page layout for the Service Resource object.

**Note:** Without defining sharing rules for guests, unauthenticated users can’t access the records required for the Inbound New Guest Appointment flow with Embedded Services hosted in a Experience Cloud site or external site.

**Technical Architecture**

Choose how you wish to customize, extend, or enhance Lightning Scheduler from available implementation approaches. Study the data model alongside Scheduler and Candidates API functionality.

Appointment scheduling can be enabled using low-code or high-code methods. However, each option offers trade-offs and advantages. Review capabilities and limitations of tools available on the Salesforce platform to help define the best approach to support your business process. Consider the available skill sets of your team as you make your choices.

Keep in mind other ways to extend the lightning scheduler.

- Chatbots
- Email and SMS
- Event Management and Sync

**Declarative Low Development Appointment Setup**

- This option requires minimal development, but styling options are limited and testing is completed manually.
- Use the Standard Flow Template configuration with configurable customizations from Flow Builders.
- Use the Embedded Service component to add Lightning Scheduler in a Salesforce Experience Builder site.
- Use Experience Builder and Lightning Template with standard embedded services components configuration to enable Lightning Scheduler using the Embedded Service components in a Scheduler component, Live Agent Chat, or chatbot.

**Low Development Appointment Setup**

- Enable Lightning Scheduler on an external website. Testing is completed manually.
- This option allows for moderate customizations.
- Use Scheduler through the Embedded Service component.
• Add a Lightning Out dependency app to your external website that gives unauthenticated users access to the Inbound New Guest Appointment standard flow template.

Moderate Development Appointment Setup

• In this option, use custom code and APIs to customize and host Lightning Scheduler on an external website. Testing can be automated.
• Add the ltng:allowGuestAccess interface to your Lightning Out dependency app to make it available to guest users on your external website.
  – This interface lets you build your app with Aura components, and deploy it anywhere and to anyone. If a user is authenticated with the Lightning Out endpoint, the session must be set in $Lightning.use().

  Note: The ltng:allowGuestAccess interface is only usable in orgs that have communities enabled. The Lightning Out app is associated with all site endpoints that you’ve defined in the org.

High Development Appointment Setup

• Create a custom scheduler component on an external website and automate testing.
• Use a Lightning Out dependency app to apply Lightning Web components or Aura components to manage screens and scheduling processes.
• Use REST API to gain full style control. The getAppointmentCandidates() and getAppointmentSlots() functions retrieve the appropriate candidates and appointment slots.
• Use Lightning Scheduler Resources in Connect REST API to create service appointments, assignment of resources, and ability to create leads. Further customize user experience to filter or sort Service Territories using radius, latitude, longitude, sortBy, and sortOrder properties.

Virtual Shopping Experience

AppExchange packages provide options for extending Lightning Scheduler capabilities, such as providing virtual customer engagements.

  Note: AppExchange solutions are reflective of third-party applications outside of Salesforce. Customers make their own determinations when picking a particular appexchange provider, select a partner that best meets your business needs.

Screenmeet
• Installing Screenmeet in your Salesforce Org
• APEX API Reference

Recursive Labs
• Data Sheet

SightCall

Glance
• Glance for Salesforce Setup Guide

Related Content

Review earlier steps in this solution.
• Understand the Schedule an Appointment Solution Workflow on page 159
• Recommended Technology on page 161
Take the next steps in this implementation.

- Design Considerations

SEE ALSO:

Salesforce Architect Blog: Introducing the Architect Decision Guides

Design Considerations

Keep these design considerations in mind when you implement your appointment booking system.

Discovery

1. Craft a central vision by deciding on the scope of your changes, identifying a team, and defining key performance indicators.
2. Identify which tools offer the functionality or levels of customization that meet your requirements.
   - Consider the functional, performance, and scalability requirements.
3. Identify crawl, walk, run use cases and scenarios. Consider the following.
   - **Who**
     - Customers, guests, or unauthenticated users
   - **What**
     - Will you schedule resources that are people or assets? People to schedule can include cashiers, sales reps, and curbside service agents. Assets can include room capacity, parking spaces, office spaces, or tangible items.
     - Consider whether resources have skills.
   - **How**
     - Inbound Scheduler; Customer Self-Service to booking.
     - Outbound Scheduler; Scheduled by associates on behalf of a customer request.
     - Identify Accepted Channels: Website, Storefront, Chat, Chatbot, Self-Service Portal or Customer Portal, SMS.
   - **Where**
     - Is the appointment virtual, in-store, for a parking spot, a scheduled room, or in some other location?
     - What locations, time zones, or other localized information should be considered?

