Salesforce Commerce Cloud LINK Cartridge SFRA
Implementation Guide v20.1.0

Bazaarvoice LINK
Cartridge

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Table of Contents

1 Overview

Bazaarvoice maintains a pre-built integration into the Salesforce Commerce Cloud (SFCC) platform. This pre-built
integration is delivered in the form of a SFCC LINK cartridge.

The cartridge is supplied "as-is" and is intended to function as a starter kit for clients to implement Bazaarvoice. It includes support for commonly required integration points, but does not include pre-built functionality for the exhaustive list of Bazaarvoice features. This cartridge may need to be customized by the client in order to implement functionality not included in the cartridge.

2 Before you begin

You should consider the following topics before implementing the Bazaarvoice LINK cartridge:

- Mapping SFCC environments (development/staging/production) to Bazaarvoice environments (staging/
  production)
- Mapping SFCC Sites to Bazaarvoice Instances.

MappingSFCCInstanceTypestoBazaarvoiceEnvironments

The following diagram illustrates how SFCC and Bazaarvoice environments map.
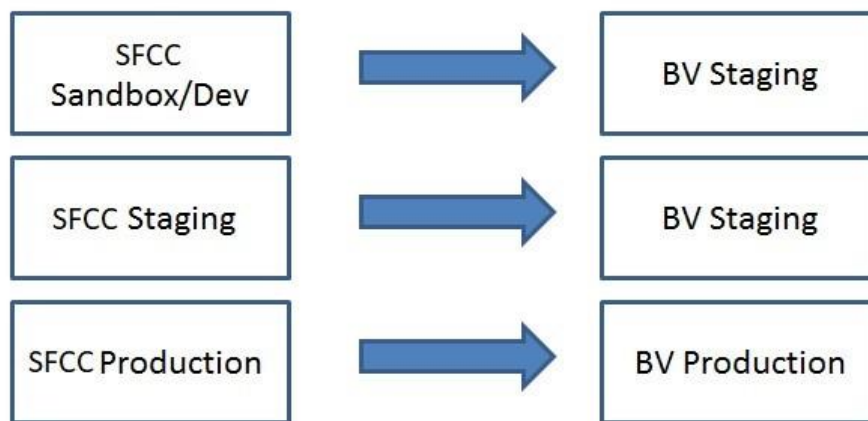
Mapping SFCC Sites and Locales to Bazaarvoice Instances and Locales

- The Bazaarvoice SFCC LINK cartridge is architected in the following way:
- Each SFCC Site requires a separate Bazaarvoice instance with which to integrate
- Each Bazaarvoice Instance can support n Locales and n Deployment Zones
- Locales within a given SFCC Site can be mapped to a Locale + Deployment Zone combination within a particular Bazaarvoice instance
- Bazaarvoice supports only [language]_[country] locale values (e.g. en_US, fr_FR, etc.). SFCC supports both [language] (e.g. de) as well as [language]_[country] locale values (e.g. en_US, fr_FR, etc.). You can map a language-only SFCC Locale to a language-country combination for Bazaarvoice (e.g. de maps to de_DE).

The following diagram illustrates this concept:
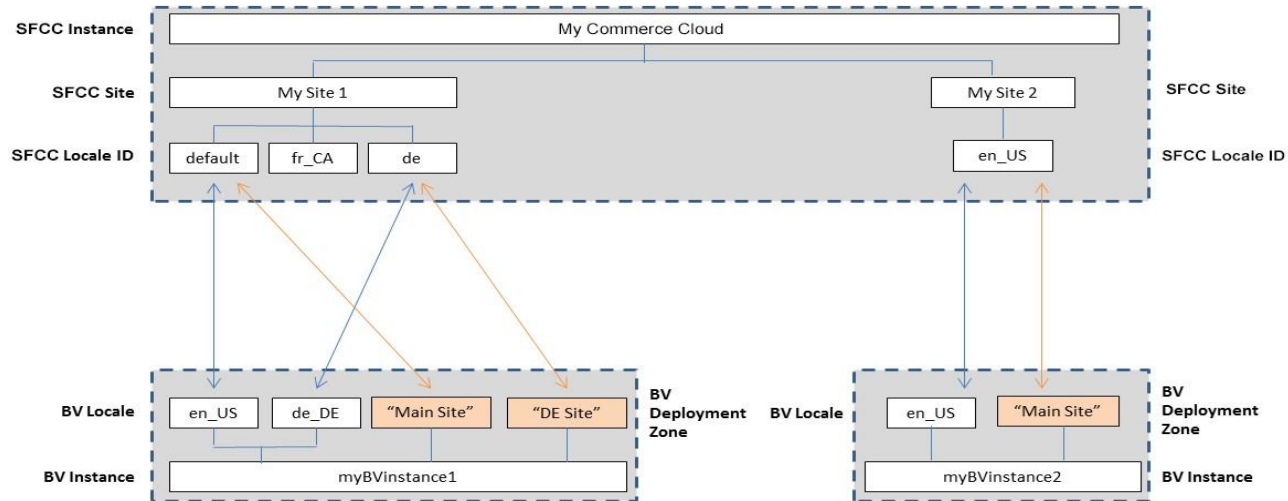
Multi-siteIntegrations

