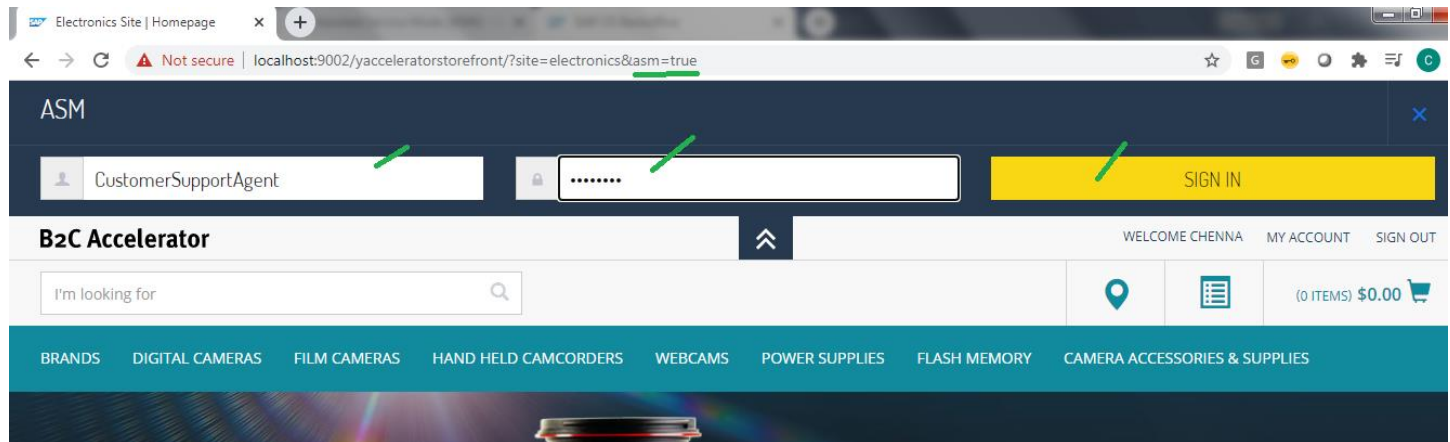


Scenario = Creating a New Customer via ASM in SCC?

Step 1 = Login to Electronics Site with ASM

URL = <https://localhost:9002/yacceleratorstorefront/?site=electronics&asm=true>

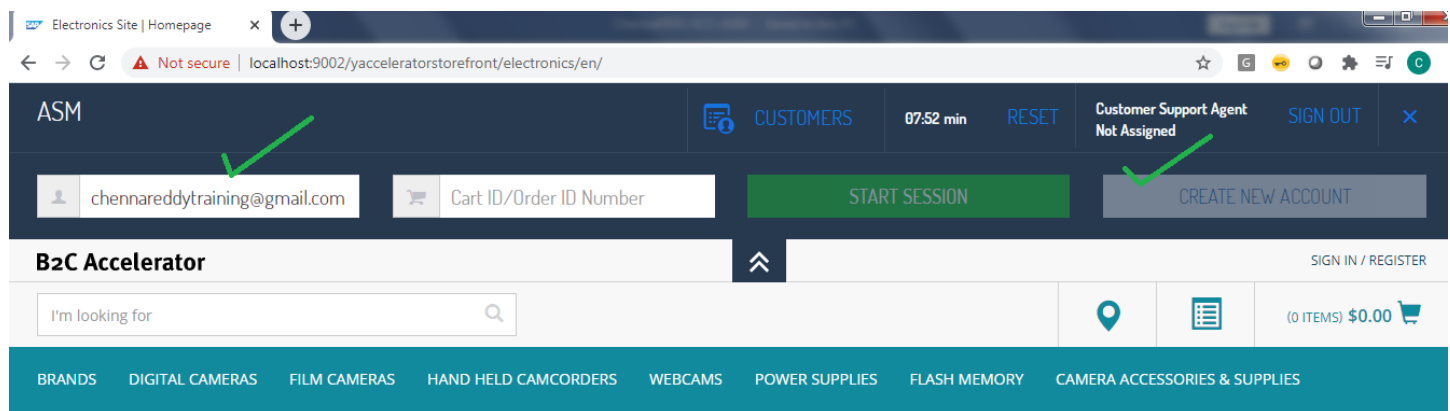
Login with "CustomerSupportAgent"



Step 2 = Create New Customer

Enter Customer Name / Email Address = chennareddytraining@gmail.com

-- Create New Account



Note: - Now we can see the customer account is created.

