

Forward Looking Statements



Statement under the Private Securities Litigation Reform Act of 1995:

This presentation may contain forward-looking statements that involve risks, uncertainties, and assumptions. If any such uncertainties materialize or if any of the assumptions proves incorrect, the results of salesforce.com, inc. could differ materially from the results expressed or implied by the forward-looking statements we make. All statements other than statements of historical fact could be deemed forward-looking, including any projections of product or service availability, subscriber growth, earnings, revenues, or other financial items and any statements regarding strategies or plans of management for future operations, statements of belief, any statements concerning new, planned, or upgraded services or technology developments and customer contracts or use of our services.

The risks and uncertainties referred to above include – but are not limited to – risks associated with developing and delivering new functionality for our service, new products and services, our new business model, our past operating losses, possible fluctuations in our operating results and rate of growth, interruptions or delays in our Web hosting, breach of our security measures, the outcome of any litigation, risks associated with completed and any possible mergers and acquisitions, the immature market in which we operate, our relatively limited operating history, our ability to expand, retain, and motivate our employees and manage our growth, new releases of our service and successful customer deployment, our limited history reselling non-salesforce.com products, and utilization and selling to larger enterprise customers. Further information on potential factors that could affect the financial results of salesforce.com, inc. is included in our annual report on Form 10-K for the most recent fiscal year and in our quarterly report on Form 10-Q for the most recent fiscal quarter. These documents and others containing important disclosures are available on the SEC Filings section of the Investor Information section of our Web site.

Any unreleased services or features referenced in this or other presentations, press releases or public statements are not currently available and may not be delivered on time or at all. Customers who purchase our services should make the purchase decisions based upon features that are currently available. Salesforce.com, inc. assumes no obligation and does not intend to update these forward-looking statements.





Martin Property of the Real Pr

LIVER THE THE THE THE THE THE







Storefront Reference Architecture

Name Change Better Describes the Capabilities

- Out-of-the-box blueprint for site design
- Contains the fully functional elements needed to operate a site including cart, checkout, homepage, PDP pages, and others
- Foundation for building a site based on proven best practices in UX, merchandising and technical architecture
- Easily customized by retailers, Sl's, and developers



Who is the Storefront Reference Architecture for?



Adoption Options

New Customers

Building new sites

Existing Customers - New Sites

Launching new brand or region sites

Existing Sites

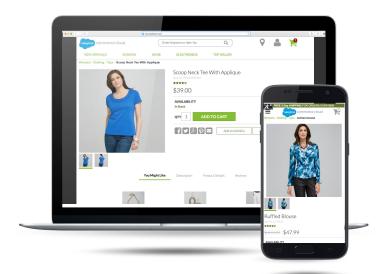
Redesign projects



Commerce Cloud's Two Reference Architectures

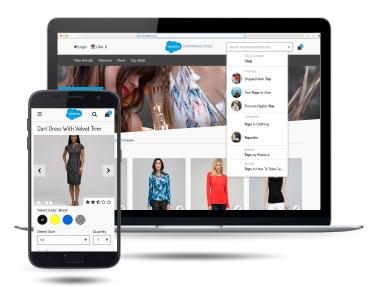


SiteGenesis



Currently being used by over 2,700 Commerce Cloud sites and is a proven foundation to some of the world's leading brands.