Key Cross-Cloud Considerations

By implementing an appropriate cross-cloud engagement data model with Lightning Scheduler, you can unlock REST and SOAP API access across Commerce, Service, and Marketing Cloud and seamlessly pass data attribute properties to systems for the workflows and use cases.

Salesforce Platform Keys

- Contact ID or Person Contact ID: Represents the business contact or the contact associated to a person account.
- Account ID: Represents the account with which a contact is associated.
- Lead ID: By default, a lead is created when a guest books an appointment. We recommend converting leads to an account and contact or to a person account to verify the correct human profile for the scheduled engagement.
Note: Lead use can result in poor cross-cloud data quality. Converting leads to contacts creates duplicate keys in Marketing Cloud. To avoid duplicate records, never synchronize or send to leads via MC Connect. Use account and contact data or person account to better facilitate the data orchestration if the Marketing Cloud Connect feature is needed. To learn more about data modeling, review the Cross-Cloud Engagement Data Models solution kit.

Commerce Keys
- **CustomerNo**: The storefront-assigned customer number that represents the shopper.
- **CustomerID**: The internal Commerce Cloud identifier representing the shopper’s customer profile.
- **Contact ID or Person Contact ID**: Represents the independent Contact or the Contact associated to a Person Account.
- **Site ID**: Represents the storefront associated to a given Customer List.
- **Customer List ID**: Represents a collection of B2C Commerce customer profiles.

Marketing Cloud
- **Subscriber Key / Contact Key**: Represents the Marketing Cloud Contact and Subscriber.

Commerce Shopper APIs
The Shop API supports Shopper Persona, cart activities, and product detail pages. Shopper APIs are built for high-scale and usage within a storefront and are read-only APIs except for basket-related and order-related fields. Commerce Cloud Shopper APIs target the persona of a storefront shopper.

Use a customer’s session identifiers to inspect their shopping session via Commerce Cloud’s Open Commerce API (OCAPI). Obtain a session-grant via OCAPI using these dwsid and dwsecuretoken cookie values.

Customer session details are shared with Service to unlock interactions. If you are using Scheduler, Commerce Storefront Commerce Cloud enables customers to browse and use the site without logins.

Note: Rescheduling and cancellation are only available to authenticated users as of Summer ’20 Release. If using Lightning Scheduler within a Commerce Storefront, use OCAPI JWT.

Performance and Scalability Considerations
- When using both Asset Scheduling and Event Management, calendar sync doesn’t occur for appointments assigned to an asset-based service resource, as there is no underlying user record.
- Resource absences can be used to block availability for the asset-based service resource. For example, if the asset was unavailable due to other factors, like required maintenance.
- You can’t set the owner of a service appointment to the underlying user of an asset-based service resource, as there is no underlying user.
- When planning to use Lightning Scheduler and an integration to Event Synchronizing, use Einstein Activity Capture to sync contacts and events between Microsoft or Google applications and Salesforce.
- It is not recommended to use Lightning Sync with Outlook. Users could incur limitations above 30,000 requests per hour. Starting in Winter ’21, Lightning Sync isn’t available to new Salesforce customers.
- Note high volume use cases up front to best design technical architectures and platform events or API strategies to facilitate high volume concurrent customer requests. Refer to the Salesforce Developer Limits and Allocations Quick Reference for more on limit considerations.
- Salesforce applies a limit on the number of API calls per 24–hour period. The limit is based on the Salesforce edition type and number of licenses. Consider timezone limitations on guest users.
Facilitate Curbside Pickup

Prepare for the customer’s arrival, fulfill curbside orders, and complete fulfillment without logging in to multiple systems.

