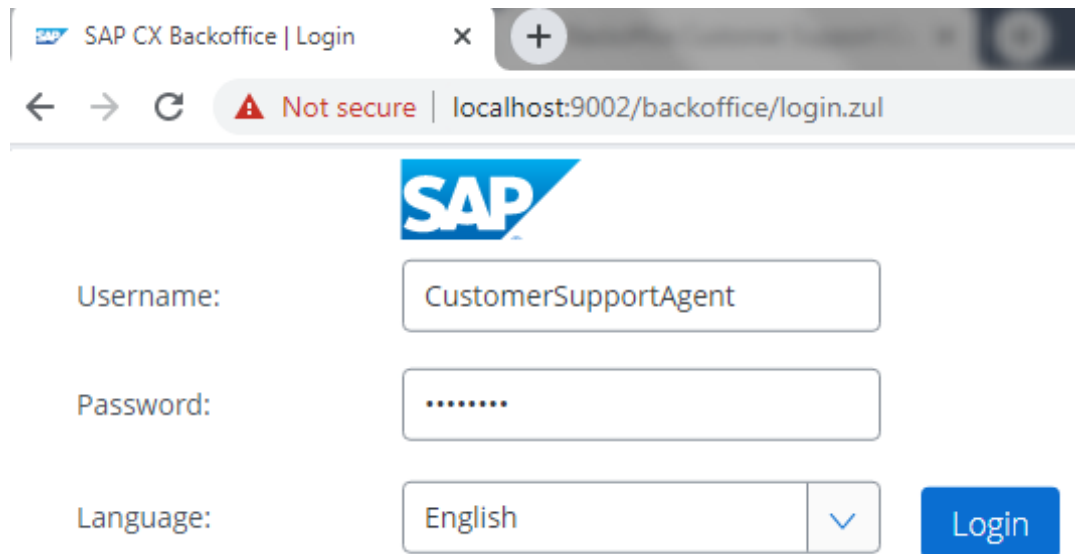


Scenario = Create New Customer Account in Backoffice Customer Support Cockpit [CS Cockpit]

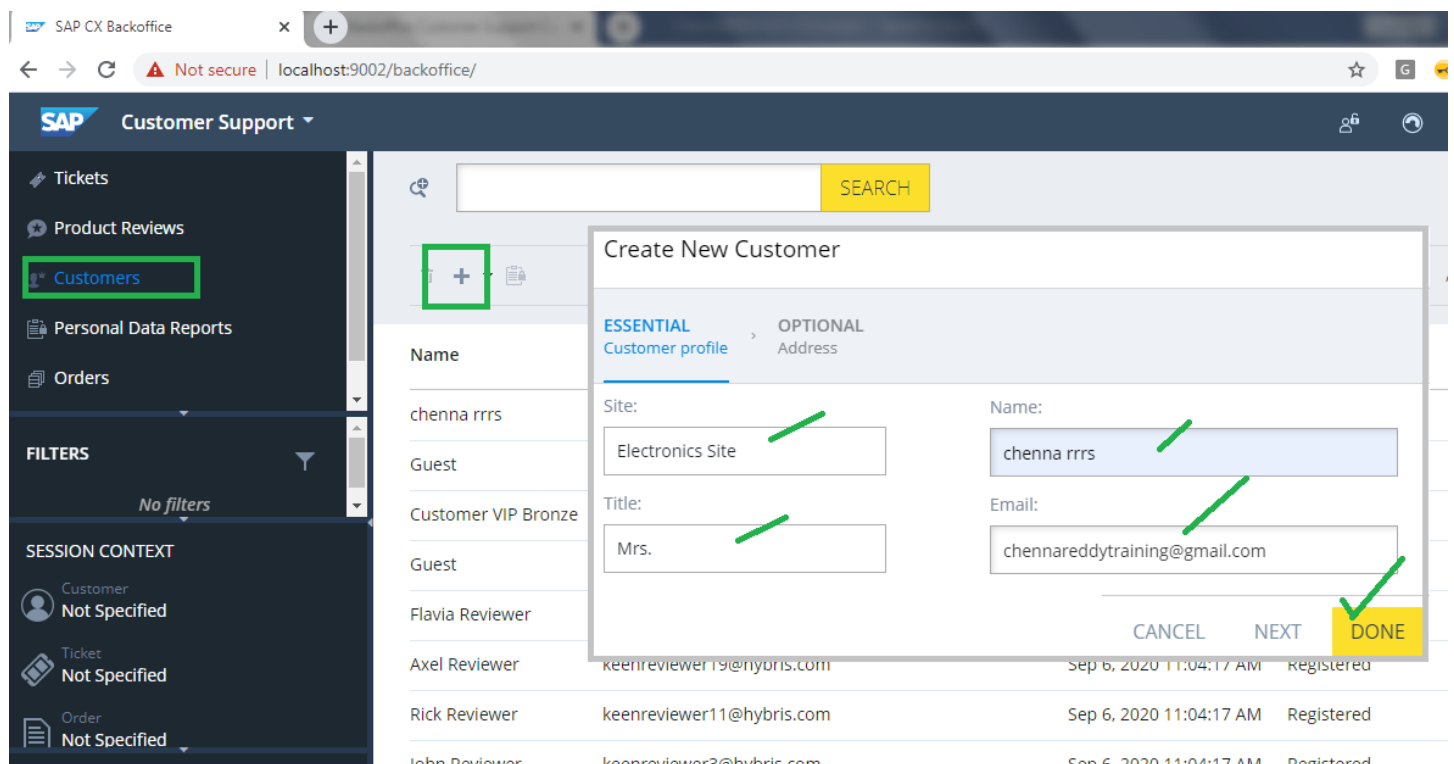
Step 1 = Login to Backoffice [URL = <https://localhost:9002/backoffice/login.zul>]

with “CustomerSupportAgent” [CS Agent]



The screenshot shows the SAP CX Backoffice login page. The browser address bar displays 'localhost:9002/backoffice/login.zul' with a 'Not secure' warning. The page features the SAP logo at the top. Below it, there are three input fields: 'Username:' with the value 'CustomerSupportAgent', 'Password:' with masked characters '.....', and 'Language:' with a dropdown menu set to 'English'. A blue 'Login' button is positioned to the right of the language dropdown.

