**COMMERCE**

SAP Hybris Commerce provides everything you need to deliver the ultimate multichannel experience that is both global and highly personalized to customers, prospects, suppliers, and partners — ensuring they are always able to engage with you and vice versa, wherever they sit and via whatever medium they choose. Most importantly, Hybris guarantees a consistent customer experience, giving you the confidence that every customer and partner transaction is positive and profitable.

[Assisted Service Module](https://help.hybris.com/6.2.0/hcd/3e6277ce25d945b1a951e556c8a168c0.html)

The hybris Assisted Service Module (ASM) enables customer service personnel to provide real-time customer sales and service support, using the same storefront across the omni-channel framework, both physically shoulder-to-shoulder, in-store, and virtually online.

[Omni Commerce Connect Module](https://help.hybris.com/6.2.0/hcd/88d34144469c4f3cba5af0681497963d.html)

Business outline and benefits of the Omni Commerce Connect (OCC)

[B2B Commerce Module](https://help.hybris.com/6.2.0/hcd/9e2e8e6c937f4007b284fb0f508fc6d2.html)

The hybris B2B Commerce Module adds business-to-business functionality to the SAP Hybris Commerce.

[Bundling Module](https://help.hybris.com/6.2.0/hcd/66d226844d424da7a0f887294b5f8457.html)

The Hybris Bundling Module enables defining template bundles of products offered together as a package. Bundling feature allows defining different pricing for a product depending whether it is sold individually or in a bundle.

[Commerce Infrastructure Services](https://help.hybris.com/6.2.0/hcd/5b51a467a2fa4df2825a0886938b8922.html)

The Commerce Infrastructure Services (CIS) framework provides a RESTful wrapper for services provided by Hybris, as well as third parties. Hybris provides a number of Maven archetypes for generating custom services.

[Commerce Search Module](https://help.hybris.com/6.2.0/hcd/e11cf192e5724b4da7c7fc75b44e0302.html)

The Commerce Search provides you with easy-to-use administrative tools for search and navigation using Solr server. It improves the user experience by providing a user-friendly perspective designed for product searching and product boosting features that help you with promoting certain types of products.

[Entitlement & Metering Service](https://help.hybris.com/6.2.0/hcd/616b196f573b4820b3677f56f9083ac3.html)

The Entitlement & Metering Service enables you to use entitlements in order to grant a customer permission to access a given resource. The service also records the usage of particular resources, services, and special privileges.

[Payment Module](https://help.hybris.com/6.2.0/hcd/e94d60a8700b4a57a83199fa9ae2ca8b.html)

The hybris Payment Module enables you to use the payment service provider adapters, for example, the cybersource extension, in order to integrate payment gateways into the SAP Hybris Commerce.

[Promotion Module (Legacy)](https://help.hybris.com/6.2.0/hcd/5d48b7c8407943048f14ddeaebb5abb4.html)

Companies can win new customers and increase their conversion rate with the Promotion Module. Any type of promotion can flexibly be administered with the Hybris user interface and quickly integrated to the online store. Using the Promotion Module, you can easily create, edit and control various campaigns. It does not matter whether you wish to apply your promotions to the entire shop or just to selected products.

[Promotion Engine](https://help.hybris.com/6.2.0/hcd/f6a86b682bf04b40b34cbcc745e1232e.html#copyf6a86b682bf04b40b34cbcc745e1232e)

Promotion Engine provides a platform for companies to innovate their online marketing strategies without the need for IT.

[Rule Engine](https://help.hybris.com/6.2.0/hcd/ee1d05c7339f4da88266191cbd265c90.html)

Hybris introduces Rule Engine running on top of SAP Hybris Commerce Platform. Rule Engine provides a mechanism to define business rules with conditions and actions.

[Search & Navigation Module](https://help.hybris.com/6.2.0/hcd/81ee331dc844471e87baf94da5dd60c7.html)

The Hybris Search & Navigation Module supports efficient search and navigation by providing the solrfacetsearch and solrserver extensions.

[Social Commerce Module](https://help.hybris.com/6.2.0/hcd/1cf05c1a51b240488d56b9d2def7e018.html)

The Social Commerce Module enables you to create wish lists and reviews of products in an online shop.

[Subscriptions Module](https://help.hybris.com/6.2.0/hcd/bd6353748b0a48429f9ef7f635daf7a3.html)

The Subscriptions Module was designed specifically to address the needs of subscription-based sales. Hybris enables you to manage frequency, length, renewals and other attributes unique to subscription business models. Powerful tools allow business users to easily set up subscription-based pricing models, pricing periods, subscription terms and conditions, entitlements and metering, and more, supporting innovation and fast time to market.

[Subscription Billing Gateway](https://help.hybris.com/6.2.0/hcd/b50aeae737ca427fa0da2655b0c3f667.html)

The Subscription Billing Gateway (SBG) acts as a translation interface web service between the SAP Hybris Commerce and external subscription billing management provider systems, offering an end-to-end subscription-based sales solution.

[Voucher Module](https://help.hybris.com/6.2.0/hcd/28092224b905491ab0ab91829e9241fc.html)

Reaching a targeted customer group, gaining access to new customer segments and reducing churn are crucial elements of success in e-commerce. The Voucher Module enables you to create and manage vouchers redeemable by your customers.

[yForms Module](https://help.hybris.com/6.2.0/hcd/35cffcddb11344a3877a95ee8e195408.html)

The yForms Module provides the data model and functionality that support usage of yForms in existing and custom-made extensions and AddOns.

# Assisted Service Module

The hybris Assisted Service Module (ASM) enables customer service personnel to provide real-time customer sales and service support, using the same storefront across the omni-channel framework, both physically shoulder-to-shoulder, in-store, and virtually online.

Note: **Before Implementing**

A hybris module may include or enable functionality that is not covered by your individual license. Make sure to limit your implementation to features as defined in your license contract. In case of doubt, please contact your hybris Sales representative.

## Overview

Online sales companies invest vast amounts of time, effort and money into their storefront technologies and user interfaces to provide intuitive, unique and well branded user experiences for their customers. As opposed to traditional sales and service solutions that use different technologies and views to their customer storefront views, the hybris Assisted Service Module allows the service support personnel to use the same storefront view their customer uses and sees.

For Accelerators that support the responsive user interface, the Assisted Service Module is fully responsive, i.e. it adapts to the screen size of the device it is displayed on. The ASM is responsive by default and there are no further configuration steps necessary to enable the responsive behavior.

Note: **Installation**

The ASM is not a part of the SAP Hybris Commerce Accelerator and requires installation. For more information, see the [ASM Installation](https://help.hybris.com/6.2.0/hcd/8b5740ab866910149d3e9b17c8a79b75.html) section of the [assistedservicefacades Extension - Technical Guide](https://help.hybris.com/6.2.0/hcd/8b5740ab866910149d3e9b17c8a79b75.html" \o "The assistedservicefacades extension provides a data model and extension exposes all Assisted Service Module related functionality to higher-level layers.) document.

For the information about the supported storefronts, see the [assistedservicestorefront AddOn](https://help.hybris.com/6.2.0/hcd/8ac0c75486691014b81def8ce73b39b7.html" \o "The assistedservicestorefront AddOn adds the Assisted Service Module (ASM) functionality to the Accelerator storefronts.)document.