If a SFCC client wants to integrate Bazaarvoice into multiple SFCC Sites within a
single SFCC instance, the following considerations should be made:

- There must exist a separate Bazaarvoice instance for each SFCC Site.
- Custom Site Preferences must be configured separately for each SFCC Site.
- The Bazaarvoice LINK Cartridge must be associated with each desired SFCC
Site.
- Scheduled jobs only need to be created once, but must be associated with each
SFCC Site. See the following
   illustrati
      on.

Administration / Operations / Job Schedules /

Bazaarvoice Inline Rating Import ?

General   Schedule and History   Resources   **Step Configurator**   Notification   Failure Handling

Global Parameters 0

Scope: SiteGenesis

Impor

Site Assignments   ✕

☐	ID	Name	Status
☑	SiteGenesis	Site Genesis	online
☐	RefArch	RefArch	online
☐	RefArchGlobal	RefArchGlobal	online
☐	SiteGenesis-es	Site Genesis - es_US	online

Cancel   **Assign**

3 Task Sequence

The following is the typical
sequence of tasks.

- Determine how your SFCC environment should map to Bazaarvoice (see section above); determine how many Bazaarvoice instances are required and which locales should be enabled for each Bazaarvoice instance
- Request Bazaarvoice Hosted Services be enabled, and retrieve required settings from Bazaarvoice
- Request a copy of the Bazaarvoice SFCC LINK cartridge
- Install the cartridge
- Register the cartridge with appropriate SFCC Sites
- Configure Custom Site Preferences ("Bazaarvoice Settings")
- Create scheduled jobs
- Product Feed

Export

- Purchase Feed Export (if applicable)
- Resolve any template conflicts in your custom integration layer
- Run product feed export process
- Contact BV to generate test content in staging
- Test

4 Requesting Bazaarvoice to Provision Hosted Services

Use of the Bazaarvoice SFCC LINK cartridge by itself does not grant nor enable use of the Bazaarvoice offerings (e.g. Ratings & Reviews, etc.). Bazaarvoice must separately enable the hosted Bazaarvoice SAAS services for the offerings to available on the SFCC platform. This may require a separate agreement with Bazaarvoice.

Complete   the
following steps:

1. Contact a Bazaarvoice representative with the following information (for each SFCC Site) to provision
   Bazaarvoice hosted services:
   a. Number of Bazaarvoice instances required
   b. Suggested Client/Brand Name (for each instance)
   c. Domain (for each instance)
   d. Locale(s) required (for each instance)
2. Request login credentials (Client Name and FTP password) for each BV instance.

5 Getting a Copy of the LINK Cartridge

Contact Bazaarvoice for the latest LINK cartridge. Though the SFCC LINK marketplace lists the cartridge, by sourcing the cartridge through Bazaarvoice, Bazaarvoice can track the usage of the cartridge and issue fixes to clients using potentially affected version of the cartridge.

6 Installing the LINK Cartridge

Complete the following steps to install the cartridge.

InitialInstall

See the SFCC documentation for adding a cartridge to your storefront:

Note: You must also register the cartridge with the Business Manager site in order to run the Bazaarvoice jobs. Navigate to Administration > Sites > Manage Sites > Business Manager > Settings tab.

RegisteringtheCartridgewithIndividualSFCCSites

1. Navigate to Administration > Sites > Manage Sites > [SiteName] > Settings tab.
2. Add ":int_bazaarvoice_sfra:bc_bazaarvoice" to the effective cartridge path.
3. Click "Apply".