Step 2 = CS Agent can Create Customer Now



The screenshot displays the SAP CX Backoffice Customer Support Cockpit. On the left, a navigation menu includes 'Tickets', 'Product Reviews', 'Customers' (highlighted with a green box), 'Personal Data Reports', and 'Orders'. Below this is a 'FILTERS' section with 'No filters' and a 'SESSION CONTEXT' section showing 'Customer: Not Specified', 'Ticket: Not Specified', and 'Order: Not Specified'. The main area shows a 'Create New Customer' dialog box. The dialog has two tabs: 'ESSENTIAL Customer profile' and 'OPTIONAL Address'. The 'ESSENTIAL' tab is active, showing fields for 'Site:' (Electronics Site), 'Name:' (chenna rrrs), 'Title:' (Mrs.), and 'Email:' (chennareddytraining@gmail.com). Green checkmarks are placed over each of these four fields. At the bottom right of the dialog, there are three buttons: 'CANCEL', 'NEXT', and 'DONE' (highlighted with a green checkmark). In the background, a table lists existing customers with columns for Name, Site, Title, Email, and Status.

Name	Site	Title	Email	Status
chenna rrrs	Electronics Site	Mrs.	chennareddytraining@gmail.com	Registered
Guest				
Customer VIP Bronze				
Guest				
Flavia Reviewer				
Axel Reviewer	keenreviewer19@hybris.com		Sep 6, 2020 11:04:17 AM	Registered
Rick Reviewer	keenreviewer11@hybris.com		Sep 6, 2020 11:04:17 AM	Registered
Inhn Reviewer	keenreviewer3@hvhris.com		Sep 6, 2020 11:04:17 AM	Registered

For “SAP Commerce Cloud” --- Contact Us = ChennaReddyTraining@RRRS.CO.IN

Step 3 = CS Agent can reset the PWD & Enable Customers

The screenshot shows the SAP CX Backoffice interface. On the left, a sidebar contains navigation links: Tickets, Product Reviews, Customers (highlighted with a green box), Personal Data Reports, and Orders. Below these are filters and session context. The main area displays the customer profile for 'chenna rrrs - chennarrs@gmail.com'. A green box highlights the 'PASSWORD' tab in the top navigation bar. Under the 'PASSWORD' tab, there are sections for 'ESSENTIAL' information (Name, ID, Customer ID, Original UID) and a 'PASSWORD' section with a 'Disable Login' toggle set to 'True' (indicated by a green dot and a green checkmark). Below this is a 'Change Password' section with fields for 'New Password' and 'Confirm New P', and a 'Password Question' section with fields for 'Password' and 'Verify password'.

Step 4 = Test results [Customer Should able to login to Site now]

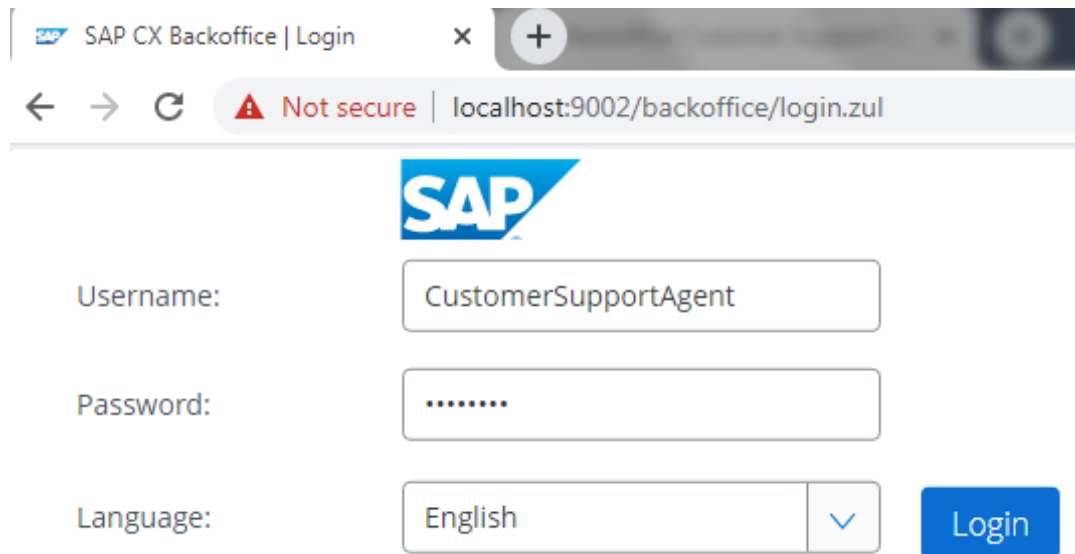
The screenshot shows the B2C Accelerator storefront. The top navigation bar includes 'WELCOME CHENNA' (where 'CHENNA' is highlighted with a green box), 'MY ACCOUNT', and 'SIGN OUT'. Below the navigation bar is a search bar and a shopping cart icon showing '(1 ITEMS) \$27.86'. The main banner features a camera lens and the text 'SAVE BIG'.