NEW: Storefront Reference Architecture

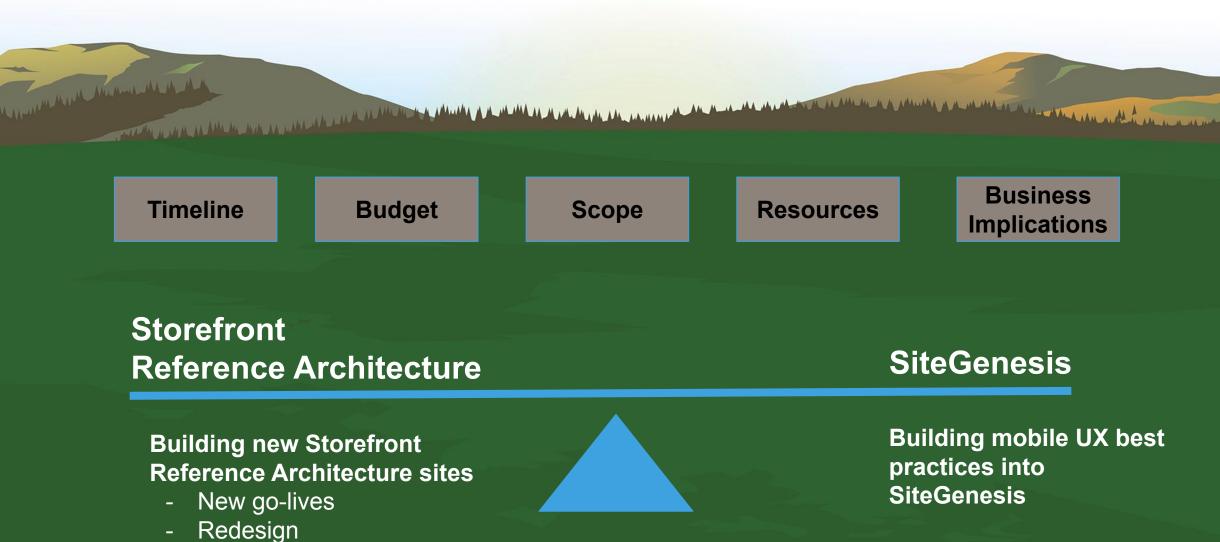


All new go-lives and full site-redesigns will use the Storefront Reference Architecture to ensure merchants are leveraging the latest and greatest in site design.

Existing SiteGenesis Customers

salesforce

Considerations on What Reference Architecture to Deploy



SiteGenesis

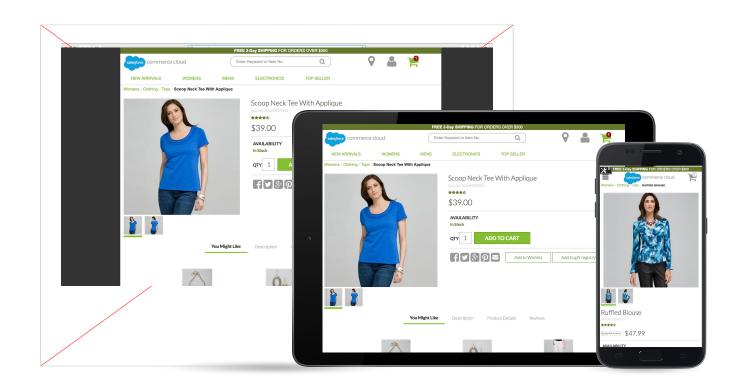


Build for mobile in SiteGenesis

Merchants can enhance the UX with simple tips and tricks

Commerce Cloud provides guidance

With Mobile Design Best Practices, based on data driven insight from Commerce Cloud's community of merchants.



Storefront Reference Architecture: Let's Compare



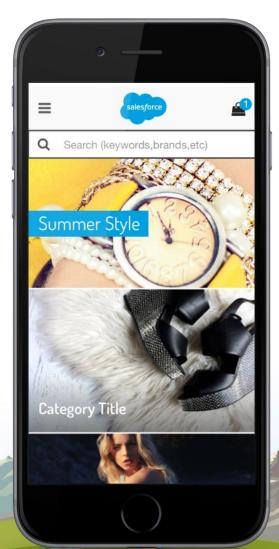
Latest Enhancements vs SiteGenesis

User Experience

• Improve Shopping Experiences on Mobile Web - The storefront reference architecture was built based on data driven insight, heat mapping, and shopper journey analysis from the Commerce Cloud community of over 2,000 mobile sites.

Storefront Architecture

 Reduce Storefront TCO - A new modular MVC code base gives developers the ability to incorporate new functionality as it is released, so you can take advantage of the latest innovation quicker. It also makes bringing in custom integrations that much easier.

