



Latest Trends in Self Service Portals and The Multi-App Experience in Virto Commerce

Virto Commerce
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Agenda

- 1 How efficient a one-stop solution for customer service can be.
- 2 How to develop, build, and deploy your own web application in Virto Commerce.



Self-service portal

- 1 • Why is self-service portals demand growing?
- 2 • Self-service portals value for SMB and enterprises
- 3 • Vendor portal as an example of the self-service portal
- 4 • Q&A

Why is Self-Service portals demand growing



Convenience

With a self-service portal, customers can access the information or services they need at any time, without having to wait for customer service representatives to become available.



Cost-Effective

Self-service portals can help organizations reduce their costs by automating repetitive tasks and allowing customers to find answers to their questions without the need for human interaction. This improves operational efficiency.



Increased Customer Satisfaction

Customers value self-service portals because they can quickly and easily access the information or services, they need without the hassle of waiting in line or on hold.



Personalization

Self-service portals can be customized to meet the specific needs of individual customers. For example, a customer can create a personalized dashboard that displays the information and services they use most frequently, making the experience more efficient and enjoyable.

Self-service portals value for SMB and Enterprises



For SMBs building an integration with a 3rd party system can be costly.

- Self-service portal can become an alternative to such integration.
- A workplace and be the main tool to complete tasks in the external system.
- Automate routine tasks and make information readily available to SMB employees
- Reducing the need for customer service representatives
- Improving operational efficiency.