Get Started

Explore system architecture related to this solution.
- B2C Industry Blueprint
- B2C Reference Architecture
- B2C Solution Architectures

Take Trailhead modules related to this solution.
- Salesforce Solution Kits: Quick Look
- Customer 360 Guide for Retail: Quick Look
- Customer 360 Guides: Quick Look

Every day, businesses see more buy online, pick up in store (BOPIS) orders and curbside pickups. Stores face new challenges as they learn to view new orders, pick products, and deliver them curbside. To meet customers needs, use digital engagement and Commerce Cloud to orchestrate a smooth fulfillment and pick up process.

This solution kit helps you:
- Let customers opt in to SMS messaging for curbside delivery.
- Notify store associates about new orders and how to fill them.
- Better communicate with customers when they arrive.

Required Products
- Service Cloud Digital Engagement for SMS Channel
  - Service Cloud Chatbot (for inbound sessions)
Service Cloud Triggered Outbound Message (for automated outbound notification)

- Salesforce1 Mobile App
- Salesforce Chatter
- B2C Commerce (or other commerce platform)

**Recommended Roles and Skills**

- Certified Admin and Developers for Service Cloud, preferably with chatbot experience
- B2C Commerce Developers with experience in APIs and ISML templates
- Architects to oversee the flow of data between Commerce, OMS, and Service
- Business owners from Commerce, Service, and Retail teams to define requirements

**Implement This Solution**

**Facilitate Curbside Pickup Workflow**
Learn how data flows through the configurations to facilitate curbside pickup.

**Design Considerations**
Keep these design considerations in mind when you facilitate curbside pickup.

**Configurations**
Use these Advertising Studio and Journey Builder configurations to facilitate curbside pickup.

**Facilitate Curbside Pickup Workflow**
Learn how data flows through the configurations to facilitate curbside pickup.

**Workflow**
1. The customer completes an online order and gives consent to receive SMS for pickup info.
2. Commerce Cloud pushes the order and customer information to Order Management System.
3. Order Management System pushes the order and the customer’s information to Service Cloud.
4. Service Cloud sends a notification to Salesforce1 Mobile App (the store associate) about the new order coming in.
5. The store associate completes the packaging and advances the order status in Service Cloud via Salesforce1 Mobile App.
6. Service Cloud sends an automated triggered outbound message to the customer notifying that the order is ready for pick-up.
7. The customer arrives and sends a message to the SMS number with additional information such as the car model and parking lot number via a chatbot.
8. Service Cloud sends a notification to the store associate via the Salesforce1 Mobile App notifying the customer has arrived.
9. A store associate updates the order status to “Dropping off to Curbside” via the Salesforce1 Mobile App.
10. The customer receives a notification SMS with the estimated wait time, shortly followed by the curbside order.
11. A store associate updates the order status to “Picked Up” via the Salesforce1 Mobile App once the order has been delivered curbside.
12. Service Cloud updates the Order Management System with the final Picked Up status.
13. The Order Management System sets the final Picked Up status and concludes the order.

Related Content

- Review this solution’s use case and purpose.
  - Facilitate Curbside Pickup on page 167
- Take the next steps in this implementation.
  - Design Considerations on page 169
  - Configurations on page 170

Design Considerations

Keep these design considerations in mind when you facilitate curbside pickup.

Key Considerations

Licenses
The minimum license requirement for Service Cloud components includes:

- Platform licenses for store associates using the Salesforce1 mobile app
- One Service Cloud and one Digital Engagement license to set up text channels and chatbots
- A Volume license for another chatbot session, SMS session, and Outbound Messaging session consumption. Check with your account executive for potential RUL licenses.
- Purchase a separate SKU if a Short Code is required. It currently takes 10–14 weeks to provision a Short Code.

Einstein Bot
Although Bot actions can support more complex use cases, focus on the MVP bot in the first launch.

- Use a menu and button-driven bot first then add optional Natural Language Understanding capability later.
Focus on the key flow first, such as Order Pickup, in the first release. End expand it to other potential use cases such as Order Cancellation for exception handling.

**Exception Handling**

The workflow in this solution kit explains a standard pickup process. But consider the following exceptions for production deployment.

- Customers can’t opt in for text communication on the pick-up option. We suggest that you either remove the curbside pick-up option for these customers or use an alternate channel. These customers can call the store or pick up in store.
- Customers can send a different person for pickup. We suggest that you build a bot to handle other identity verification processes.
- Customers can text the chatbot to request other services, such as canceling the order. We suggest that you expand the bot actions to handle other inquiry types. An MVP bot can direct the customer to contact the call center for other inquiry types at the initial Bot launch.