ImportingMetadata

Complete the following steps to import the Bazaarvoice metadata.

1. Navigate to Administration > Site Development > Import & Export
2. In the Import & Export Files section,

1. Select Upload.
2. Browse to the file "metadata/bazaarvoice_metadata_20_1_0.xml", and click Upload.

- Click Back to get back to the Import & Export screen.
- Click Import in the Meta Data section.
- The bv metadata file is displayed in the list.
- Select the option button for the bv metadata file.
- Click Import.
  After import, these system definition attributes and custom definition attributes should appear in the system.

System object definitions

- Order:

- bvSentInPPEFeed - Whether or not the order was already sent in Bazaarvoice PPE feed

- Product:
    - bvAverageRating – Average rating for the product
    - bvRatingRange – Rating Range, or highest possible rating
    - bvReviewCount – Total number of reviews for the product

Site preferences

- Bazaarvoice Settings – Bazaarvoice Settings
- bvEnvironment_C2013
- bvCustomerName_C2013
- bvDeploymentZone_C2013
- bvLocaleMapping_C2013
- bvEnableRR_C2013
- bvEnableInlineRatings_C2013
- bvQuickViewRatingsType_C2013
- bvEnableAA_C2013
- bvEnableBVPixel_C2013
- bvEnableCloudSEO_C2013
- bvCloudSEOKey_C2013
- bvProductImageType_C2013

- bvOrderImageType_C2013
- bvPurchaseFeedTriggeringEvent_C2013
- bvAdminEmail_C2013
- bvEnableProductFamilies_C2013

7 General Bazaarvoice Setup

A set of general steps must be completed regardless of which Bazaarvoice feature (e.g. Ratings & Reviews, Question
& Answer) is being implemented.

EnableBVSWATTechnology

The SFCC LINK Cartridge now utilizes the new BV SWAT Technology for display features. Contact your Bazaarvoice representative to enable all SWAT features in your client record. Display functionality will not work (Inline Ratings, Ratings & Reviews, and Questions & Answers) if these features are not enabled.

ConfiguringCustomSitePreferencesforClientName

Complete the following steps.

1. Navigate to Site > (select desired SFCC Site) > Site Preferences > Custom Preferences > Bazaarvoice Settings
2. Select the appropriate Instance (Sandbox/Development, Staging, Production), and click Apply.
3. Select the appropriate Bazaarvoice Environment value (Staging or Production).
4. Set the following using the values as provided by your Bazaarvoice representative:
    a. Client Name
5. Click Apply.

ImportingHTTPandSFTPservices

Site specific SFTP services and credentials

For the sftp services and their credentials to be site specific, the service name and credential names must have a suffix of the Site ID for the site in which they apply. The service definition import file supplied in the metadata folder assumes a Site ID of "SiteGenesis". After importing the service definitions, the Site ID must be changed from "SiteGenesis" to your specific Site ID.Keep in mind this also applies to each additional site in your realm that integrates Bazaarvoice.For example, if you have 2 sites with IDs of "Site1" and "Site2", then you should have the following services and credentials defined:

Services:

bazaarvoice.sftp.expo

rt.Site1

bazaarvoice.sftp.impo

rt.Site1

bazaarvoice.sftp.expo

rt.Site2

bazaarvoice.sftp.impo

rt.Site2

Credentials:

bazaarvoice.sftp.stg

.Site1

bazaarvoice.sftp.pr

d.Site1

bazaarvoice.sftp.stg

.Site2

bazaarvoice.sftp.pr

d.Site2

Complete the following steps.

1. Navigate to Administration > Operations > Import & Export
2. In the Import & Export
   Files section, a.   Select
   Upload.
   b. Browse to the file "metadata/bazaarvoice_services_20_0_0.xml", and click
   Upload.
3. Click Back to get back to the Import & Export screen.