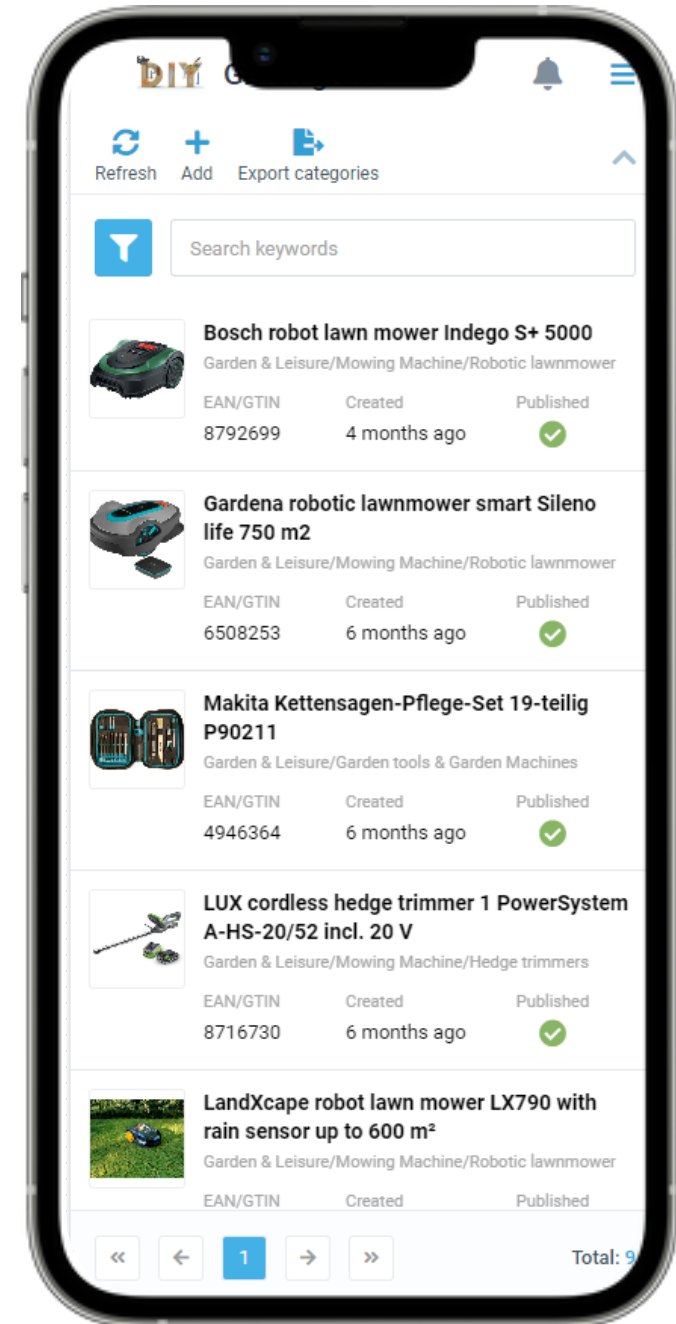


For enterprises, the Self-Service portal

- A starting point to scale while building an integration.
- Cost-effective solution to proceed with the solution.
- Hybrid model with integration via APIs and a Self-service Portal.