What Customer Support Agent can't do here, is setting customer's password.

To do this, customer has to click on Forgot Password link on Login page of the website.

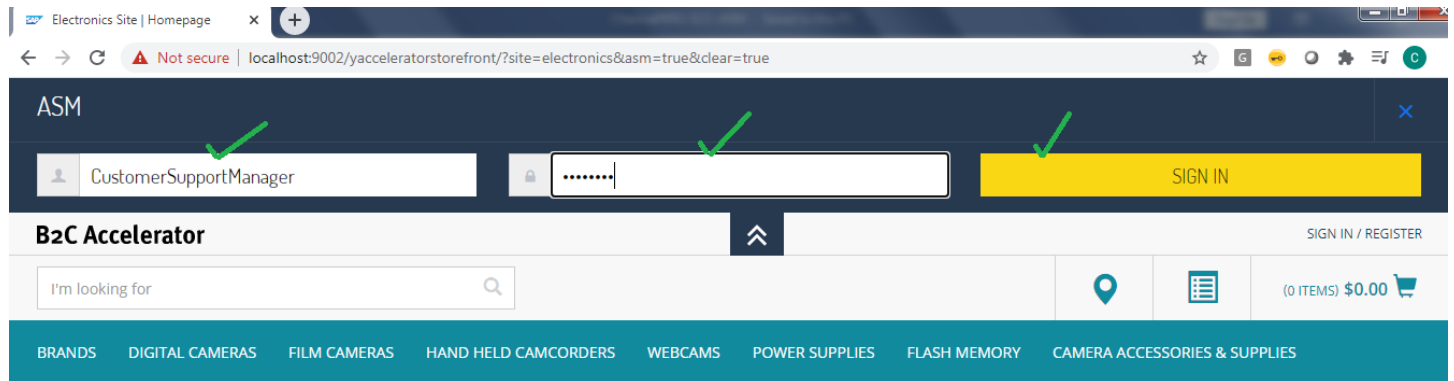
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Scenario = Place an Order for a Calling Customer via ASM in SCC?

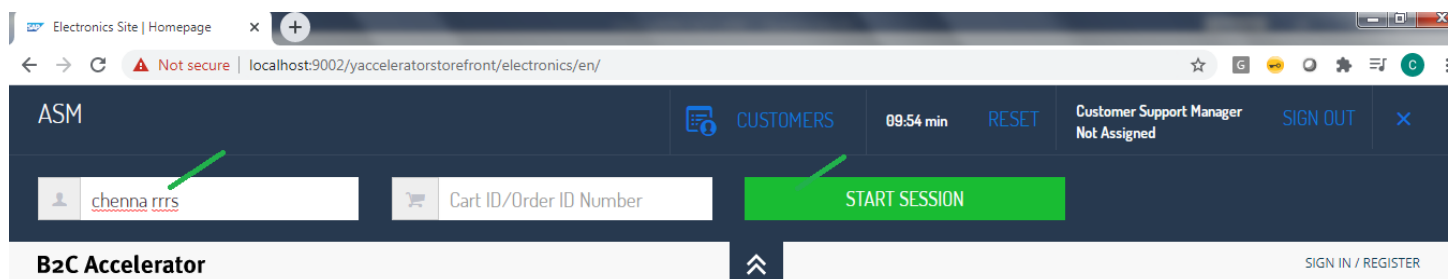
Step 1 = Login to Electronics Site with ASM

URL = <https://localhost:9002/yacceleratorstorefront/?site=electronics&asm=true>

Login with “CustomerSupportManager”