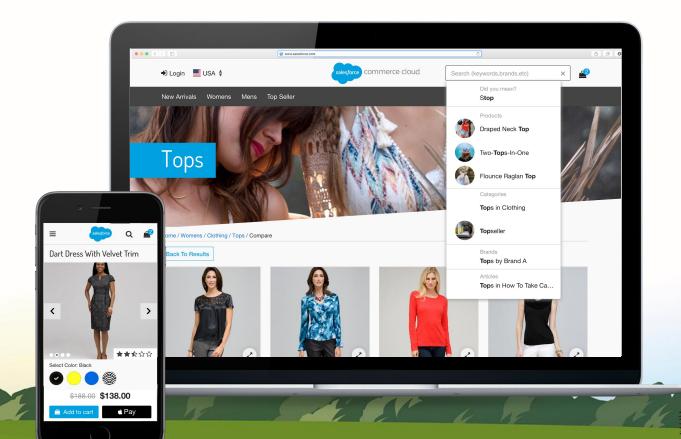


Storefront Reference Architecture

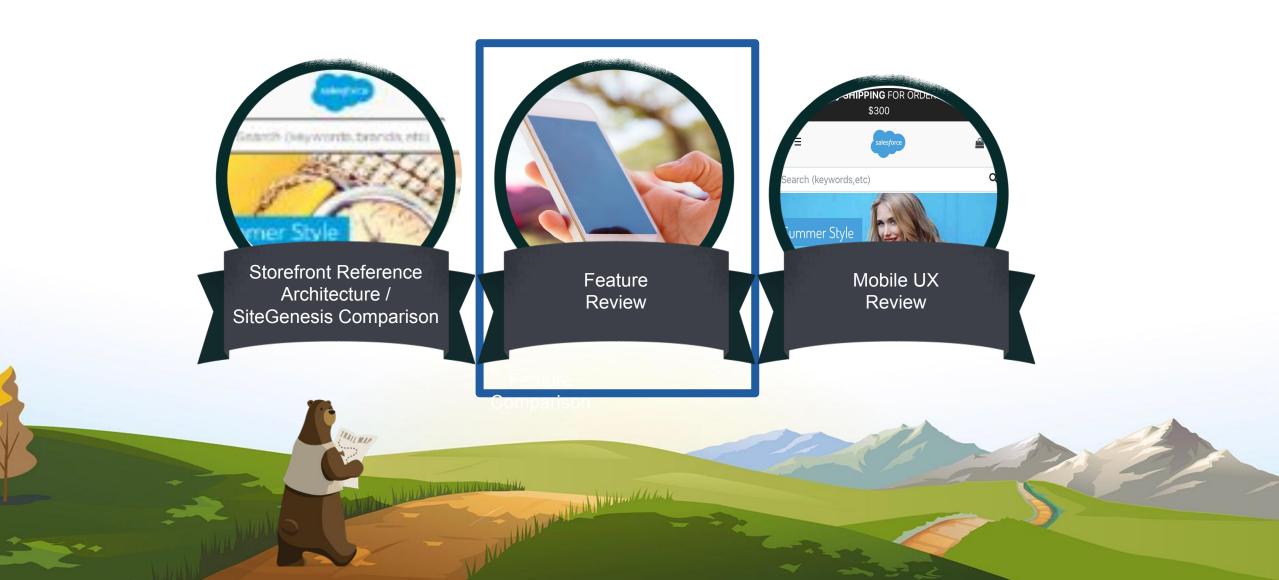


Benefits

- Improve time-to-value: launch faster
- Reduce your storefront TCO
- Improve shopping experiences on mobile web
- Full storefront control and limitless customization







Feature Comparison



SiteGenesis vs. Storefront Reference Architecture

Feature Parity with SiteGenesis

Homepage

product tiles, content slots, product recommendations, email signup, store locator, header and footer, product quickview

Product Detail Page

basic products, products with variants, size chart, product sets, product bundles, bonus products, promotions, Einstein product recommendations, Einstein predictive sort, in-store inventory views, variation groups, quick view

Cart

persistent cart, Einstein product recommendations, bonus products, coupons, mini-cart

Checkout

cart page, receipt page, shipping, billing, form handling, multiple shipping options, pick-up-in-store, registered and unregistered checkout, confirmation emails, one touch payment options

Search and Search Results

search results, search suggestions, search refinements, Einstein predictive sort, category landing pages, search-as-you-type, search not found, show more, international linguistic support