**Performance and Scalability Considerations**

- Note high volume customer requests upfront to best design technical architectures and platform events or API strategies. Refer to the Salesforce Quick Reference Guide for more on limit considerations.
- Salesforce applies a limit on the number of API calls per 24-hour period. The limit is based on the Salesforce edition type and number of licenses.
- Consider the effects of Carrier Filtering on your implementation. Review a definition of Carrier Filtering and best practices. Also consider the Messaging Regulations by Country.

**Related Content**

- Review earlier steps in this solution.
  - Facilitate Curbside Pickup Workflow on page 168
- Take the next steps in this implementation.
  - Configurations on page 170

**Configurations**

Use these Advertising Studio and Journey Builder configurations to facilitate curbside pickup.

This Solution Kit recommends a general approach to implement a simplified communication for store associates. Use a cross-cloud solution between Commerce Cloud, your Order Management System, and Service Cloud to manage inbound and outbound communication to customers. Use the Salesforce1 Mobile App for store associates.

**Commerce Platform**

Customers place an order online for pickup at a retail location. This kit assumes that Buy Online Pick Up in Store (Or curbside Pick Up) is already in place for your commerce platform. See the BOPIS Solution Kit on guidelines for implementing this functionality on B2C Commerce if you do not have this functionality already in place.

To enable BOPIS functionality, update the following key areas depending on your current template design:

- The product detail page
- A cart that clearly shows which items are being picked up at which store location
- A checkout in which Ship To Information requires a mobile phone number and consent to receive SMS messaging for transactional purposes
- The order confirmation, history, and details

Order Management System

Update integration to and from your existing Order Management System (OMS) to pass customer mobile phone and opt-in information. You aren’t required to use Salesforce Order Management.

If you have B2C Commerce, see the following information on exporting orders and integrating with an OMS:
- Basic Order Management Integration Framework
- Exporting Order Data from B2C Commerce
- Customizing your Order Management Integration

Service Cloud

Service Cloud manages inbound and outbound communication to customers through a text channel and notifications to store associates.

1. Model Data
   - Create a lightweight Order custom object as a placeholder for Order data received from OMS. This lightweight custom object is not meant to serve as a Master data source for order data. Salesforce can query external systems for order data. An on-platform object enables native object-based features and optimized performance.
   - Optionally, create a Store custom object for store-specific information, such as directions, store hours, parking information, or approximate pickup wait time.

2. Provision a Text Channel (Toll-free number or short code required for business usage).

3. Set up Process Builder and necessary flow actions to create a chatter notification to associates in the specific store upon pick-up order creation.

4. Set up Process Builder and necessary flow actions to notify customers that the order is ready for pickup. Include specific store instructions such as the designated parking area.

5. Set up a chatbot and deploy to the text channel. The chatbot is designed to help customers at the time of arrival. Use it to:
   - Identify the customer based on the known mobile number.
   - Find the pickup order based on the located customer record.
   - Take customer pickup details such as car model and parking space number.
   - To notify associates about customer arrival and other details gathered from the previous step, create a chatter notification.

6. Set up Process Builder and necessary flow actions to notify customers that an order is on its way to curbside. Notify customers as store associates advance the order status.

7. Configure integration and data upload to include:
   - Bulk data upload and maintenance of Store data (or integration from system record on store data).
   - Add or update integration from existing OMS for order and customer data such as customer mobile phone and opt-in information.
   - Add or update integration to OMS for final order status update.

Salesforce Mobile App

1. To advance order status, including status and optional custom messages to customers, create mobile publisher actions.
2. Update the Order Page Layout.

3. Configure Order List view and Sharing settings. Although store associates see notifications when a new order comes in, configure a list view so that they can view all orders in progress. You can require other sharing rules on the Order object so that the list view only shows orders being picked up from this store.

4. Enable Chatter notifications for store associates.

Related Content

- Review earlier steps in this solution.
  - Facilitate Curbside Pickup Workflow on page 168
  - Design Considerations on page 169

See Also

- Stream Catalog Updates Through Collect Tracking Code

Offer Buy Online, Pick Up in Store (BOPIS)

Enable shoppers to buy products online for local store pickup through a Salesforce B2C Commerce storefront.