For "SAP Commerce Cloud" --- Contact Us = ChennaReddyTraining@RRRS.CO.IN

Scenario = Access Customer Data in Backoffice Customer Support Cockpit – SCC?

Step 1 = Login to Backoffice [URL = <https://localhost:9002/backoffice/login.zul>]

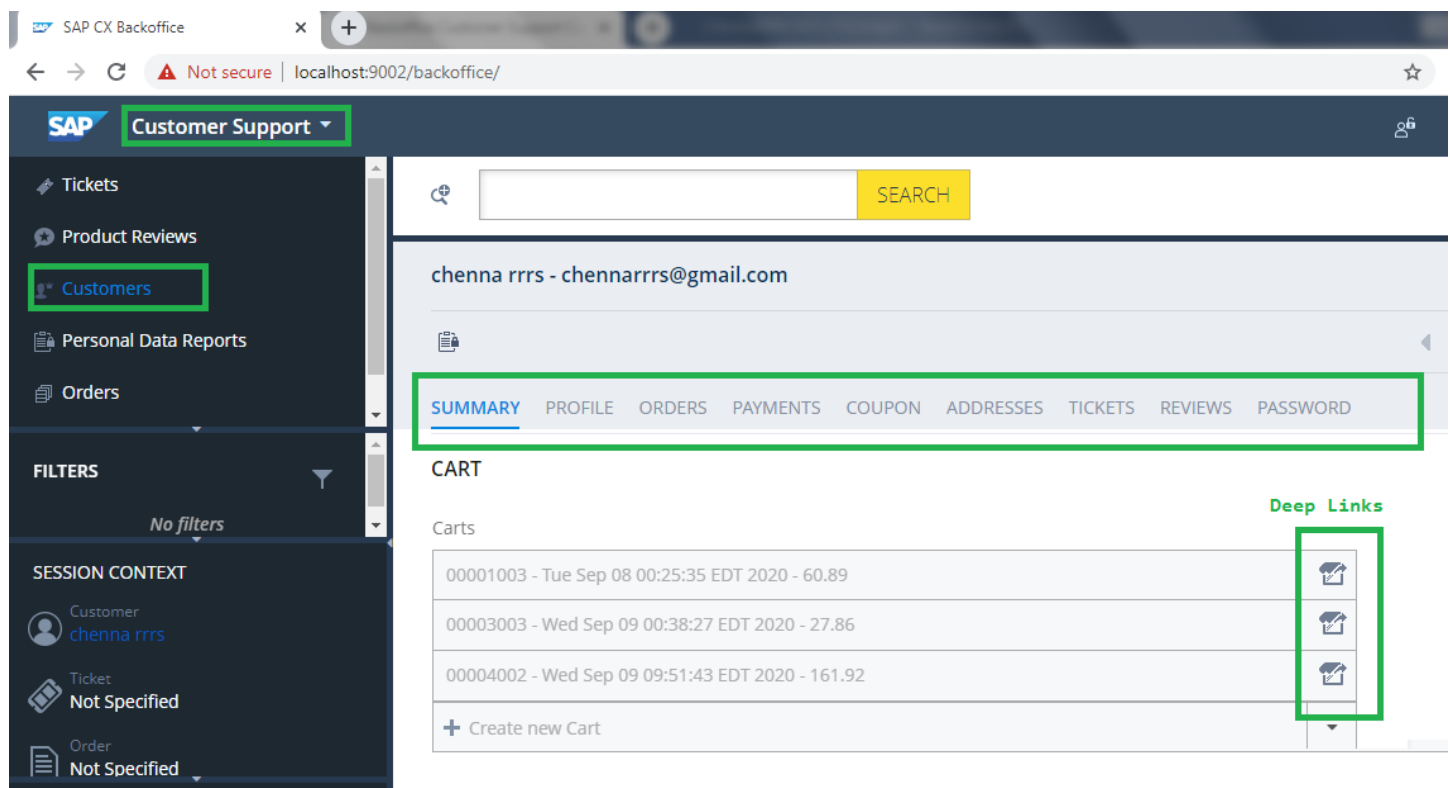
with “CustomerSupportAgent” [CS Agent]



The screenshot shows the SAP CX Backoffice Login page. The browser address bar displays 'localhost:9002/backoffice/login.zul' with a 'Not secure' warning. The page features the SAP logo at the top. Below it, there are three input fields: 'Username:' with the value 'CustomerSupportAgent', 'Password:' with masked characters '.....', and 'Language:' with a dropdown menu set to 'English'. A blue 'Login' button is positioned to the right of the language dropdown.

Step 2 = CS Agent can select the customer & see below information: -

- Summary = Cart, Orders, Payment methods, Addresses, Tickets and ...
- Profile = Language, Currency, Groups and ...
- =====



The screenshot displays the SAP CX Backoffice Customer Support Cockpit interface. The left sidebar contains a navigation menu with options like 'Tickets', 'Product Reviews', 'Customers' (highlighted with a green box), 'Personal Data Reports', and 'Orders'. Below this is a 'FILTERS' section showing 'No filters' and a 'SESSION CONTEXT' section with details for the customer 'chenna rrrs'. The main content area shows the customer's email 'chenna rrrs - chennarrs@gmail.com' and a tabbed interface with 'SUMMARY' (highlighted with a green box) as the active tab. Other tabs include 'PROFILE', 'ORDERS', 'PAYMENTS', 'COUPON', 'ADDRESSES', 'TICKETS', 'REVIEWS', and 'PASSWORD'. Under the 'SUMMARY' tab, there is a 'CART' section with a table of carts. The table has three rows of cart data, each with a 'Deep Links' icon (highlighted with a green box) in the rightmost column. The data rows are: '00001003 - Tue Sep 08 00:25:35 EDT 2020 - 60.89', '00003003 - Wed Sep 09 00:38:27 EDT 2020 - 27.86', and '00004002 - Wed Sep 09 09:51:43 EDT 2020 - 161.92'. A '+ Create new Cart' button is at the bottom of the table.