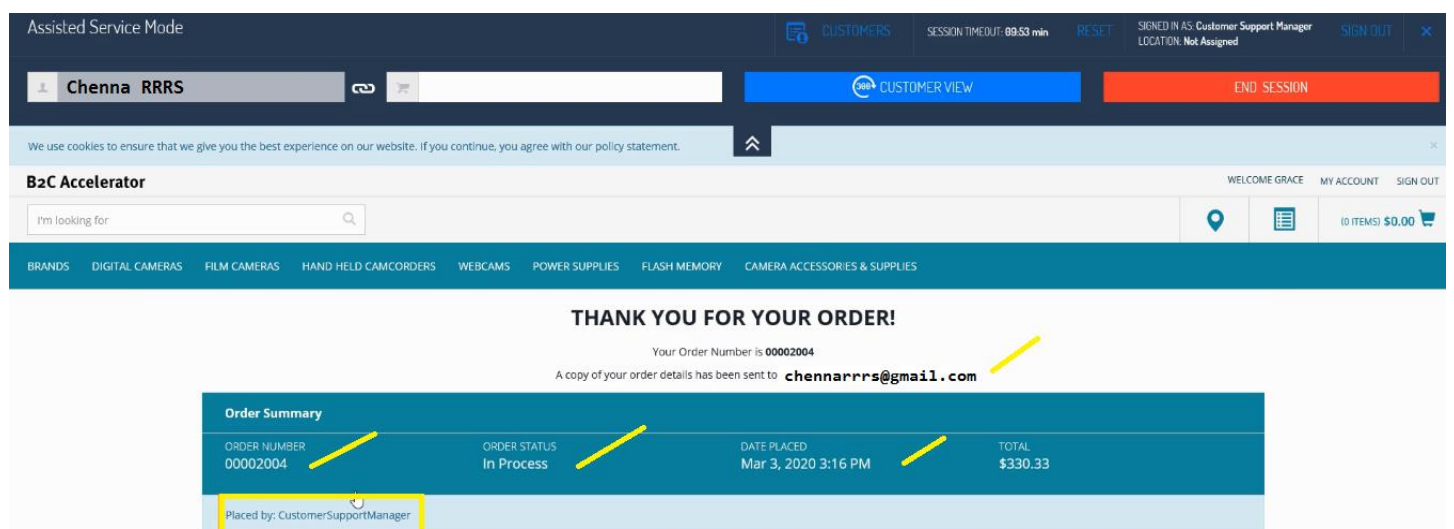


Step 2 = Enter Customer Name / Email and Select the Customer



Step 3 = Assume that -- Customer called & asking for “Flash-Memory ... Product #4787985”.

Now CustomerSupportManager – Add items to **Cart** ... **Checkout** ... **Place Order** ...



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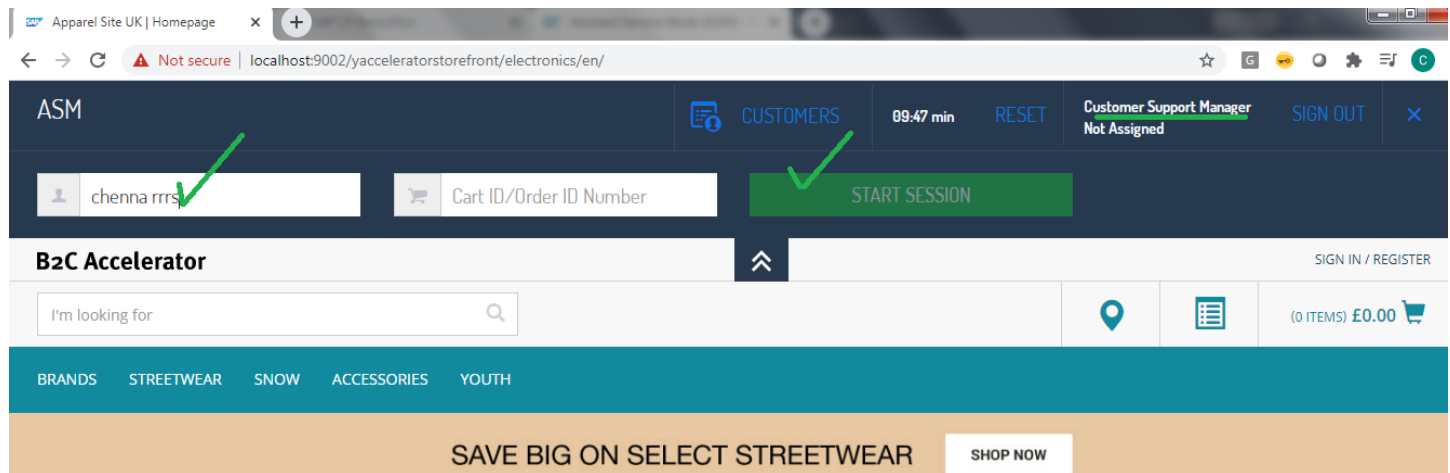
Scenario = Access Customer Data in the Assisted Service Mode in SCC?