Get Started

- Explore system architecture related to this solution.
  - B2C Industry Blueprint
  - B2C Reference Architecture
  - B2C Solution Architectures

- Take Trailhead modules related to this solution.
  - Salesforce Solution Kits: Quick Look
  - Customer 360 Guide for Retail: Quick Look
  - Customer 360 Guides: Quick Look

Give shoppers more options by expanding a storefront to offer stock pickup. Integrate Marketing Cloud for smooth post-purchase communications.

This solution kit helps your shoppers:
- Reduce shipping costs.
- Receive merchandise faster.
- Take advantage of special discounts or promotions.
- Comply with social distancing preferences or requirements.

**Required Products**

**Commerce Cloud**
- Salesforce B2C Commerce Storefront Reference Architecture (SFRA) or SiteGenesis
- If using SFRA, “Plugin_instorepickup” cartridge installed

**Marketing Cloud**
- Journey Builder
- Content Builder Interactive Email
- Cloud Pages
- Optionally, Mobile Connect
- Optionally, Mobile Push

**Other System Requirements**
- Salesforce Order Management, Enterprise Resource Planning (ERP), or another system that handles order management
- An inventory management system or the ability to send store inventory data via XML files to Salesforce Commerce Cloud

**Data Requirements**
- Product Catalog, for any products you didn’t already offer online and the BOPIS custom attribute
- Store Information Details, such as address, phone number, and hours
- If using Commerce Cloud Geolocation API, Store Geolocation Data to power the store locator
- Store Inventory Data, including stock keeping units (SKU) by store

**Recommended Skill Sets**
- Marketing Cloud Email Specialist, preferably with Journey Builder experience
- Marketing Cloud Consultant
- Salesforce Commerce Cloud Certified Architect
- Salesforce B2C Commerce Cloud Certified Developer (front-end and back-end)
- Business owners from Commerce, Marketing, and Retail teams to define requirements

**Implement This Solution**

*Offer Buy Online, Pick Up in Store (BOPIS) Workflow*

Learn how data flows through the configurations when you let shoppers buy products online for local store pickup.
**Offer Buy Online, Pick Up in Store (BOPIS) Workflow**

Learn how data flows through the configurations when you let shoppers buy products online for local store pickup.

**Workflow**

1. The shopper places an order on a B2C Commerce storefront, selecting store pickup from a local store that has available inventory. The order is exported to an order management system (OMS) or other internal system that processes and routes orders.
2. Marketing Cloud sends an order confirmation email to the customer.
3. The order management system routes pickup orders to the appropriate physical store.
4. A store associate reviews the order via an app or on the order management system console.
5. The associate picks and packs products to fill the order. The associate triggers an action to send an email notification to the customer that their order is ready for pickup with pickup instructions.
6. An API call adds the customer to an existing journey in Marketing Cloud.
7. The customer receives an interactive email that details pick up instructions.
8. Upon arrival at the store, the customer picks up their order using one of the methods provided. If the customer is conducting a contactless pickup, they click an "I have arrived" link in their email to notify the store of their arrival.
9. A store associate marks the order as complete.
10. Marketing Cloud sends a post-pickup survey to the customer.

**Example Data Flow**

*Note:* This diagram represents one of many potential examples of systems and types of data flows that support BOPIS.
1. Collect the catalog, product, order, and customer data feeds from the B2C Commerce staging and production environments.

2. Move the data to the Marketing Cloud SFTP server so that Marketing Cloud consumes it on a schedule.

3. Use B2C Commerce Cloud data in Marketing Cloud via data extensions when authoring email templates, creating journeys, and developing personalized product recommendations.

4. Extend the B2C Commerce Cloud storefront by replacing its email functions with the Marketing Cloud Connector’s trigger-send features. To trigger transactional emails for common storefront scenarios, implement Marketing Cloud Connector customizations.

5. Implement the Marketing Cloud collect.js through the storefront by using the Connector’s reference implementation. Predictive Intelligence handles abandonment scenarios targeting search, cart, and checkout. To implement behavioral monitoring, ensure that Predictive Intelligence is licensed as part of Marketing Cloud.