My Account

login, edit profile, password recovery, order history, social login, remember me functionality

Customer Service

about us, contact us, security and privacy, customer help

General Site Management Features

responsive design, localization, error pages, breadcrumbs, navigation, header/footer

Coming in Q3 18

Wish Lists

Gift Registry

Gift Certificates



Technical Comparison



SiteGenesis vs. Storefront Reference Architecture

Technical Parity with SiteGenesis

Storefront Technical Advantages

Full platform functionality

Underpinning the storefront is a multi-tenant cloud platform for innovation enabling a continuous delivery of new features and enhancements.

Open Commerce API's (OCAPI)

A full set of APIs wrap the platform and expose core commerce functionality such as cart, checkout and search as well as data objects such as product or catalog, through the REST API layer.

JavaScript Controllers

Enables developers to build custom business logic with a common language that ensures productivity.

LINK Technology Partner Program

Leverage best-of-breed 3rd party integrations

 Many storefront LINK cartridges are in the process of being integrated

Model View Controller Architecture (MVC)

Developers are empowered to write better organized, more maintainable code with a less complexities and dependencies.

Efficient Storefront Maintenance and Updates

A modular separation of core reference features, merchant customization, and integration cartridges makes implementing new features and maintenance a breeze.

Bootstrap Mobile Framework

The most popular HTML, CSS, and JS framework for developing responsive, mobile-first sites. Bootstrap's open source toolkit makes front-end development easier.

Extensibility

Build "pixel perfect sites" with an extensibility model that allows developers to build unique brand experiences with open architectures and frameworks that enable fast, easy customization.

customization.

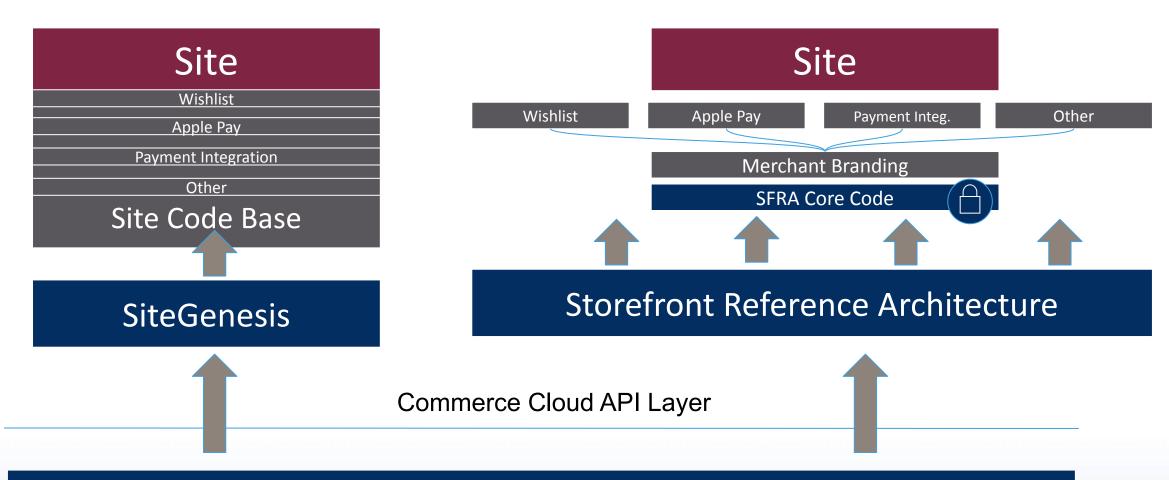


Storefront Architecture & Customization Comparison



SiteGenesis

Storefront Reference Architecture



Features & Functionality

(Global Release Process on the Commerce Cloud Platform)

