HCL Commerce V9.1 – External Triggers

Implementation Guide

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| **Version** | **Description of Change** | **Author** | **Date** |
| 1.0 | External Triggers | Manoj Gona | 10-Nov-2020 |

# Code Changes

## Determining the customer’s personalization ID for an external event

Marketing activities require the customer's personalization ID. If the event occurs on an external system that cannot pass the customer personalization ID, you need to map information that is known by the external system to the customer personalization ID in HCL Commerce. To accomplish this mapping, provide an implementation of the MarketingServicesTaskCmd that implements the method getPersonalizationId. This method maps from the external identifier of the customer to the HCL Commerce identifier for the customer (personalizationId). Then, register the task command in the CMDREG table.

The following code finds the customer's personalization ID based on the provided email ID when the Process MarketingTrigger service is called and includes the parameter **email**.

Go to WebSphereCommerceServerExtensionsLogic/src, copy paste the “com” folder.

Package: com.hcl.commerce.marketing.dialog.util

File: ExternalMarketingServicesTaskCmdImpl.java 

# Database changes

Update CMDREG

Execute SELECT query to check if any class is mapped to the interface “com.ibm.commerce.marketing.dialog.util.MarketingServicesTaskCmd”

**SELECT \* FROM CMDREG WHERE INTERFACENAME LIKE '%MarketingServicesTaskCmd';**

Map the interface name to a class name if no rows are returned.

**INSERT INTO CMDREG (STOREENT\_ID, INTERFACENAME, CLASSNAME) VALUES (0, 'com.ibm.commerce.marketing.dialog.util.MarketingServicesTaskCmd', 'com.hcl.commerce.marketing.dialog.util.ExternalMarketingServicesTaskCmdImpl');**

# Create Dialog Activity

Dialog activity specifies the trigger events and the actions associated to it. The below links help walk through dialog activity creation.

<https://help.hcltechsw.com/commerce/9.1.0/management-center/concepts/csbdiaacts.html>

<https://help.hcltechsw.com/commerce/9.1.0/management-center/tasks/tsbctdlgact.html>

Links to creating promotions and triggers to dialog activities are available on above web pages.

# External Site Mockup

The below HTML and Java Script files are used to demo the functionality. The hostname of the commerce server should be updated in the JS file.

 