Demo

Vendor Self-Service Portal



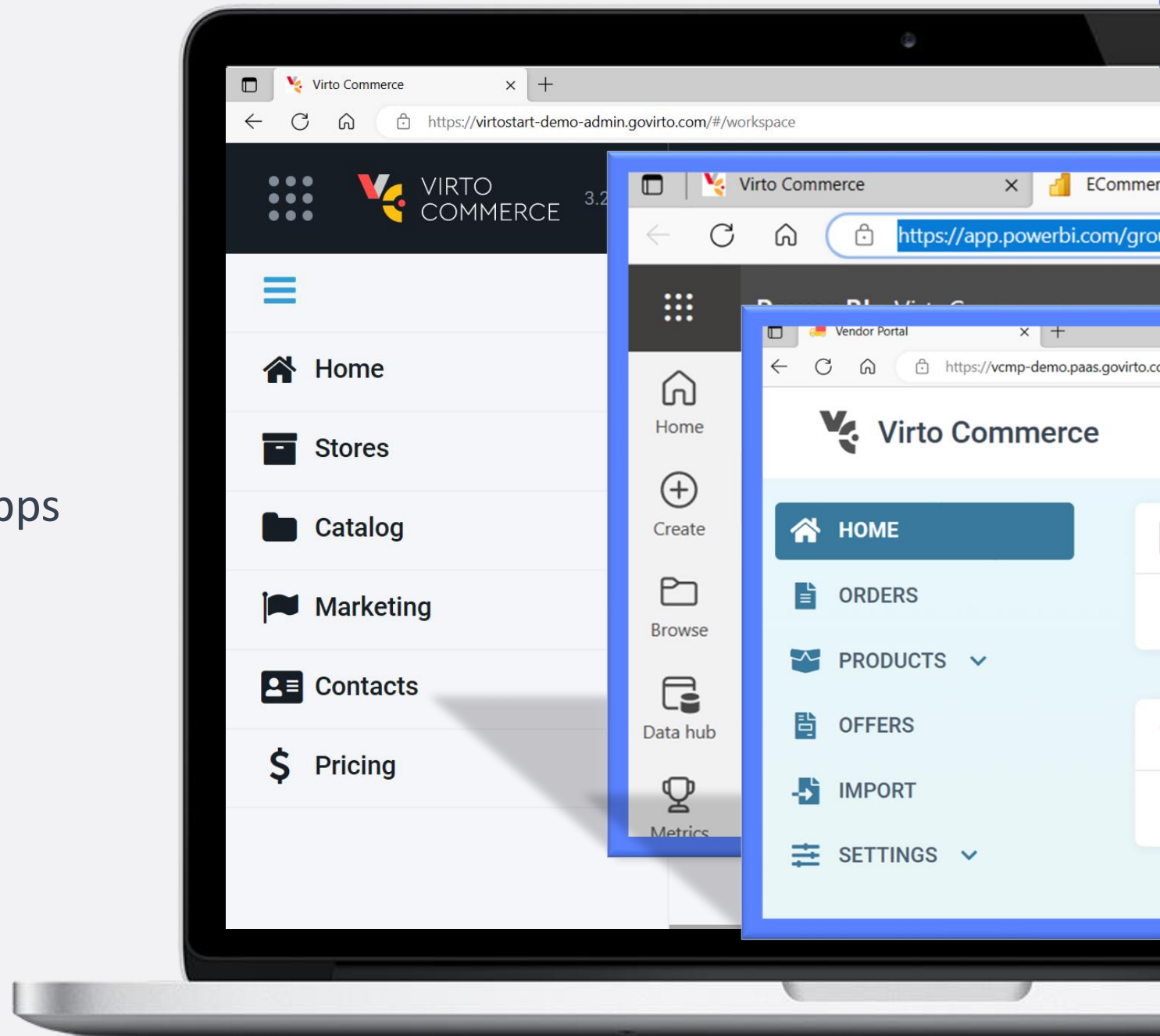
Multi-App Experience

Unleash the power of multiple apps

- 1 Demo
- 2 Overview to Multi-App Experience
- 3 Lab. How to register web app
- 4 References

Multi-App Experience Examples

Unleash the power of multiple apps





Multi-App Experience