Cart ID	Timestamp	Amount	Deep Links
00001003	Tue Sep 08 00:25:35 EDT 2020	60.89	[Icon]
00003003	Wed Sep 09 00:38:27 EDT 2020	27.86	[Icon]
00004002	Wed Sep 09 09:51:43 EDT 2020	161.92	[Icon]

For “SAP Commerce Cloud” --- Contact Us = ChennaReddyTraining@RRRS.CO.IN

Step 3 = Deep Links

By Clicking Deep Link -- Takes you to that item in Storefront.

Deep Links

Step 4 = Customer Personal Data (or) Customer Audit Report

Generate Customer Personal Data (or) Audit Report

Generated Customer Personal Data (or) Customer Audit Report can be download from below:

Customer Support

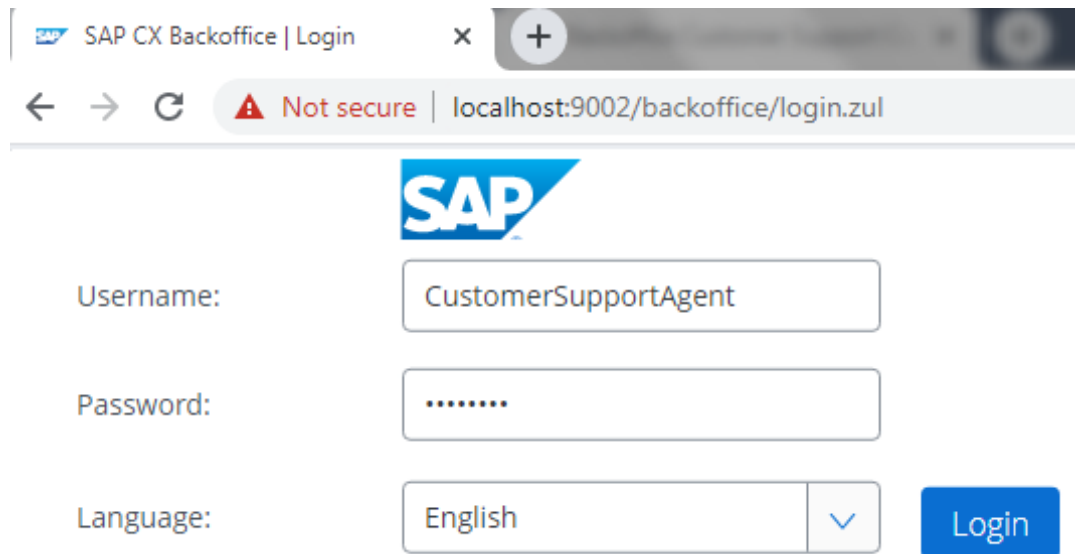
Personal Data Reports

DOWNLOAD

For "SAP Commerce Cloud" --- Contact Us = ChennaReddyTraining@RRRS.CO.IN

Scenario = CS Agent -- Create a Ticket for a Calling Customer in SCC?

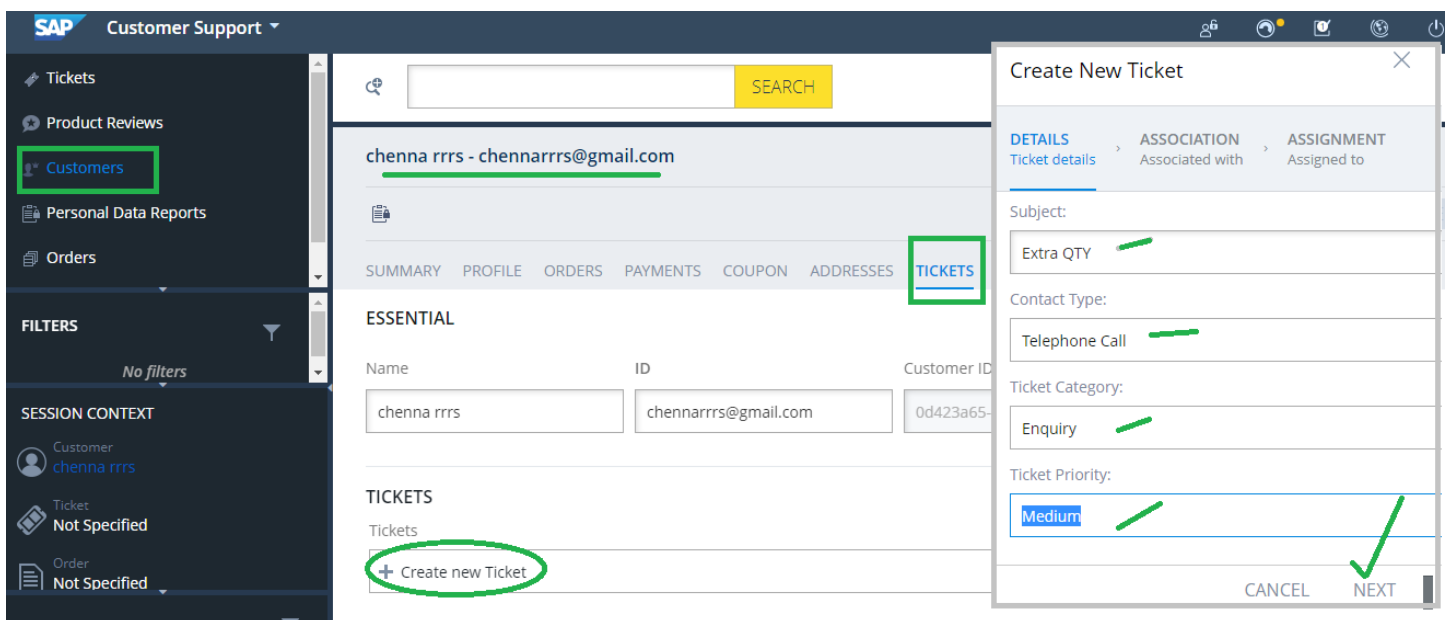
Step 1 = Login to Backoffice [URL = <https://localhost:9002/backoffice/login.zul>]
with "CustomerSupportAgent" [CS Agent]