Solves Developer Pain Points



Need for Simplicity

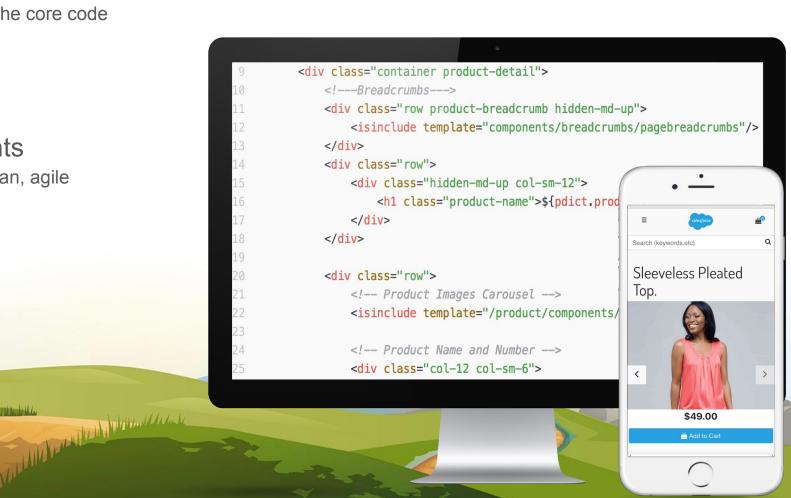
Segmenting customizations and integrations from the core code base can be cumbersome