4. Click Import in the Services
5. The BV services import file is displayed in the list.
6. Select the option button for the BV services file and click Next.
7. Click Next, then click Import.
8. Navigate to Administration > Operations > Services
   a. Click on the Credentials tab
   b. Click sftp.stg.SiteGenesis and set the
      following values i. Name:
         1. Replace SiteGenesis with your Site ID. For example
         "bazaarvoice.sftp.stg.SiteID"
         ii.
      User:
         1. Client Name supplied by your
      Bazaarvoice representative iii. Password:
         1. FTP Password supplied by your
   Bazaarvoice representative c. Click Apply to save the
   credentials. Click Back to List.
   d. Click sftp.prd.SiteGenesis and set the
      following values i. Name:
         1. Replace SiteGenesis with your Site ID. For example
         "bazaarvoice.sftp.stg.SiteID"
         ii.
      User:
         1. Client Name supplied by your
      Bazaarvoice representative iii. Password:
         1. FTP Password supplied by your
   Bazaarvoice representative e. Click Apply to save the
   credentials. Click Back to List.
   f. Click on the Services
   g. Click sftp.export.SiteGenesis and set the
      following values i. Name:
         1. Replace SiteGenesis with your Site ID. For example
         "bazaarvoice.sftp.export.SiteID"
   h. Click Apply to save the service. Click Back to List.
   i. Click sftp.import.SiteGenesis and set the
      following values i. Name:
         1. Replace SiteGenesis with your Site ID. For example
         "bazaarvoice.sftp.export.SiteID"
   j. Click Apply to save the service. Click Back to List.

ImportJobSchedules

Purchase
Feed

For most merchants, the Purchase Feed is not required, because
purchase data received by Bazaarvoice via the BV Pixel feature
can replace the need to enable the purchase feed export. Contact
Bazaarvoice for more details.

Complete   the
following steps:

1.   Navigate to Administration > Operations >
Import & Export
  2.   In the Import & Export
    Files section, a.   Select
           Upload.
         b. Browse to the file "metadata/bazaarvoice_jobs_20_0_0.xml", and click
           Uploa
              d.
3. Click Back to get back to the Import &
Export screen.
4.   Click Import in the Job
Schedules
5.   Select   the   option   button   for   the
"bazaarvoice_jobs_20_0_0.xml" file and click Next.
6. Click Next, then click
Import.
7.   Navigate to Administration > Operations >
Job Schedules
8.   You should see the following job
       schedules   defined: a.
       Bazaarvoice Product Feed (Script
       Based) b. Bazaarvoice Purchase
       Feed (Script Based)
       c. Bazaarvoice Inline Rating Feed (Script Based)
9. For each job schedule, be sure to configure
the following:
         a. Step Configurator: Change the Scope to your
           specific Site. All three jobs should run in a Site
           context.

  b. Schedule and History: Adjust the schedules as needed. Refer to the next section to determine instance specific job schedules.

InstanceSpecificJobscheduledandSer
     vices

Bazaarvoice recommends scheduling jobs as follows:

1. Sandboxes:

1. Description: On sandboxes, you can test each of the jobs by running them manually. Each job should be connecting to the BV staging server.
2. Job Triggers:
  a. Inline Ratings
  – Once
  b. Product Feed
  – Once
  c. Purchase Feed
  - Once
3. Service Configuration (Service --> Credentials):
  a. bazaarvoice.sftp.export.SiteID --> bazaarvoice.sftp.stg.SiteID
  b. bazaarvoice.sftp.import.SiteID --> bazaarvoice.sftp.stg.SiteID

- Staging:
 a. Description: On staging, you need to import production inline ratings into the products, so the data can be
  replicated to production. Product and Purchase Feeds can be run manually for testing purposes.
 b. Job Triggers
  i. Inline Ratings – Recurring Interval every 24 hour
  ii. Product Feed -
  Once iii. Purchase
  Feed - Once
 c. Service Configuration (Service --> Credentials):
  i. bazaarvoice.sftp.export.SiteID --> bazaarvoice.sftp.stg.SiteID
  ii. bazaarvoice.sftp.import.SiteID --> bazaarvoice.sftp.prd.SiteID

- Production
  a. Description: In production, you need to export the production product feed (and purchase if needed). b. Job Triggers:
    i. Inline Ratings - Disabled
    ii. Product Feed – Recurring Interval every 24 hours
    iii. Purchase Feed – recurring interval every 24 hours
  c. Service Configuration (Service --> Credentials):
    i. bazaarvoice.sftp.export.SiteID --> bazaarvoice.sftp.prd.SiteID
    ii. bazaarvoice.sftp.import.SiteID --> bazaarvoice.sftp.prd.SiteID

FTP Hostname Override for C7 Clients

By default, the SFCC cartridge attempts to upload feeds to sftp.bazaarvoicecom (production) and sftp-stg.bazaarvoice.com[1] (staging).