Step 1 = Login to Electronics Site with ASM

URL = <https://localhost:9002/yacceleratorstorefront/?site=apparel-uk&asm=true>

Login with “CustomerSupportManager” [CSM]

Open Customer Session

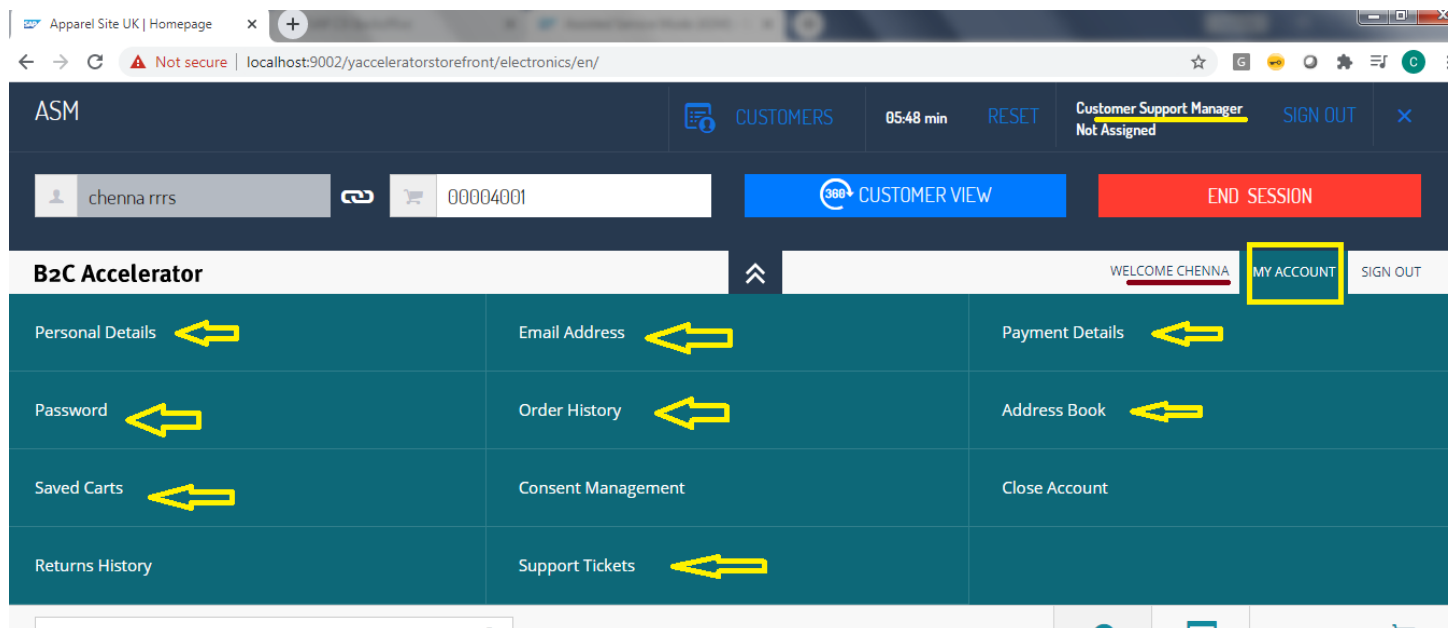


Step 2 = Access the Customer Data

Solution 1 = My-Account

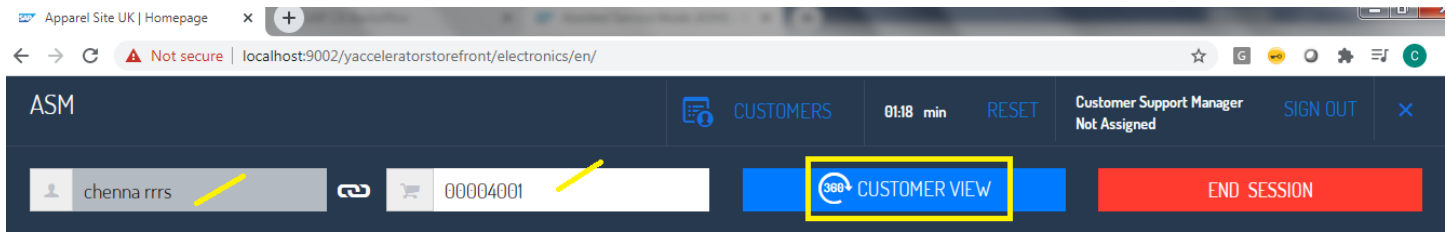
Based on customer request the CSM can **change** “Personal Details, Email Address, Password, Payment Details, Address Data and ...” from “My Account” Section.