The screenshot shows the SAP CX Backoffice login interface. The browser address bar displays 'localhost:9002/backoffice/login.zul' with a 'Not secure' warning. The login form includes a 'Username' field with the value 'CustomerSupportAgent', a 'Password' field with masked characters, and a 'Language' dropdown menu set to 'English'. A blue 'Login' button is positioned to the right of the language field.

Step 2 = Select the customer & create ticket for calling customer

Note: - Customer can see ticket from website [My-Account] after ticket created by **cs agent**.
(Or) **CS agent** can verify ticket is assigned to customer properly from ASM 360-Degree view.



The screenshot displays the SAP Customer Support interface. On the left, the 'Customers' menu item is highlighted with a green box. The main area shows the profile for 'chenna rrrs - chennarrs@gmail.com'. The 'TICKETS' tab is selected and highlighted with a green box. Below the 'TICKETS' section, the '+ Create new Ticket' button is circled in green. A 'Create New Ticket' modal window is open on the right, showing the 'DETAILS' tab. The modal contains fields for 'Subject' (with 'Extra QTY' entered), 'Contact Type' (with 'Telephone Call' selected), 'Ticket Category' (with 'Enquiry' selected), and 'Ticket Priority' (with 'Medium' selected). The 'Next' button is highlighted with a green checkmark.

For "SAP Commerce Cloud" --- Contact Us = ChennaReddyTraining@RRRS.CO.IN

Create New Ticket



DETAILS

Ticket details

ASSOCIATION

Associated with

ASSIGNMENT

Assigned to

Message:

Customer called & asking us to create ticket

Website:

Electronics Site

Customer:

chenna rrrs - chennarrs@gmail.com

Associated To:

00004002 - Wed Sep 09 09:51:43 EDT 2020 - 259.86

BACK

CANCEL

NEXT

DONE

Create New Ticket



DETAILS

Ticket details

ASSOCIATION

Associated with

ASSIGNMENT

Assigned to

Assigned Agent:

Customer Support Agent [CustomerSupportAgent]

Agent Group:

Customer Support Agent Group [customersupportagentgroup]

BACK

CANCEL

DONE

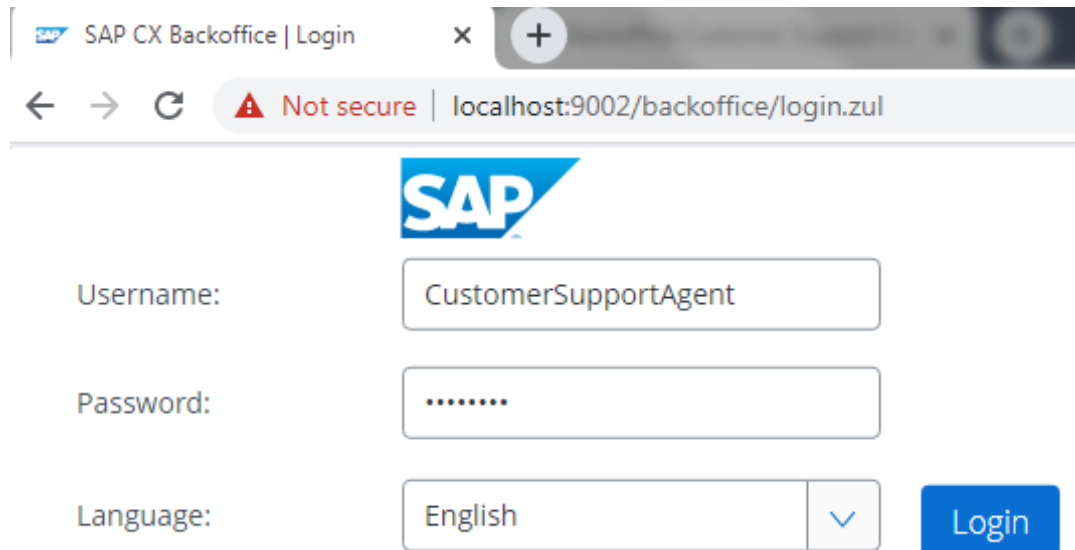
For "SAP Commerce Cloud" --- Contact Us = ChennaReddyTraining@RRRS.CO.IN

Scenario = CS Agent -- Cancel an Order for a Calling Customer in SCC?

By default, the orders which **are not shipped** can be canceled anytime.