Deliver Continuous Integration

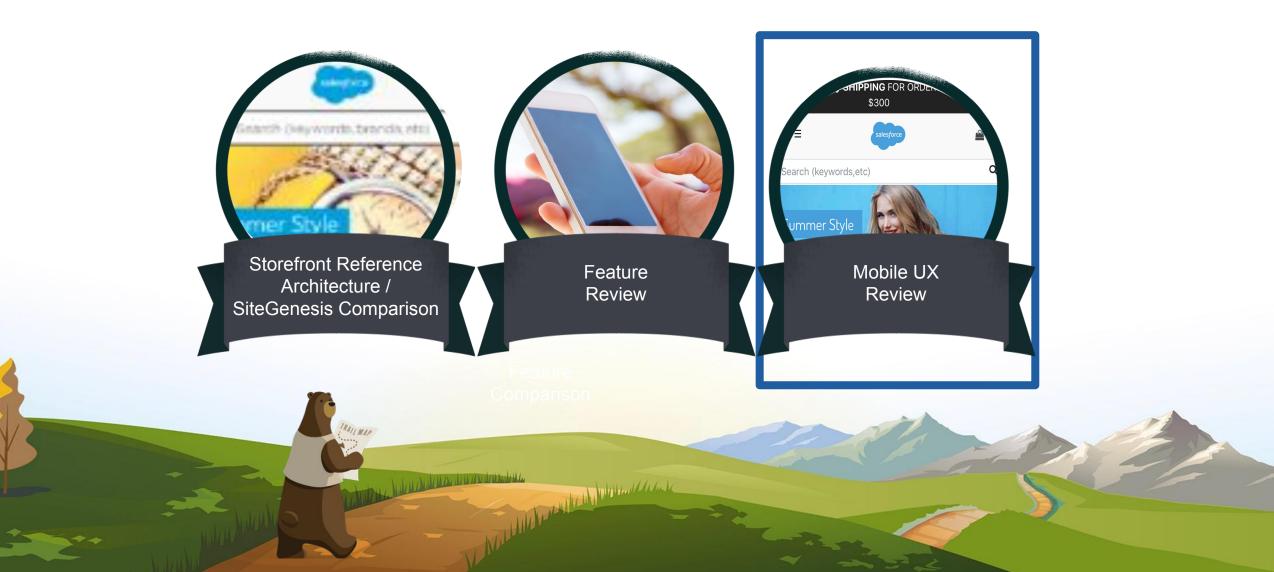
Staying current on the latest updates

Keep up with Business Requirements

Moving from satisfying ad-hoc requirements to a lean, agile development process







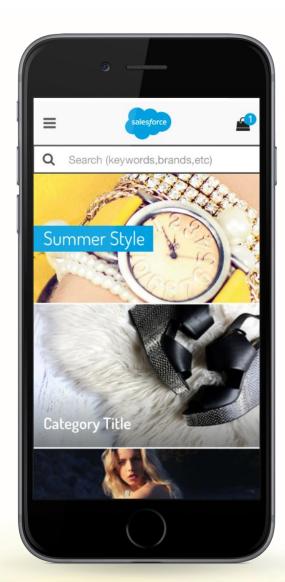
Search

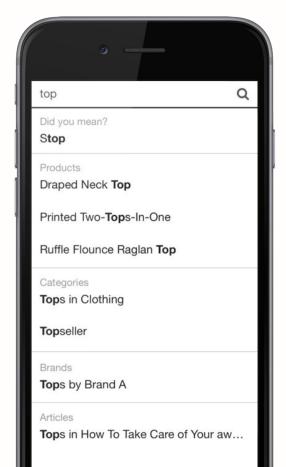
Search is the top visual priority:

- Positioned for easy accessibility and functional use
- Persistent so it stays in view as shoppers scroll.

Why It matters:

- The search bar is the top destination for mobile shoppers who already know what they are looking for.
- Mobile shoppers using the search function convert at 2.6 times the rate of those using navigation tools.







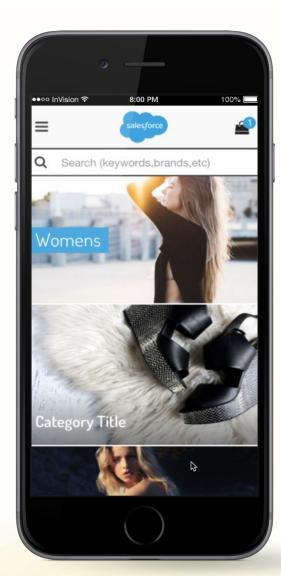
Navigation

Simple, accessible navigation:

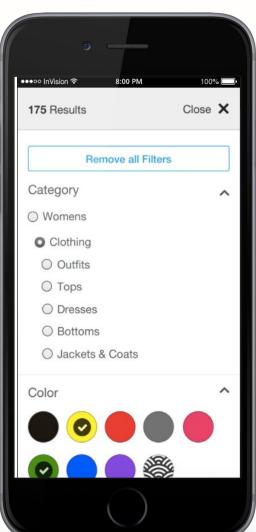
- Touch-friendly, right-sized menu icons
- Navigation tools that are discoverable, accessible, and efficient

Why It matters:

- Navigation is often difficult for mobile users due to small device size.
- Clean navigation that directs consumers to the most popular items, and what they are looking for quickly improves the shopping experience.







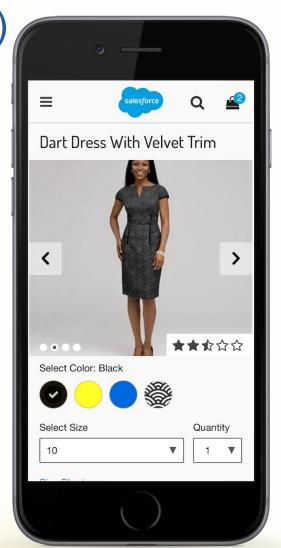
Product Detail Page (PDP)

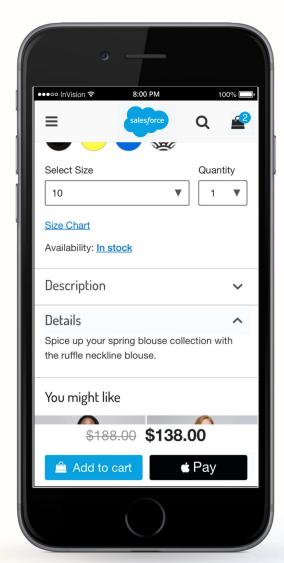
Optimized PDP Page

- A persistent Add to Cart button that stays in view as the shopper scrolls
- Express payment options, such as Apple Pay
- Collapsible product descriptions

Why It matters:

- By highlighting critical shopping actions reduces shopper workload and makes it faster to reach checkout
- Shoppers can checkout directly from the Product Detail Page (PDP) with one-touch







Checkout

Simplified Checkout

 A single page accordion style checkout with collapsible summaries to smooth the checkout flow and eliminate distractions.

Why It matters:

 Checkout is the most important component of the mobile shopping experience. Today, the checkout completion rate for mobile shoppers is 52% — 11% lower than overall online checkout completion.