6. To drive behavioral messaging, personalization, and segmentation in Marketing Cloud, use the shopper behavioral data collected from collect.js.

**Functionality Considerations**

This data flow configuration:

- Moves email authoring to Marketing Cloud’s Email Studio.
- Enables transactional email delivery triggered by B2C Commerce Cloud and generated by Marketing Cloud.
- Enables email delivery via Marketing Cloud Journey Builder where B2C Commerce Cloud triggers the journey entry.
- Assumes that Marketing Cloud’s interactive email form feature signals the customer’s arrival for pickup.
Related Content

- Review this solution’s use case and purpose.
  - Offer Buy Online, Pick Up in Store (BOPIS) on page 172

- Take the next steps in this implementation.
  - Design Considerations on page 176
  - Configurations on page 178

Design Considerations

Keep these design considerations in mind when you let shoppers buy products online for local store pickup.

Key Questions

Stores
- Which stores offer buy online, pick up in store (BOPIS)?
- How many stores offer BOPIS?
- Can each store support the space and logistics of holding packages for customer pickup?
- Must stores offer curbside pickup?
- What extra training do store associates, call center agents, and merchants need?

Products
- Which system holds product data for store items that aren’t in your online catalog?
- How do stores select which products to offer for BOPIS?

Inventory
- What system holds your store inventory and how to access it?
- What type of threshold or safety stock do you account for, and how do you maintain it?

Store Pick-Up Considerations

The process for routing orders to stores depends on your specific systems and implementation, including:
- An in-store app that store associates use to receive orders and mark them as ready for pickup
- In-store access to viewing and updating orders in your OMS or ERP system
- A more basic process for getting the order information to your stores for associates to pick and pack

Regardless of the method, develop a clear process for Store Associates to handle order pickup, customer inquiries, returns, and other interactions. Plan to notify customers that orders are ready for pickup. When picked up, close the loop on the process and mark orders fulfilled.

For more information, see Communicate Store Changes and Schedule an Appointment.

Curbside Pickup Considerations

- Place clear signage where customers wait.
• Provide a store phone number to call or text when they arrive.
• To offer contactless delivery, have associates put packages in their trunk or have a location outside the store where associates can place packages for pickup.

Have dedicated staff to communicate with customers and take packages to their car. For more information, see Facilitate Curbside Pickup.

Performance and Scalability Considerations
If using Service Cloud, consider using a common profile across Marketing, B2C Commerce, and Core. To learn more, review Explore Cross-Cloud Engagement Data Models.

Other OOTB Design Options
While not required, this section describes some of the more common storefront enhancements that merchants use.

Surface the Store Locator in the Header
1. This placement draws attention to the Store Locator. The shopper searches for a store and selects it before they browse to a product detail page.
2. Clicking the Store Locator link opens a modal window or directs the user to the Store Locator page.

   Note: Use an AJAX request and data injection to store the ID in a cookie and load the selected store details into the header.

To identify products available for store pickup, add a filter on your product listing page.
1. Make this filter display with other PLP refinements managed in Business Manager.
2. On the product tiles, use the custom attribute to trigger the addition of a callout message. This message can indicate that a product is available for BOPIS, such as “Free In-Store Pickup.”

   Note: This customization uses the availableForInStorePickup attribute on products. It determines whether a flag or callout message shows on a product tile to denote that an item is sold in stores. It’s not a check for store inventory availability. That check happens only on the product detail page with a selected SKU.

Add a form field entry in Checkout for the shopper to specify an extra person to pick up the order.

   Note: Update your Order Export file and adding the additional data attributes.

Marketing Cloud Key Considerations
Consent Management
Honor and respect customer wishes when they request specific forms of contact from your company or opt out of certain types of data sharing. We provide Consent Management Details to help you determine the best way to comply with the data protection and privacy regulations that apply to your company.

   Note: This solution kit refers to sending transactional emails. To send promotional emails to the same subscriber, the subscriber must explicitly opt in to receive marketing communications. Similarly for Mobile Connect, the subscriber must explicitly opt in to receive marketing communications. MobilePush users must obtain consent for contacts to receive push messages.