CSM also can **access** customers “Order History, Saved Carts and”.



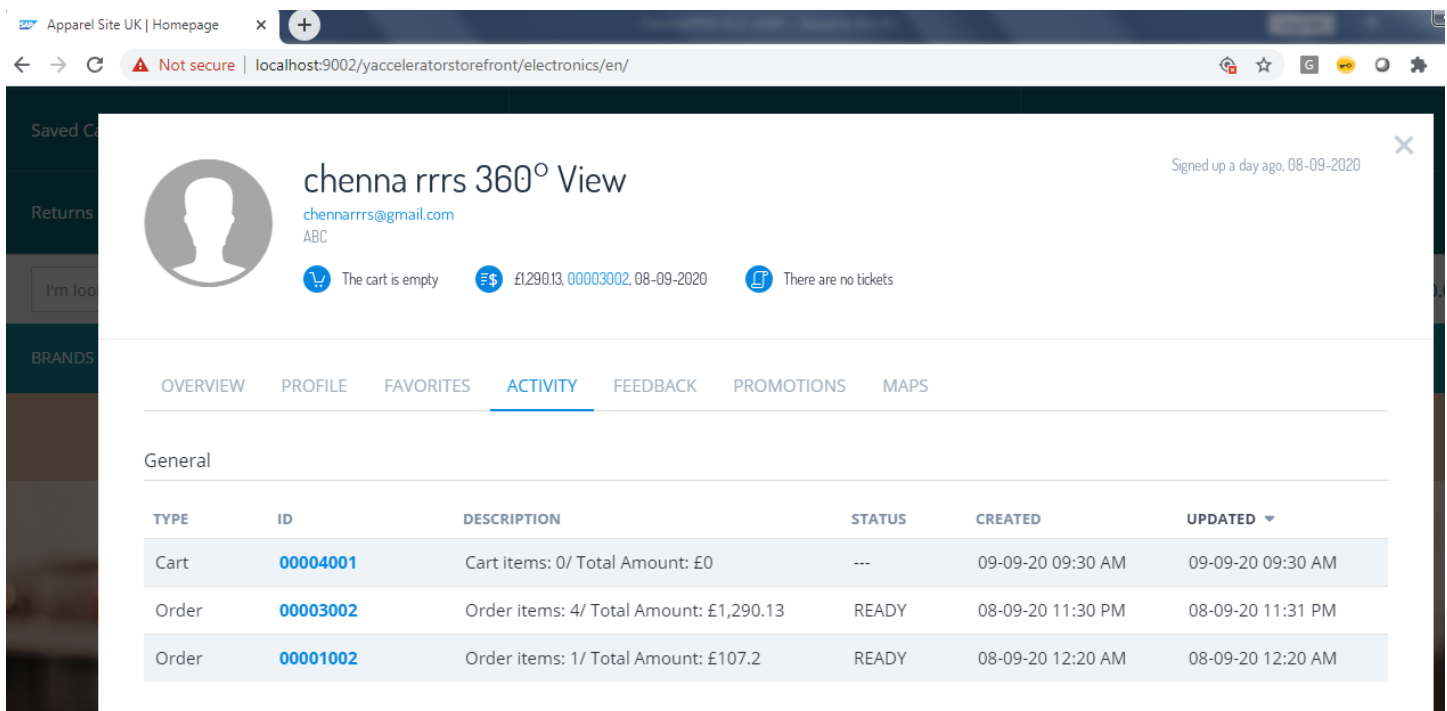
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Solution 2 = 360-Degree customer view



CSM can see customers: -

- 1) overview = Active Cart, Latest Saved Cart, recent products and ...
- 2) Profile = Billing Address, Delivery Address, Saved Payment Methods and ...
- 3) Favorites = Top Products, Top Categories & Brands and ...
- 4) Activity = Carts and Ordrs
- 5) Feedback = Support Tickets, Product Reviews and ...
- 6) Promotions = Coupons, Promotions, Customer Coupons and ...
- 7) Maps
- 8) =====