Improved UX

One login and seamless navigation between apps.



Consistent UI

Virto Shell SDK and UI Kit Storybook ensures a consistent user interface across all apps



Separated Development

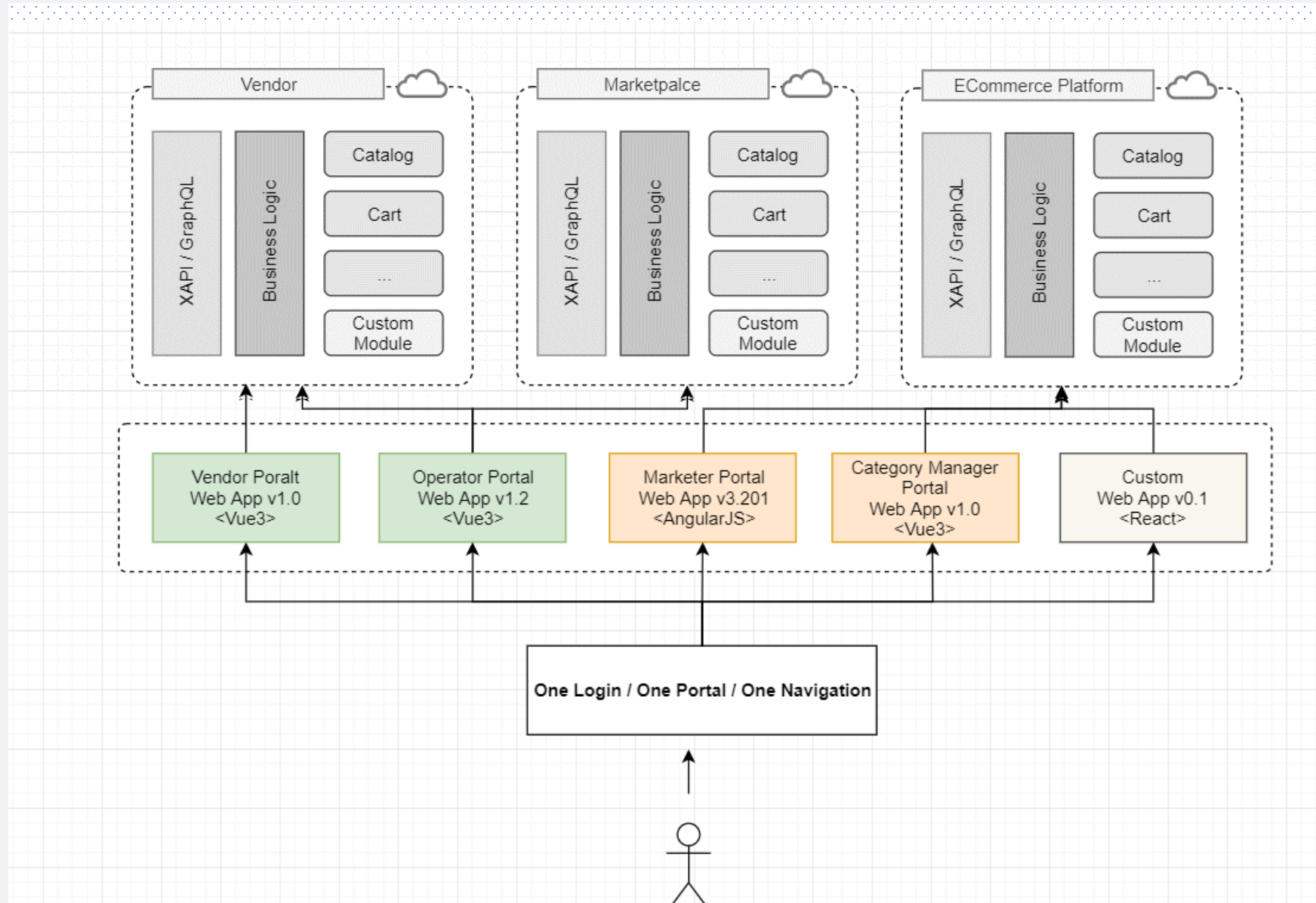
Multiple teams can work simultaneously on different aspects of the project.