Marketing Cloud Contact Model (Omni-Channel Messaging)
Contact Key
A single Contact Key manages and relates the contact through the different channels. The Contact Key is a unique identifier that you assign to a contact. If a subscriber gets an email and wants to be on mobile, the Contact Key adds the contact to the mobile channel. The Contact Key identifies a contact within an account and ties together the contact, channels, and the relationship. The Contact Key is the same no matter what channel is used to send messages.

The Contact Key allows you to connect contacts in multiple channels. Without the Contact Key, it would be difficult for Marketing Cloud to know to connect the contact because the contact has two different identifiers. Marketing Cloud processes the information as two different contacts in Contact Builder. Make sure that you’re consistent across all channels when assigning a Contact Key to a contact.

**Mobile Push**

Set the Subscriber Key or Contact Key to the correct key in MobilePush.

There are several ways of setting the Contact Key on the MobilePush channel to be the Salesforce ID. One of the most common methods is to set up a backend service that syncs Salesforce IDs to an external system. When a mobile user identifies themselves in the app, the service figures out who they are and what their Salesforce ID is. The service returns that to the mobile app and sets it as the Contact Key.

**Mobile Connect**

When using the QueueMO opt-in method, the client specifies the Subscriber Key.

---

**Related Content**

- Review earlier steps in this solution.
  - Offer Buy Online, Pick Up in Store (BOPIS) Workflow on page 174

- Take the next steps in this implementation.
  - Configurations on page 178

---

**See Also**

- Communicate Store Changes
- Schedule an Appointment
- Facilitate Curbside Pickup

**Configurations**

Use these configurations to let shoppers buy products online for local store pickup.

The following configuration is for buy online, pick up in store (BOPIS) using B2C Commerce Cloud out-of-the-box (OOTB) functionality and storefront customizations. The steps here are for storefronts built with Storefront Reference Architecture (SFRA).

We also provide links to other supporting documentation on the B2C Commerce Cloud Documentation Portal and the B2C Commerce Cloud GitHub repository. For SiteGenesis, refer to the documentation on the infocenter for SiteGenesis in-Store Pickup, as there are some minor variations.

**Install the Plugin and Supporting Metadata**

Follow the instructions for getting started. Ensure that your instance has the proper system object extensions metadata to support the plugin, including the following object custom attributes:

- Product: availableForInStorePickup (boolean)
When set to true, this attribute enables functionality to find a product in a store via the product detail page. It also determines when an InventoryList (or external API inventory ID) for a given store must have a ProductLineItem when added to the Basket.

- **ShippingMethod**: `storePickupEnabled` (boolean) determines if the shipping method shows as an in-store shipping method.
- **Store**: `inventoryListId` (string) stores an ID reference to a given store’s associated inventory list (or external inventory ID when using an API). This inventory list determines product availability. Upon add to cart, associates with the ProductLineItem via the `productInventoryListID` attribute.
- **ProductLineItem**: `fromStoreId` (string) stores an ID reference to a given Store object on a line item level.
- **Shipment**: `fromStoreId` (string) stores an ID reference to a given Store object on a shipment level.
- **Shipment**: `shipmentType` (string) For shipments where this attribute is set to “instore,” only shipping methods where `storePickupEnabled` = true are available.

### Data Setup and Considerations

#### Products

Update your existing product feed to account for the availableForInStorePickup custom attribute.

#### Inventory

Choose different ways to retrieve store inventory data to power BOPIS functionality on your storefront.

- Regularly extract inventory data from your source system, and send it to B2C Commerce Cloud as XML formatted Inventory Lists. For the XML file format, refer to the `inventory.xsd` schema.
- Use APIs to call your source system when you must retrieve store inventory.

#### Stores

Add your store data in Business Manager, or import store information in an XML file. If importing via an xml file, follow the `stores.xsd` schema.

Another option for implementing the ability for a customer to shop a selected store is to use price books within B2C Enterprise. The steps to implement this code on your site are in the [Shop By Store Github](https://github.com/Shopify/shopify-enterprise).

#### Geolocation

If using B2C Commerce Cloud API for Geolocation data, import all Store Geolocation data following the `geolocation.xsd` schema.