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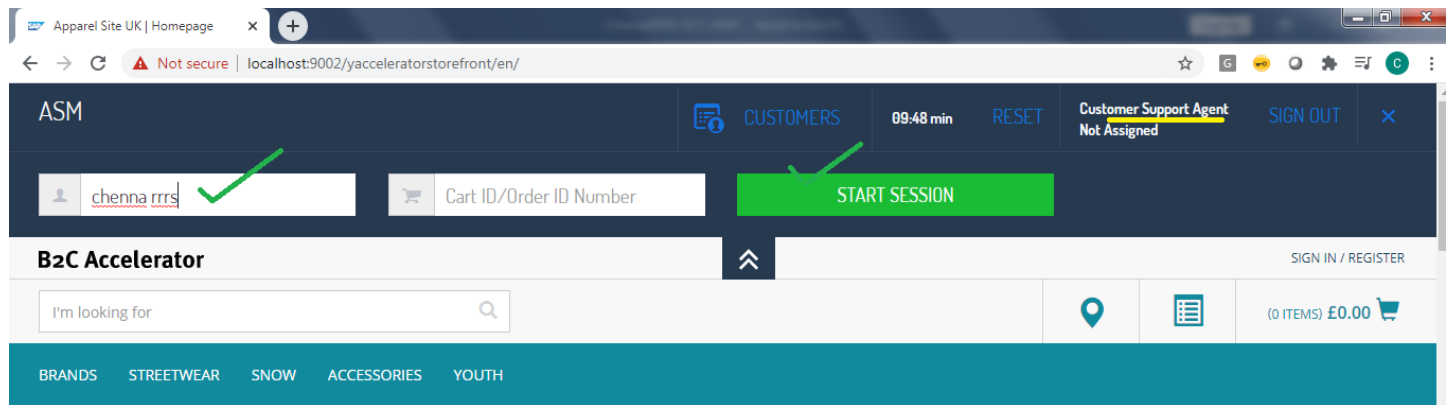
Scenario = For Calling Customer Offering a Discount Coupon via ASM in SCC?

Step 1 = Login to Electronics Site with ASM

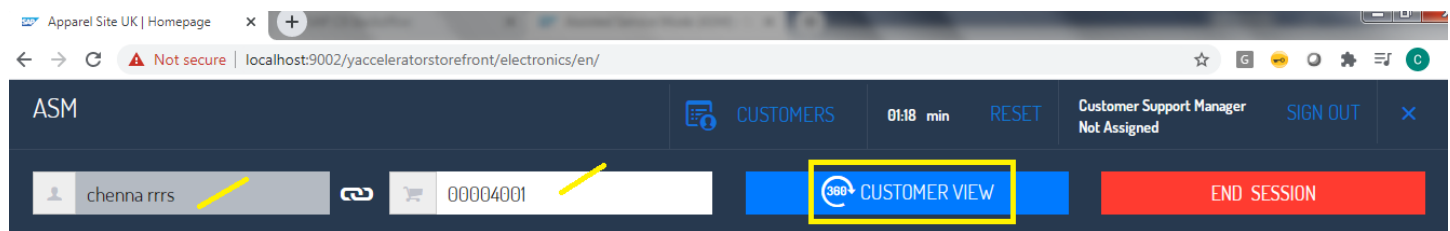
URL = <https://localhost:9002/yacceleratorstorefront/?site=apparel-uk&asm=true>

Login with “CustomerSupportAgent” [CSA]

