CX Demo Suite

Welcome to the CX Demo Hub

Choose a demo environment to explore:

🚀 **Emarsys Only**

🧠 **AgentForce Only**

🔀 **Unified Emarsys + AgentForce**

💁 AgentForce AI Interaction

Choose Example

-- Choose Example -- ⌄

Or type your own agent note here...

Analyze Sentiment

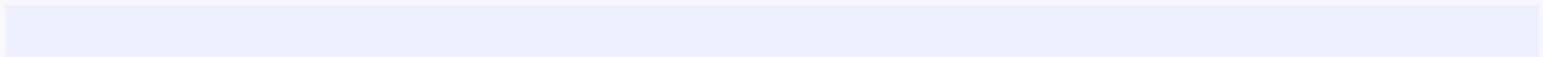# 🎯 Emarsys Campaign Trigger

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

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

| 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%)**