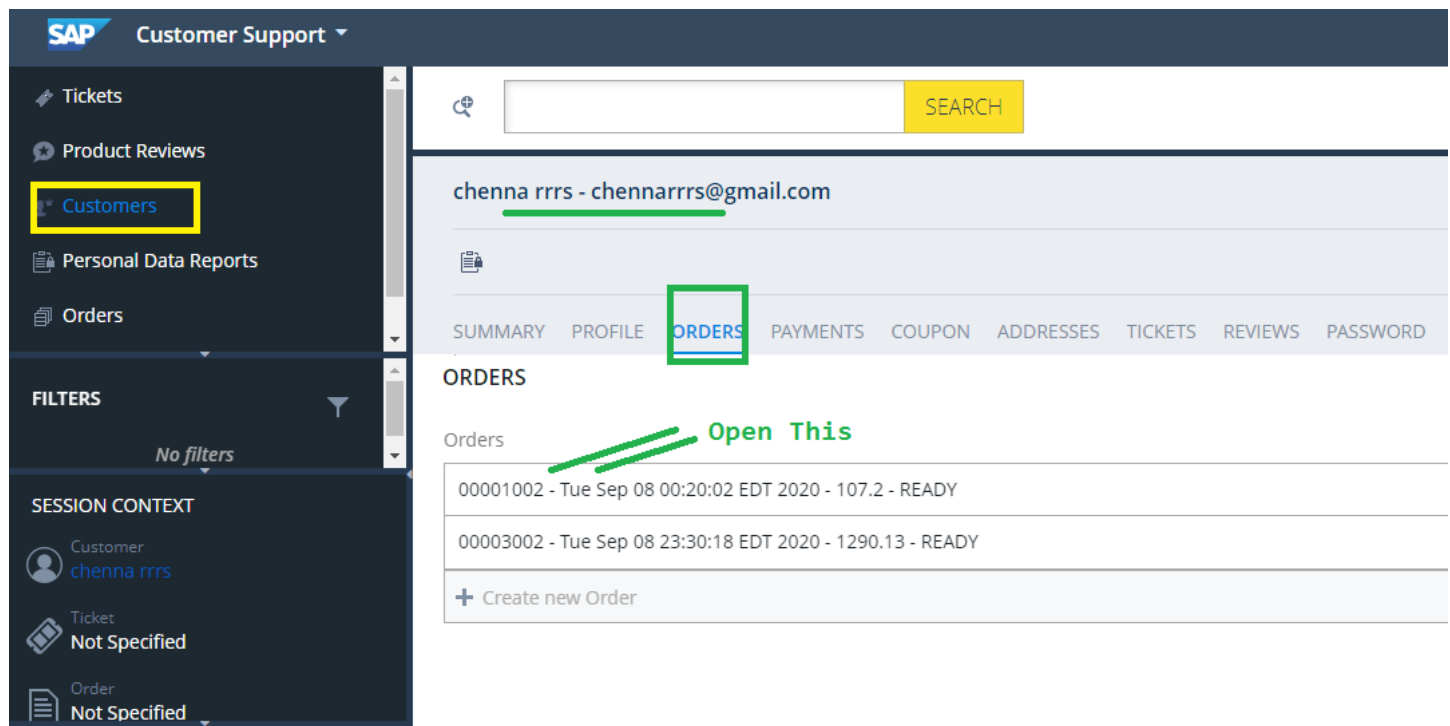
Step 1 = Login to Backoffice [URL = <https://localhost:9002/backoffice/login.zul>]

with “CustomerSupportAgent” [CS Agent]



The screenshot shows the SAP CX Backoffice Login page. The browser address bar displays 'localhost:9002/backoffice/login.zul' with a 'Not secure' warning. The login form includes a 'Username' field with 'CustomerSupportAgent', a 'Password' field with masked characters, and a 'Language' dropdown set to 'English'. A blue 'Login' button is positioned to the right of the language dropdown.

Step 2 = Select the customer & open the orders



The screenshot displays the SAP Customer Support interface. On the left, a navigation menu highlights 'Customers' in a yellow box. The main area shows the customer profile for 'chenna rrrs - chennarrs@gmail.com'. A green box highlights the 'ORDERS' tab in the navigation bar. Below the tabs, a list of orders is shown, with a green arrow pointing to the first order (00001002) and the text 'Open This'.

ORDERS
00001002 - Tue Sep 08 00:20:02 EDT 2020 - 107.2 - READY
00003002 - Tue Sep 08 23:30:18 EDT 2020 - 1290.13 - READY
+ Create new Order

For “SAP Commerce Cloud” --- Contact Us = ChennaReddyTraining@RRRS.CO.IN

Step 3 = Cancel complete Order / Only few items in Order

SAP Customer Support

00001002 - Tue Sep 08 00:20:02 EDT 2020 - 107.2 - READY

☒ Cancel ☐ Create Return ☐ Manual Payment Void ☐ Manual Payment Capture ☐ Manual Tax Void ☐ Manual Tax Commit ☐ Manual Tax Request

REFRESH SAVE

ORDER DETAILS CONSIGNMENTS PAYMENT TRANSACTIONS ORDER HISTORY FRAUD REPORT

ORDER INFORMATION

Customer	Created Date/Time	Order Status	Delivery Mode	Billing Address	Shipping Address
chenna rrrs - chen...	Sep 8, 2020 12	Ready	Standard Delivery[...]	One Two, 1234123...	One Two, 1234123...