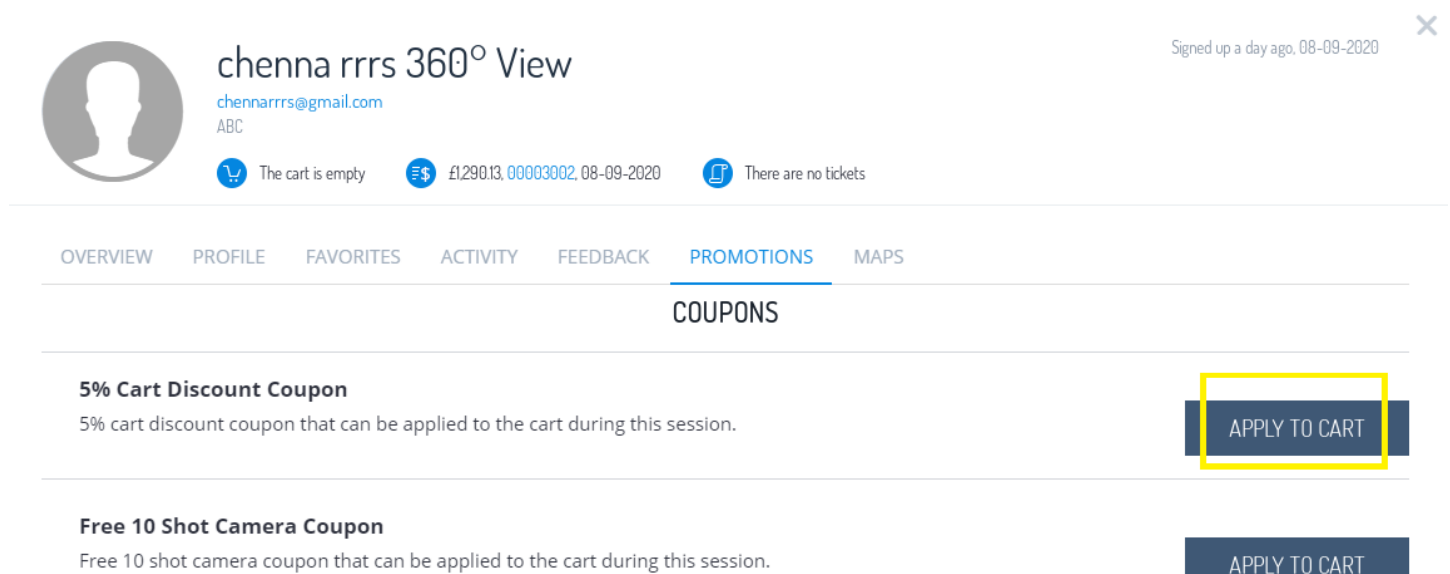
Open Customer Session



Step 2 = 360-Degree customer view



--- Promotions [Tab] = Here you CSA can see available promotions & coupons for customer.



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Step 3 = After “Apply To Cart” – Add items to cart

ASM CUSTOMERS 08:41 min RESET Customer Support Agent Not Assigned SIGN OUT

chenna rrrs 00004002 CUSTOMER VIEW END SESSION

B2C Accelerator WELCOME CHENNA MY ACCOUNT SIGN OUT

I'm looking for

BRANDS STREETWEAR SNOW ACCESSORIES YOUTH


HOME / BAG

Help

Bag | ID: 00004002 NEW CART

CONTINUE SHOPPING CHECK OUT

EXPORT CSV 1 item | £161.92

ITEM (STYLE NUMBER)	PRICE	QTY	DELIVERY	TOTAL
 The Rubber Re-Run sky blue 74818_sky_blue Style: sky blue In Stock	£80.96	2	SHIP	£161.92

EXPORT CSV

COUPON CODE enter coupon code APPLY

CSA_COUPON_5% CART DISCOUNT COUPON

CSA_COUPON_FREE DELIVERY DISCOUNT COUPON

CSA_COUPON_FREE 10 SHOT CAMERA COUPON

Subtotal: £161.92

ORDER TOTAL £161.92

Your order includes £26.99 tax.

Express Checkout

Benefit from a faster checkout by:

- setting a default Delivery Address in your account or when you checkout
- setting a default Payment Details when you checkout
- using a default shipping method

CONTINUE SHOPPING CHECK OUT

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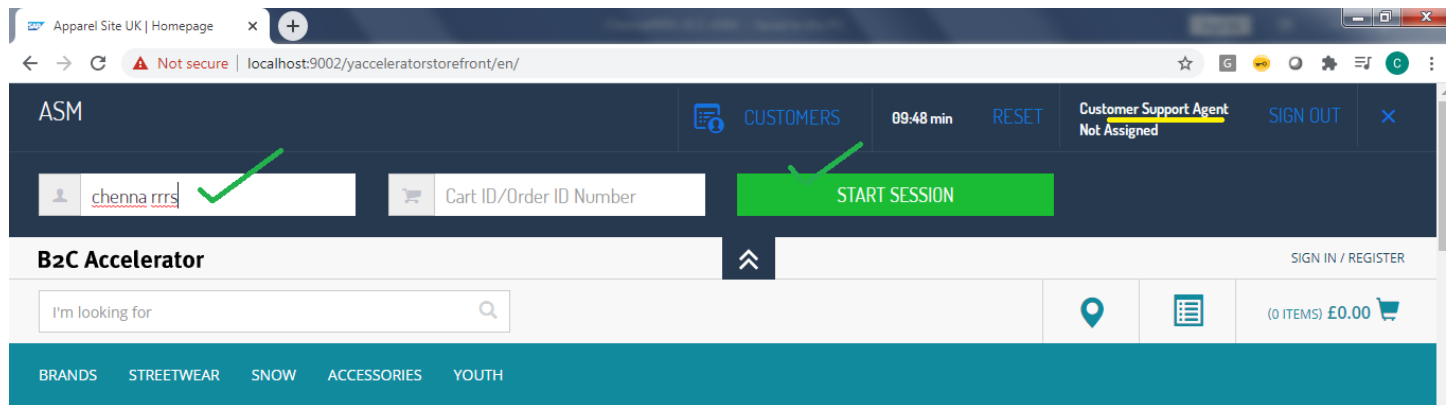
Scenario = Give / Withdraw **Consent** on a Customer's Behalf via Assisted Service Mode in SCC?