Bazaarvoice clients provisioned on custer #7 (i.e. c7) must configure an override to connect to C7 SFTP servers. See the section "Advanced Topics" for details

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Configuring Locale Mappings and Deployment Zone

Complete the following steps:

1. Determine the list of SFCC Locale IDs that should be integrated with Bazaarvoice.
   a. In the SFCC Business Manager, click Sites > [select desire Site] > Site Preferences > Locales. b. Note the desired SFCC Locale IDs:

2. Determine the Deployment Zone and Locales enabled in the Bazaarvoice platform:
   a. Login to http://login.bazaarvoice.com. b.

Click Settings > Manage
Applications.
c. Note your Deployment Zone The default Bazaarvoice Deployment Zone is
named "Main Site".
Alternatively, you can create a new Deployment Zone by clicking New
Deployment Zone. You can
have more than one Deployment Zone

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1 http://sftp-stg.bazaarvoice.com

Bazaarvoice LINK Cartridge – Salesforce Commerce Cloud LINK Cartridge SFRA Implementation Guide v20.0.0

      i.
  d. Complete the following steps to identify the list of enabled locales.
  e. Select your desired Implementation.
  f. Select desired local in the upper menu bar.

Show content from these locales

Show content from additional display locales. The primary locale will still be used in the display and for submission.

View configured locales

All countries per language:

|		
☐ Albanian	☐ Arabic	☐ Armenian
☐ Basque	☐ Belarusian	☐ Bulgarian
☐ Catalan	☐ Chinese	☐ Croatian
☐ Czech	☐ Danish	☐ Dutch
☐ English	☐ Estonian	☐ Finnish
☐ French	☐ Georgian	☐ German
☐ Greek	☐ Hebrew	☐ Hungarian
☐ Icelandic	☐ Indonesian	☐ Italian
☐ Japanese	☐ Kazakh	☐ Korean
☐ Kyrgyz	☐ Latvian	☐ Lithuanian
☐ Malay	☐ Mongolian	☐ Norwegian
☐ Polish	☐ Portuguese	☐ Romanian
☐ Russian	☐ Serbian	☐ Slovak
☐ Slovenian	☐ Spanish	☐ Swedish
☐ Thai	☐ Turkish	☐ Ukrainian
☐ Vietnamese		

Specific locales:

Select Locale ▼   ⊗

➕ Add additional locale

Show content from multiple locales in content lists. The primary locale will still be used for submission.

g. Click Select a locale to edit. The pull down list will display
the enabled locales.
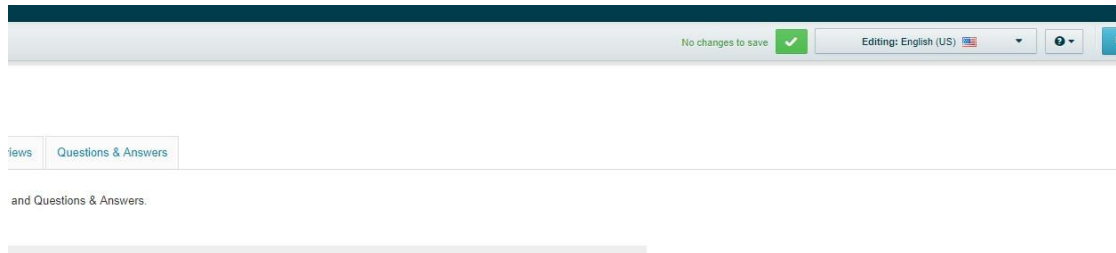
h. Contact your Bazaarvoice representative if you need
additional locales enabled.
3. Determine your mappings. Example:

4. Navigate to Site > (select desired SFCC Site) > Site Preferences > Custom
Preferences > Bazaarvoice
Setting
s.
5. Enter your Deployment Zone.
6. Configure a Locale Mapping for each desired mapping (click Add
Another Value to create additional mappings) using the following format
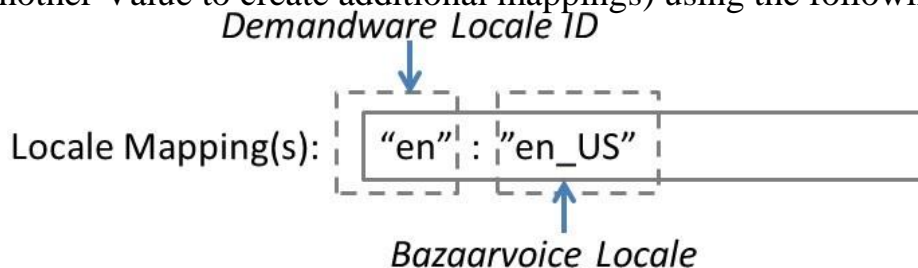
7. Click Apply

Follow the remainder of the documentation to configure the remaining custom site
preferences.

