

AgentForce AI Interaction

Choose Example

-- Choose Example --

Or type your own agent note here...

Analyze Sentiment

Emarsys Campaign Trigger

Select Customer

-- Choose --

Lifecycle Campaign

WELCOME

Source System

SAP Commerce Cloud

Trigger Campaign

AgentForce AI Interaction

Choose Example

Excited about loyalty gift

Asked about points balance and eligibility for welcome gift. Sounded excited.

Analyze Sentiment

Summary based on agent note: "asked about points balance and eligibility for welcome gift. sounded excited." (Sentiment: Positive)

Emarsys Campaign Trigger

Select Customer

-- Choose --

Lifecycle Campaign

BIRTHDAY

Campaign suggestion powered by AI Sentiment Analysis

Source System

SAP Commerce Cloud

Trigger Campaign

🧑 AgentForce AI Interaction

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🎯 Emarsys Campaign Trigger

Select Customer

Sofia

Lifecycle Campaign

BIRTHDAY

📡 Campaign suggestion powered by AI Sentiment Analysis

Source System

SAP Commerce Cloud

Trigger Campaign

```
{
  "status": "Campaign triggered",
  "contactID": "C003",
  "campaign": "BIRTHDAY",
  "source": "SAP Commerce Cloud"
}
```

💡 AI Suggestion: Offer 10% Discount (92%)