**Q1 -- Integration inquiry**

Is there an Olapic integration with Demandware? We are in the process of moving to Demandware; if we decided to use Demandware, how would we go about doing that?

**A1:** Yes, we currently offer integration options for Demandware. Through the LINK Technology Program, we have developed a pre-built integration with Demandware Commerce, making it possible for Demandware clients to showcase the brand's hand selected user-generated photos and videos and link these photos back to the point of purchase. Please see below for an overview of the integration features, as well as a link for additional information:

Integration Overview

• Display customization - flexible integration on Product Detail Pages (PDPs), HTML editor, and bootstrap functionality.

• Moderation - approve/reject content and assign to specific products before going live on site, ability to ingest product feed integration to ensure proper product matching and rights management.

• Built-in analytics - easily prove the increase in conversation rate, AOV and interaction. 3rd party analytics can also be integrated.

• RESTful API / Mobile SDK - building on top of the Olapic architecture is scalable and easy to do.

<http://www.demandware.com/link-marketplace/olapic>

**Rationale/Sources:**

<http://www.demandware.com/link-marketplace/olapic>

http://www.demandware.com/partners/

http://www.marketwatch.com/story/olapic-joins-demandware-link-to-enhance-commerce-innovation-with-user-generated-photos-and-videos-2013-12-10

**Q2 -- Product feed inquiry**

Hi Olapic. Here's a sample of our product feed in your Olapic schema: [link to feed](https://gist.github.com/jhankim/049a448547c343c8f628). I created this according to your documentation: http:///olapic.github.io/PublicDocs/product-feed-full-public.html. Please take a look & import this into my account, and let me know when it's done.

Note: Olapic product feeds must be validated before it is queued up for ingestion. See here for Olapic feed validation guidelines: [link](http://olapic.github.io/PublicDocs/product-feed-full-public.html#Validating-your-feed)

**A2:** Thank you for the link to your feed. We have reviewed and verified that the feed is in accordance with our guideline. We will ensure it is queued for ingestion into your account, and advise when the process is complete.

**Rationale/Sources:**

http://olapic.github.io/PublicDocs/product-feed-full-public.html#Validating-your-feed

**Q3 -- API vs. SDK**

We're considering both your RESTful API integration and iOS SDK integration for our new iOS app. Which one is the better choice for our mobile app?

Note: API documentation can be found here: <http://photorank.me/api.html> & iOS documentation can be found here: <https://github.com/Olapic/Olapic-SDK-iOS>

**A3:** We recommend that the iOS SDK integration be used, as it is best optimized for mobile development. The documentation for iOS can be found at: <https://github.com/Olapic/Olapic-SDK-iOS>

Additional documentation on each of the specific classes used can be found at: <http://docs.photorank.me/ios/>.

**Rationale/Sources:**

**Q4 -- Deployment issue**

Hi Olapic! I'm saving changes to my templates in your markup editor, but the CSS changes are not appearing when I view the widget. Does your platform have any limitations that I should be aware of?

Note: It takes about 45 minutes for templates to deploy from sandbox to production environment. There is a button in Olapic admin that allows you to do this.

**A4:** Hi, thanks for writing to Olapic! Please be advised that it takes approximately 45 minutes for template changes to be deployed from the sandbox environment to production. There is a button in Olapic admin console that allows you to do this. Please let me know if further instructions are required, and we can proceed further.

**Rationale/Sources:**

**Q5 -- Customization request**

Unless Olapic JS widgets support IE8, it looks like we may have to take our business elsewhere. What can you do to make this happen?

Note: Olapic widgets only support IE9+ and modern browsers. Olapic API is often used as an alternative to Olapic JS widgets.

**A5:** Currently Olapic widgets currently support IE9+, as well as other modern browsers. As a workaround, however, we often suggest that the Olapic API is used.

**Rationale/Sources:**

**Q6 -- Unhappy customer**

Our widgets are down! You sent us an email saying our new API key is ready and now we're getting a message saying API key expired!

Note: Due to a bug on our side, the API key that was generated for them was expired at the time they received it. The new API key is now ready for them to access in their Olapic account.

**A6:** We sincerely apologize for the error! We found that due to a bug in our environment, the API key provided was expired upon generation. We have a new API key already generated, and ready for use. Again, we extend our most sincere apology for any inconvenience this may have caused.

**Rationale/Sources:**