Bazaarvoice SEO

Complete the following steps to enable the Bazaarvoice SEO solution. The SFCC
LINK cartridge utilizes the Cloud
SEO method.

A Cloud SEO Key is required to implement the Bazaarvoice SEO solution. Complete
the following to locate the key:

1. A Cloud SEO Key is required to implement the Bazaarvoice SEO solution.
Complete the following to locate the key:

a.   Login   to
http://login.bazaarvoice.com. b.
Click   Settings   >   Manage
Applications. c.   Select   your
desired implementation.

d.   Click Settings > SEO in the left
navigation panel.

e.   Ensure   that   Root   Folder   is   set   to
"{deploymentzone}-{locale}".

f.   Note   the
Cloud Key

g. Make sure org/Product type is Disabled
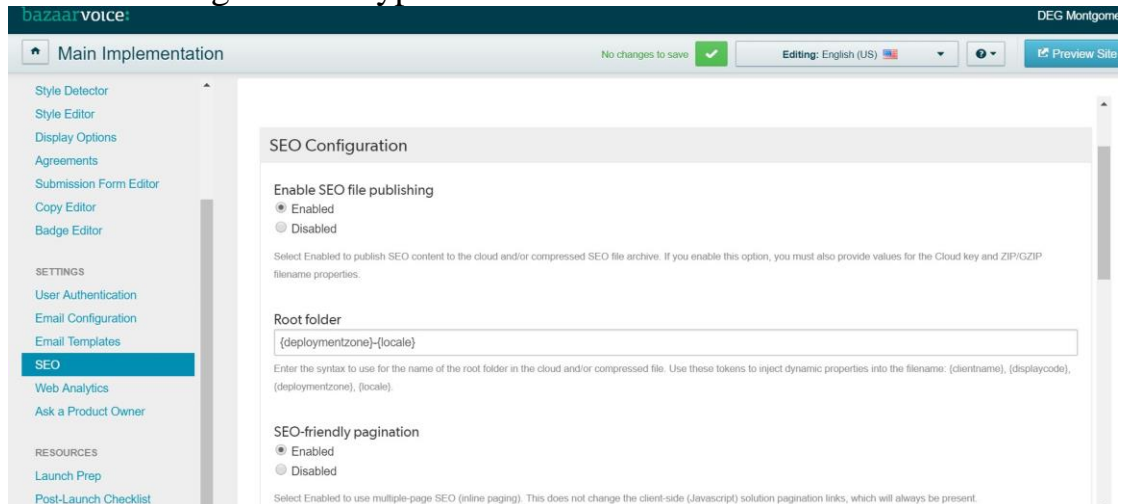
2. Configure the custom site preferences:

a. Navigate to Site > (select desired SFCC Site) > Site Preferences > Custom Preferences >

Bazaarvoice
Settings

b. Select the appropriate Instance (Sandbox/Development, Staging, Production), and click Apply. c. Select "Yes" from the Enable Cloud SEO dropdown

d. Enter your Cloud SEO Key

e. Click Apply.

Product Catalog Feed Export Custom Site Preferences

Complete the following steps to configure the Product Feed Export Custom Site Preferences.

1. Navigate to Site > (select desired SFCC Site) > Site Preferences > Custom Preferences > Bazaarvoice
   Settings

2. Select the appropriate Instance (Sandbox/Development, Staging, Production), and click Apply.

3. Enter Product Feed Image Type. Typical values are "large", "medium", and "small". The value must match
   an existing image size type defined in SFCC.

4. Click Apply

FTP Hostname Override for C7 Clients

By default, the SFCC cartridge attempts to upload feeds to
sftp.bazaarvoicecom (production) and sftp- stg.bazaarvoice.com[2] (staging).