LINE DETAILS

Entries

Product ...	Product ...	Currency	Item Price	QTY	Total Pri...	Allocated	Pending	Returned	Cancel
300441363	Beacon Jack	GRP	101.21	1	101.21	1	1	0	0

Cancel Order#: 00001002

Order #	Customer Name
00001002	chenna rrrs

<input checked="" type="checkbox"/>	Product Code	Product Name	Delivery Mode	Cancellable QTY	Cancel QTY	Choose a Reason	Add a Comment
<input checked="" type="checkbox"/>	300441363	Beacon Jacket lime XXL	Standard Delivery	1	1	Choose a Reason	Add a Comment

RESET CONFIRM SELECTED

Note: - There are bunch of actions related to orders:

SAP Customer Support

00001002 - Tue Sep 08 00:20:02 EDT 2020 - 107.2 - READY

☒ Cancel ☐ Create Return ☐ Manual Payment Void ☐ Manual Payment Capture ☐ Manual Tax Void ☐ Manual Tax Commit ☐ Manual Tax Request

REFRESH SAVE

ORDER DETAILS CONSIGNMENTS PAYMENT TRANSACTIONS ORDER HISTORY FRAUD REPORT

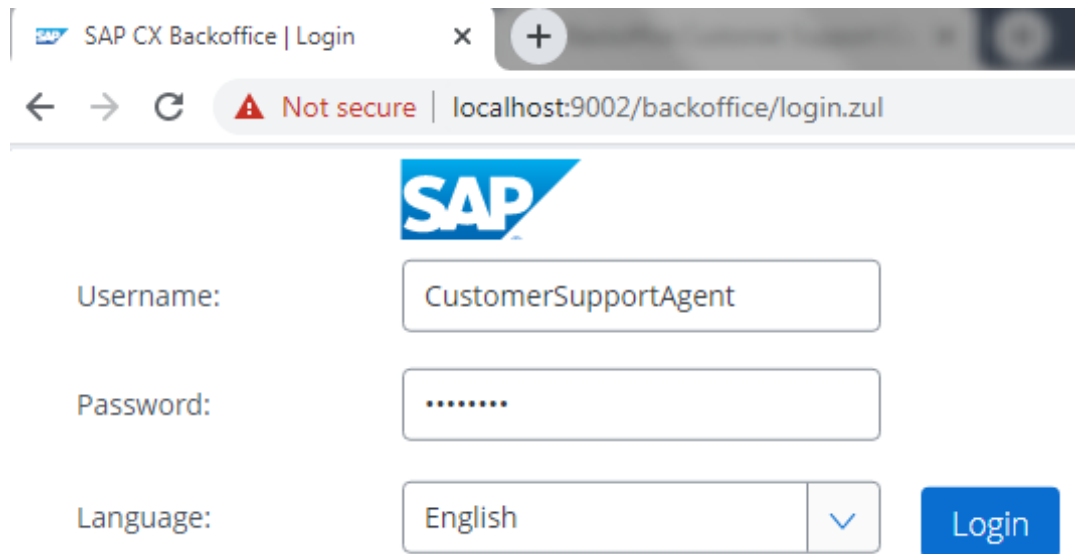
ORDER INFORMATION

Customer	Created Date/Time	Order Status	Delivery Mode	Billing Address	Shipping Address
chenna rrrs - chen...	Sep 8, 2020 12	Ready	Standard Delivery[...]	One Two, 1234123...	One Two, 1234123...

For "SAP Commerce Cloud" --- Contact Us = ChennaReddyTraining@RRRS.CO.IN

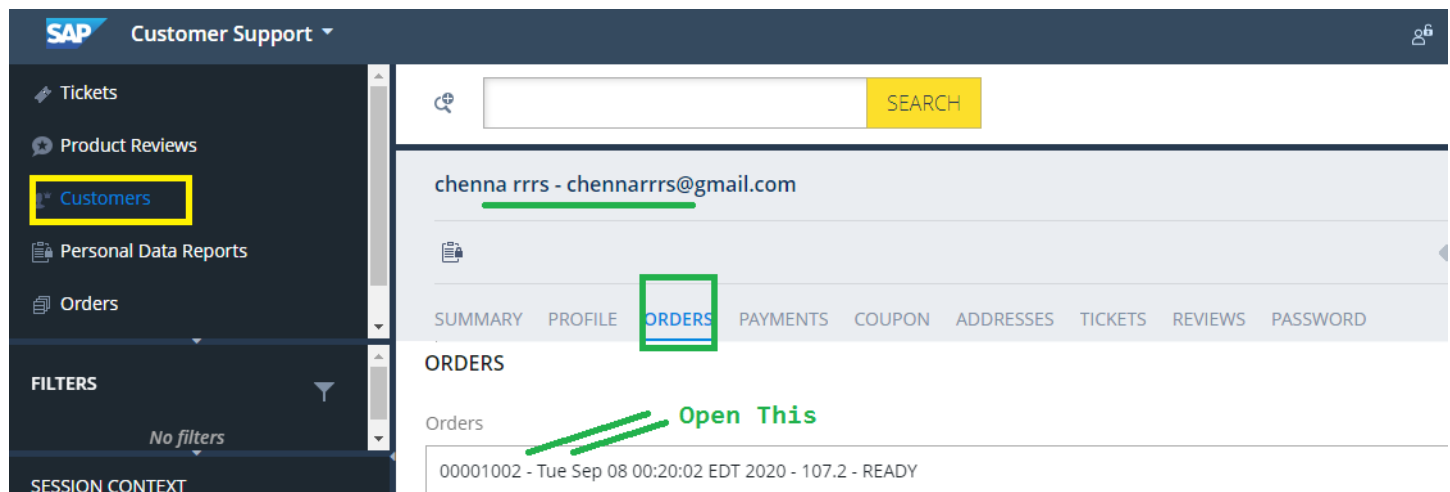
Scenario = CS Agent -- Return an Order for a Calling Customer in SCC?