Use the following job steps to perform automated maintenance of your data:

- ImportInventoryLists
- ImportStores, if importing stores via XML
- ImportCatalog, to import updates to availableForInStorePickup attribute on products

### Resolving Template Conflicts

With multiple plugins, you can resolve multiple template conflicts. Salesforce provides another cartridge, `plugin_cartridge_merge`, which provides a reference for how to merge together multiple plugins in a single customization cartridge. Refer to this cartridge for inspiration when considering the best way to implement plugins in your existing code base.

- Review the list of [templates that override the base SFRA cartridge](https://github.com/Shopify/shopify-enterprise).
- Compare template code between `app_storefront_base` (main SFRA cartridge) and `plugin_instorepickup` (main BOPIS plugin cartridge). Use a comparison tool to compare the files for differences, or run a “diff” of the files.
• Copy the identified delta code added from the plugin_instorepickup cartridge to any customizations cartridge code that overrides it. If the templates being overridden don’t exist in any cartridges other than app_storefront_base, don’t copy those changes to any other cartridges. Instead, use the plugin_instorepickup cartridge’s version of those templates.

To view the expected cartridge stack, see SFRA Overview.

• To ensure that plugin features work correctly, test the storefront functionality, and review all logs for errors.

Storefront Template Customizations

With the in-store pickup cartridge installed, the Storefront Reference Architecture provides key out-of-the-box functionality and template code to support BOPIS. See the SFRA Wireframes Documentation. If using Site Genesis as your reference application, see the OOTB design and functionality for BOPIS in the Site Genesis Wireframes and Functional Spec Documentation.

The following are the key areas to update when enabling the OOTB BOPIS functionality. They depend on your current template design.

• Product Detail Page
• Cart
• Checkout
• Order Confirmation / Order History & Details

Other customized sections that further enhance the customer experience include:

• Header
• Product Listing / Search Results Page

To identify the customized areas, compare your current pages with the OOTB template designs. Look for areas that include elements to support BOPIS. This guide covers the minimum OOTB features to support BOPIS. Work with your technical teams and design teams to help identify areas where your storefront templates need adjustments. Support the functionality, and adhere to your brand’s look and feel.

Note: It’s important to use clear and prominent messaging about the store pick-up process and FAQs.

As with any enhancements you make to your storefront, follow your organization’s process for thoroughly testing. Ensure that your data is accurate. Test data flows across all systems. Make sure that impacted teams know about any changes to their process. Before launching your new BOPIS offering, ensure that all storefront functionality works as expected.

Marketing Cloud Configuration Steps

Trigger an Order Confirmation Email in the Marketing Cloud with the Marketing Cloud Transactional Email Solution Kit.

Create an “Order is ready for pickup journey” that uses an API event as its entry source. Inject the subscriber into the Marketing Cloud “Order is ready for pickup” journey when the order fulfills. Marketing Cloud’s REST API offers you access to the Journey Builder API. You inject subscribers into a journey via an API call. Configure this REST service call to Marketing Cloud using a B2C Commerce Cloud Service. The call uses the fire entry event method to inject a subscriber into the journey.

Note: This call triggers from the order fulfillment page after the order processes in B2C Commerce Cloud or OMS.

Include the following required elements to make this journey an Omni-Channel journey. They send messaging that the order is ready to be picked up at the store. If your only channel is email, skip the mobile steps. If using only mobile, skip the email steps.

1. SMS Order is ready for pickup message
2. MobilePush Order is ready for pickup message
3. An interactive email with a button or a similar call to action that the consumer clicks to alert the service agent that they arrived. Add other identifying information like make and model of the car and parking location to this email.
4. An interactive landing page when the consumer clicks the button that:
   - Updates the OMS to indicate that the order is ready for pickup
   - Sends an SMS to a designated contact for the store using REST API
   - Sends an email to an alias at the fulfillment desk at the store
   - Updates the client system via API

5. A post-purchase survey email

Related Content

- Review earlier steps in this solution.
  - Offer Buy Online, Pick Up in Store (BOPIS) Workflow on page 174
  - Design Considerations on page 176

See Also

- Get answers to your questions from B2C Commerce experts and other customers via the B2C Commerce Trailblazer Community Group.
- Review the Calendar of upcoming Commerce Cloud learning opportunities.
- Salesforce Order Management
- Request a Commerce Cloud Accelerator.
- If you need expert guidance for planning your BOPIS solution, contact your Customer Success Manager to ask about Advisory Services.