Step 1 = Login to Electronics Site with ASM

URL = <https://localhost:9002/yacceleratorstorefront/?site=apparel-uk&asm=true>

Login with “CustomerSupportAgent” [CSA]

Open Customer Session



Step 2 = By default **Consent** in B2C Accelerator is given during registration time. Example: -

A screenshot of the B2C Accelerator registration form. The form is titled 'FIRST NAME' and 'LAST NAME' with input fields containing 'chenna' and 'rrrs' respectively. The 'EMAIL ADDRESS' field contains 'chennarrs@gmail.com'. The 'PASSWORD' field is masked with dots, and a note below it states 'Minimum length is 6 characters'. A green progress bar indicates the password is 'Strong'. The 'CONFIRM PASSWORD' field is also masked with dots, with a yellow arrow pointing to it. Below the form, there are two checkboxes: the first is checked and labeled 'This is a sample consent description that will need to be updated or replaced, based on the valid registration consent required.', and the second is checked and labeled 'I am confirming that I have read and agreed with the Terms & Conditions'. A teal 'REGISTER' button is at the bottom.

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After few days -- Customer feels that there is too much newsletters. Not happy.

To make customer happy, we [CSA] can manage the Consent.

The screenshot shows the SAP B2C Accelerator customer account interface. At the top, there's a navigation bar with 'ASM', 'CUSTOMERS', a timer '09:55 min', a 'RESET' button, and a user profile 'Customer Support Agent Not Assigned' with a 'SIGN OUT' button. Below this is a header with the user's name 'chenna rrrs', a shopping cart icon, and a 'CUSTOMER VIEW' button. The main content area is a grid of links: 'Personal Details', 'Email Address', 'Payment Details', 'Password', 'Order History', 'Address Book', 'Saved Carts', 'Consent Management' (highlighted with a yellow box), and 'Close Account'. Below the grid is a breadcrumb 'HOME / CONSENT MANAGEMENT'. A blue banner states 'Your consent has been withdrawn' with a red arrow pointing to it. The 'Consent Management' section follows, with a message: 'To personalize your experience, we'd like your consent to receive your profile data:'. There are two toggle switches: 'I APPROVE TO THIS SAMPLE CONSENT' (disabled) and 'ALLOW SAP COMMERCE CLOUD, CONTEXT-DRIVEN SERVICES TRACKING' (disabled).

Step 3 = All Consent Activities can be tracked by admin from backoffice

The first screenshot shows the SAP Administration Cockpit interface. On the left, a sidebar has 'User' and 'Consent' (highlighted with a yellow box) under the 'consent' search filter. The main area shows a table with columns: Code, Customer, Date Given, Date Withdrawn, and Template. It lists two consent records for 'chenna rrrs'.

Code	Customer	Date Given	Date Withdrawn	Template
000000RS	chenna rrrs [chennarrs@gmail.com]	Sep 9, 2020 10:27:49 AM	Sep 9, 2020 10:27:54 AM	PROFILE - Apparel Site UK
00000001	chenna rrrs [chennarrs@gmail.com]	Sep 8, 2020 12:10:35 AM		PROFILE - Electronics Site

The second screenshot shows the same interface but with the 'Consent Template' link in the sidebar highlighted. A yellow arrow points to it with the text 'Crate new Consent & Assing them to Store.' The main table shows three templates: 'PROFILE' for SAP Commerce Cloud tracking, 'MARKETING_NEWSLETTER' for sample consent, and another 'PROFILE' template.

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