Step 1 = Login to Backoffice [URL = <https://localhost:9002/backoffice/login.zul>]
with "CustomerSupportAgent" [CS Agent]

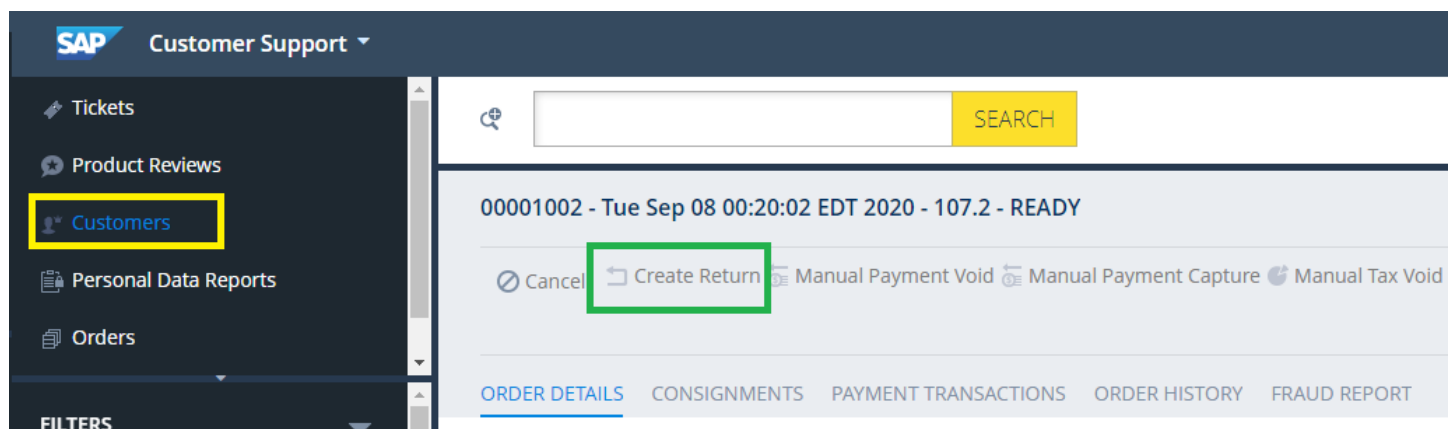


The screenshot shows the SAP CX Backoffice Login page. The browser address bar displays "localhost:9002/backoffice/login.zul" with a "Not secure" warning. The login form includes a "Username:" field with the value "CustomerSupportAgent", a "Password:" field with masked characters "*****", and a "Language:" dropdown menu set to "English". A blue "Login" button is positioned to the right of the language dropdown.

Step 2 = Select the customer & open the orders and "create return"



This screenshot shows the SAP Customer Support interface. On the left, a sidebar menu has "Customers" highlighted with a yellow box. The main area displays a search bar and a list of customers. The customer "chenna rrrs - chennarrs@gmail.com" is selected. Below the customer name, a tabbed interface shows "ORDERS" selected, which is also highlighted with a green box. A green arrow points to the "ORDERS" tab with the text "Open This". The "ORDERS" section shows a list of orders, with the first one being "00001002 - Tue Sep 08 00:20:02 EDT 2020 - 107.2 - READY".



This screenshot shows the SAP Customer Support interface with the "ORDERS" tab selected. The order "00001002 - Tue Sep 08 00:20:02 EDT 2020 - 107.2 - READY" is displayed. Below the order details, there are several action buttons: "Cancel", "Create Return", "Manual Payment Void", "Manual Payment Capture", and "Manual Tax Void". The "Create Return" button is highlighted with a green box. The bottom of the screen shows a navigation bar with tabs: "ORDER DETAILS", "CONSIGNMENTS", "PAYMENT TRANSACTIONS", "ORDER HISTORY", and "FRAUD REPORT".

For "SAP Commerce Cloud" --- Contact Us = ChennaReddyTraining@RRRS.CO.IN

Order #	Customer Name	Total discounts	Order total
00004007	Brian Customer	20.00	534.08

<input type="checkbox"/>	Product Code	Product Name	Currency	Item Price	Avail. to Return	Return QTY	Refund Amt.	Choose a Reason	Add a Comment
<input checked="" type="checkbox"/>	1432722	Gigashot K80H	USD	396.88	1	1	396.88	Damaged In Trans	Add a Comment
<input type="checkbox"/>	1687508	Remote Control Tripod VCT-80AV	USD	149.71	1	0	0.00	Choose a Reason	Add a Comment

<input type="checkbox"/> Refund Delivery Cost	Total Refund
7.49	396.88

RESET

CONFIRM SELECTED

☐ Item(s) Returned in Store

Note: - CS Agent also can specify: -

- 1) "Refund Shipping Cost" = Return Delivery Cost
- 2) "Item(s) Returned in Store" = If customer returned items in Store.

Order #	Customer Name	Total discounts	Order total
00004007	Brian Customer	20.00	534.08

<input type="checkbox"/>	Product Code	Product Name	Currency	Item Price	Avail. to Return	Return QTY	Refund Amt.	Choose a Reason	Add a Comment
<input checked="" type="checkbox"/>	1432722	Gigashot K80H	USD	396.88	1	1	396.88	Damaged In Trans	Add a Comment
<input type="checkbox"/>	1687508	Remote Control Tripod VCT-80AV	USD	149.71	1	0	0.00	Choose a Reason	Add a Comment

☐ Refund Delivery Cost

Total Refund

7.49

396.88

RESET

CONFIRM SELECTED

☐ Item(s) Returned in Store