Cloudinary SiteGenesis Integration Guide

**Version 22.1.0 for year 2022**

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# Summary

This document provides technical instructions for using the Cloudinary SalesForce Commerce Cloud Cartridge to integrate Cloudinary images and videos into an SFCC storefront.

**Glossary**

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| **Term** | **Description** |
| SFCC | SalesForce Commerce Cloud |
| Business Manager (BM) | The primary tool used to configure the SFCC platform and customer storefront |
| SiteGenesis | The SFCC default ecommerce storefront |
| Cloudinary Transformation | A set of parameters specifying how to change an image or video in terms of size, visual style, format, quality and more. For details, see the transformation guides for images (<https://cloudinary.com/documentation/image_transformations>) and videos (<https://cloudinary.com/documentation/video_manipulation_and_delivery>). |

# Component Overview

## Functional Overview

The Cloudinary cartridge enables images and videos available in Cloudinary to be used on the merchant Storefront.

## Limitations, Constraints

Use of the Cloudinary SFCC Cartridge requires credentials, keys and URLs from Cloudinary. Please go to the Cloudinary website to sign up for the services (<https://cloudinary.com/signup>).

## Compatibility

The cartridge is designed for Salesforce Commerce Cloud(SG) version 105.1.0. Compatibility Mode: 19.10.

The Cloudinary cartridge works with all locales.

## Privacy, Payment

The Cloudinary cartridge does not collect and process any user profile information or billing information.

# Implementation Guide

You can find configuration and implementation details at <https://cloudinary.com/documentation/salesforce_commerce_cloud_cartridge_integration>

# 4. Operations, Maintenance

## 4.1 Data Storage

*Intentionally left blank.*

## 4.2 Availability

Cloudinary services are based on a highly available infrastructure designed for 100% uptime. The status of Cloudinary’s services can be found on our service status page -<https://status.cloudinary.com/>. From here, you can subscribe to service status updates. In the unlikely event that Cloudinary services go down, storefronts will continue to display any assets previously requested from Cloudinary since they are cached on the edge using CDNs. However, assets that are being requested by end users for the very first time will not be displayed by storefronts. Please contact the Cloudinary support team to address such incidents.

## 4.3 Support

Contact our support team if you have any issues with the cartridge.

<https://support.cloudinary.com/hc/en-us>

## 4.4 Cloudinary Workflow

Workflow Steps:

1. Set up images on your staging environment through the Sync Jobs. Make sure job executions are complete before doing any production replication.
2. Test the image functionality on the staging storefront. There may be a time gap where missing images appear on your staging environment while the job is executing.
3. If images appear correctly on staging, replicate to production

# 5. User Guide

You can find user guide information at <https://cloudinary.com/documentation/salesforce_commerce_cloud_cartridge_integration>

# 6 Known Issues

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# 7 Release History

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| --- | --- | --- |
| **Version** | **Date** | **Changes** |
| 1.0.0 | 03/31/2020 | Initial release |
| 1.2.0 | 14/04/2022 | Improvements, Product Feed support, 3D and 360 support. Page specific control support |