Scalability


Allows businesses to scale up or down easily, with the flexibility to add or remove apps as needed.

Multi-App Architecture



Prerequisites

Lab. How to register web app

- 1 • Virto Commerce Platform 3.264+
 - 2 • Virto Commerce CLI (VC-BUILD) 3.12+
 - 3 • VC Shell
- 

Step 1. Add web app in module manifest

Lab. How to register web app

```
7      <platformVersion>3.264.0</platformVersion>
8      <dependencies>
9          <dependency id="Virtocommerce.Orders" version="3.216.0" />
10         <dependency id="Virtocommerce.Customer" version="3.215.0" />
11     </dependencies>
12
13     <apps>
14         <app id="reports">
15             <title>Reports</title>
16             <description>Power BI Commerce Reports</description>
17             <iconUrl>/apps/reports/power_bi_logo.svg</iconUrl>
18         </app>
19     </apps>
20
21     <title>Power BI Commerce Reports</title>
22     <description>Power BI Commerce Reports for Virtocommerce</description>
23
24     <authors>
25         <author>Oleg Zhuk</author>
26     </authors>
27     <owners>
```

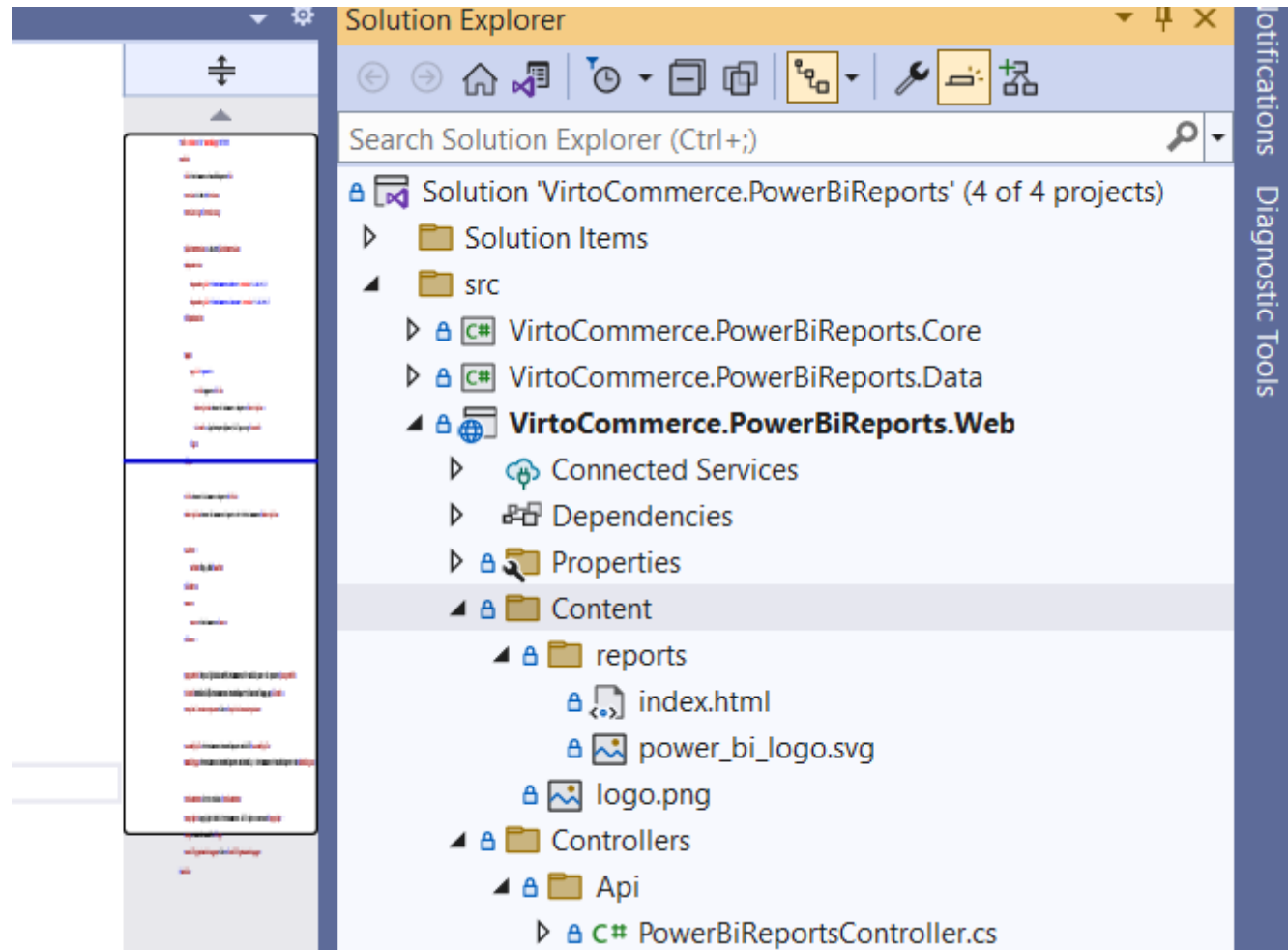
module.manifest

App Attributes

- id
- title
- description
- iconUrl
- permission
- contentPath (By default:
[VcModuleWeb]/Content/[Id])