Bazaarvoice clients provisioned on custer #7 (i.e. c7) must configure an override to connect to C7 SFTP servers. See the section "Advanced Topics" for details.

2 http://sftp-stg.bazaarvoice.com

7.1 Adding Brands to the Product Feed

As a best practice, Brands should be included in the Bazaarvoice Product Feed. For the Brands to populate, there must be a search refinement on the storefront catalog for the 'brand' attribute. If brand refinements are not used on the storefront, you may need to hide the refinement on your PLP left navigation bar.

BVPix
el

Complete the following steps to enable the BV Pixel. The SFCC LINK cartridge implements the pixel version
intended   for   online
transaction orders.

7.2 Configure BV Pixel Site Preferences

Complete   the
following steps.

1. Navigate to Site > (select desired SFCC Site) > Site Preferences > Custom Preferences > Bazaarvoice
    Setting
        s
2. Select the appropriate Instance (Sandbox/Development, Staging, Production), and click Apply.
3. Check the Enable BV Pixel
4. Click Apply.

PurchaseFeedExp
ort

The following sections describe the steps the purchase
feed export process.

   • Set Custom Site Preferences for Purchase Feed Export

Note: purchase data received by Bazaarvoice via the BV Pixel feature can replace the need to enable the purchase
feed export. Contact Bazaarvoice for
more details.

7.3 Purchase Feed Export Custom Site Preference:

Complete the following steps to configure the Purchase Feed Export
Custom Site Preferences.

1. Navigate to Site > (select desired SFCC Site) > Site Preferences > Custom
Preferences > Bazaarvoice
  Setting
     s
2. Select the appropriate Instance (Sandbox/Development, Staging, Production),
and click Apply.
3. Set the following:

1. Purchase Feed Triggering Event, select Purchase or Shipping.
2. Enter Purchase Feed Image Type. Typical values are "large", "medium", and
"small". The value must match an existing image size type defined in SFCC.

   •
Click
Apply
.

FTP Hostname Override for C7 Clients

By default, the SFCC cartridge attempts to upload feeds to sftp.bazaarvoicecom (production) and sftp- stg.bazaarvoice.com[3] (staging).

Bazaarvoice clients provisioned on custer #7 (i.e. c7) must configure an override to connect to C7 SFTP
servers. See the section "Advanced Topics" for details.

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3 http://sftp-stg.bazaarvoice.com

8 Ratings & Reviews Display

This section describes the steps required to setup the display of Ratings & Reviews.

Note:

Complete General Setup First!

Complete the steps detailed in the "General Bazaarvoice Setup" section of this document before completing this
section.

AddingRatings&ReviewstotheProductPage

The following sections describe the steps to implement R&R on the product page.

8.1 Configuring Ratings & Review Site Preferences

Complete the following steps.

1.   Navigate to Site > (select desired SFCC Site) > Site Preferences > Custom
Preferences > Bazaarvoice
     Setting
        s
2.   Select the appropriate Instance (Sandbox/Development, Staging, Production),
and click Apply.
3.   Check the Enable Ratings & Reviews
4.   Click Apply.

Note: you must also complete the steps in section "MappingSFCC
LocalestoBazaarvoiceDeploymentZonesand
Locales"

9 Question and Answer Display

This section describes the steps required to setup the display of Question & Answers.

Note:

Complete General Setup First!

Complete the steps detailed in the "General Bazaarvoice Setup" section of this document before completing this section. Note that the Bazaarvoice Submission Container page setup is included in these previously covered sections.

ConfiguringQuestionandAnswerSitePreferences

Complete the following steps.

1. Navigate to Site > (select desired SFCC Site) > Site Preferences > Custom Preferences > Bazaarvoice
    Settings
2. Select the appropriate Instance (Sandbox/Development, Staging, Production), and click Apply.
3. Check the Enable Question & Answer
4. Click Apply.
5. Note: you must also complete the steps in section "MappingSFCC LocalestoBazaarvoiceDeployment
    ZonesandLocales"

10 Submission

The Bazaarvoice LINK cartridge supports the following best practice submission-related features:

- Bazaarvoice hosted authentication
- Bazaarvoice submission page (pop-up page without a SFCC-created submission container page)

A controller Bazaarvoice-Container is maintained in the cartridge to facilitate submission containers from the PIE email links, and from mobile content. The URL to this pipeline must be added to the Bazaarvoice workbench. To add the container URL to the workbench:

1. Login to http://login.bazaarvoice.com.
2. Click Settings > Manage Applications.
3. Select your desired implementation.
4. Click Getting Started > Technical Setup in the left navigation panel.
5. Scroll down to find Container URL, and Staging Container URL.
   a. Enter the full url to the pipeline Bazaarvoice-

Container. It should look like: Container URL:

http://<SFCC domain>/on/demandware.store/Sites-<SFCC Site>-Site/<locale>/Bazaarvoice-Container

Staging Container URL:

http://<instance name>-<realm>-<customer name>.demandware.net/on/demandware.store/Sites-<SFCC Site>-Site/<locale>/Bazaarvoice-Container

Container URL   ☑ Edit Values 🇺🇸

http://www.fake-bv-domain.com/on/demandware.store/Sites-SiteGenesis-Site/default/Bazaarvoice-Container

Enter the container URL, as used in integration code. Please include HTTP or HTTPS protocols as well any "www" prefixes if your web address includes them.

Staging Container URL   ☑ Edit Values 🇺🇸

http://bazaarvoice03.tech-prtnr-na01.dw.demandware.net/on/demandware.store/Sites-SiteGenesis-Site/default/Bazaarvoice-Container

Enter the staging container URL, as used in integration code.

Apply Hosts Update

[Apply Hosts Update]

Apply Hosts Update

11 Advanced Topics

The following are special considerations to be aware of.

UpgradingfromapreviousBazaarvoiceLINKCartridgeVersion

The following are the recommended steps to upgrade to a newer version of the Bazaarvoice LINK cartridge.

Complete the following steps in sandbox/staging (making changes in staging will not affect production until replication):

1. Disable replication.
2. Completely delete the cartridge from the Site.
3. Completely delete the exisiting Bazaarvoice-related metadata on the Site.
4. Delete all existing Bazaarvoice-related Scheduled Jobs.
5. Install the new cartridge (including importing the new metadata and setting up the new Scheduled Jobs) to the site according to the Bazaarvoice documention.
6. Test the new cartridge functionality

(sandbox/staging). To push changes to

production:

1. In each of the appropriate Custom Site Preferences, select an instance type "production" and enter the appropriate settings.
2. Execute data replication.
3. Execute code replication.

FTPHostnameOverrideforC7Clients

By default, the SFCC cartridge attempts to upload feeds to sftp.bazaarvoicecom (production) and sftp- stg.bazaarvoice.com[4] (staging).

Bazaarvoice clients provisioned on the C7 cluster must complete the following steps:

Open the file "int_bazaarvoice/cartridge/scripts/lib/libConstants.ds" and edit the two variables defined on lines 15 and 16:

- FTPHostStaging = "sftp7-stg.bazaarvoice.com[5]";
- FTPHostProduction = "sftp7.bazaarvoice.com[6]";

Additionally, the service framework urls must be updated. Navigate to Administration > Operations > Services
and click on the credentials tab. Change the urls for each of the following credentials:

- sftp.stg.SiteID
    - URL: "sftp7- stg.bazaarvoice.com[7]"
- sftp.prd.SiteID

- URL:
"sftp7.bazaarvoice.com[8]
"

ProductFamilyOverride

By default, the SFCC cartridge attempts collect and distribute content at the master product level. This can cause problems with cloud SEO when color slicing is used, or variations are assigned to the same category as their master.

Bazaarvoice clients who wish to display color sliced product tiles must set the BV Enable Product Families Site Pref to Yes:

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4 http://sftp-stg.bazaarvoice.com
5 http://sftp7-stg.bazaarvoice.com
6 http://sftp7.bazaarvoice.com
7 http://sftp7-stg.bazaarvoice.com
8 http://sftp7.bazaarvoice.com

ImportingRatingsDataUsingtheBazaarvoiceRatingsFeed

Bazaarvoice provides a nightly ratings feed for clients who wish to import the ratings statistical data (overall rating,
number of reviews) into their Salesforce Commerce Cloud environment. Bazaarvoice clients who wish to import
the ratings data must complete the following steps:

Enable the job schedule "Bazaarvoice Inline Rating Import" described above in the section "Import Job Schedules". The inline rating import job needs to be run on the staging instance in order to import production data into the catalog.