Step 2. Create Content/[app_id] folder

Lab. How to register web app

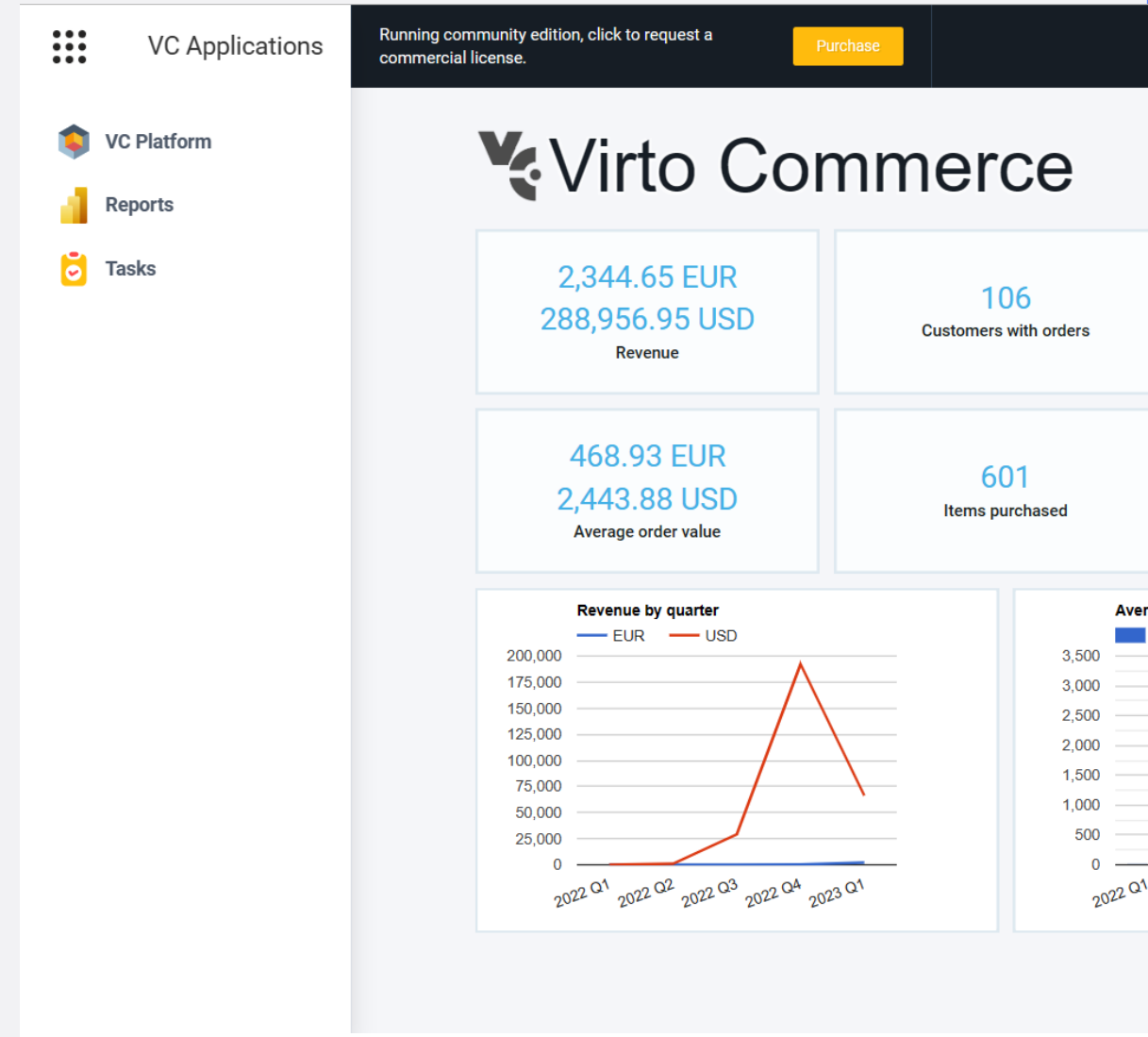


App Content folder

App Attributes

- id
- title
- description
- iconUrl
- permission
- contentPath (By default: [VcModuleWeb]/Content/[Id])

Step 3. Build, Compress and Deploy



Step 4. Rest API

The screenshot shows a REST client interface with the following sections:

- Method and URL:** GET /api/platform/apps
- Parameters:** No parameters. A "Cancel" button is visible.
- Buttons:** "Execute" (blue) and "Clear" (white) buttons.
- Responses:** A section for viewing the response.
- Curl:** A text box containing the curl command: `curl -X GET "https://virtostart-demo-admin.govirto.com/api/platform/apps" -H "accept: text/plain"`
- Request URL:** A text box containing the URL: `https://virtostart-demo-admin.govirto.com/api/platform/apps`
- Server response:** A section showing the response status and body.
 - Code:** 200
 - Details:** A tab for viewing the response body.
 - Response body:** A JSON array of three objects:

```
[{"title": "VC Platform", "description": "Virto Commerce Platform", "iconUrl": "/images/platform_app.svg", "relativeUrl": "/", "permission": null, "id": "platform"}, {"title": "Reports", "description": "Power BI Commerce Reports", "iconUrl": "/apps/reports/power_bi_logo.svg", "relativeUrl": "/apps/reports", "permission": null, "id": "reports"}, {"title": "Tasks", "description": "Tasks", "iconUrl": "/apps/tasks/img/logo.svg", "relativeUrl": "/apps/tasks", "permission": null, "id": "tasks"}]
```

API

GET /api/platform/apps

Returns list of available APPS.

References

- 1 • [VirtoCommerce/vc-module-power-bi-reports](#) (Preview)
- 2 • [VirtoCommerce/vc-module-task-management](#) (Preview)
- 3 • [VirtoCommerce/webinars \(github.com\)](#)
- 4 • [Virto Commerce Documentation](#)
- 5 • [Open-source ASP.NET Software for B2B eCommerce](#)



Thank You

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