

# Brain Commerce Salesforce Integration Guide

## braincommerce Cartridge

SFRA Cartridge Version <25.1.0>



### braincommerce Cartridge

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## Summary

The Brain Commerce SFCC Integration cartridge is a ready-to-use module that can be seamlessly incorporated into any Salesforce Commerce Cloud setup to enable integration with Brain Commerce services. This document provides a comprehensive guide on implementing the Brain Commerce SFCC Integration cartridge into your Salesforce Commerce Cloud application, including all necessary details required for successful integration.

By deploying, configuring, and integrating the Brain Commerce SFCC Integration cartridge with your storefront, your business can efficiently connect with Brain Commerce services, facilitating streamlined data exchange and enhanced functionality. This integration enhances operational efficiency and improves the customer experience by ensuring seamless communication between Salesforce Commerce Cloud and Brain Commerce services.

The provided “int\_brain\_commerce” cartridge is implemented using Storefront Reference Architecture. This integration is based on the SFRA (Storefront Reference Architecture) Demo Store provided by Commerce Cloud.

## Component Overview

### Functional Overview

#### API Integration:

- Connects SFCC with Brain Commerce services via secure API endpoints.
- Supports near real-time data synchronization for seamless transactions.

#### Product Synchronization:

- Ensures product data consistency between SFCC and Brain Commerce.
- Automates product catalogue updates using Full and Delta Export Jobs.

#### FAQ Synchronization:

- Ensures FAQ data consistency between SFCC and Brain Commerce.
- Automates FAQ updates using Full and Delta Export Jobs.

#### SFRA Compatibility:

- Built on Storefront Reference Architecture (SFRA) for easy integration with SFCC storefronts.
- Leverages SFCC best practices for scalability and performance.

## Prerequisites

Before you proceed with the instructions outlined in this document, it is important to verify that both you and your organization have fulfilled the following criteria:

1. You must have the `braincommerce` integration cartridge available.
2. Install the required dependencies by running “***npm run install***” in the root folder.
3. Execute “***npm run compile***” to compile / minify JavaScript present in the client folder of the cartridge. (Optional if you’re using a build tool like webpack)

4. Place the cartridge in your project directory (preferably parallel with the existing cartridges of your project)
5. The file “**.eslintrc.json**” is being used for lint configuration, if your project has a different configuration for lint the cartridge “**int\_brain\_commerce**” can be added to “**.eslintignore**” file in the project to avoid lint errors.

## Limitations

### FAQs Custom Objects:

Custom objects are used for FAQs, similar structure must be followed for the custom object and the quota limits for custom objects must be considered.

## Compatibility

The cartridge is designed for these versions:

1. Compatibility Mode 22.7
2. SFRA version 7.0.1

## Implementation Guide

### Overview

Brain Commerce int SFRA cartridge uses the following cartridges:

int\_brain\_commerce – This cartridge contains the scripts, templates, metadata, and all other code necessary for implementing the Brain commerce integration with Salesforce Commerce Cloud SFRA.

## Installation

### Setup cartridge path

Add **int\_brain\_commerce** into the cartridge path of a target site. To do so, go to

**Business Manager > Administration > Sites > Manage Sites > Your Target Site > Settings**

Insert **int\_brain\_commerce** before your cartridges record and click apply button, as shown in the attached image.

Administration > Sites > Manage Sites > RefArch - Settings

General **Settings** Cache Site Status Page Meta Tag Rules

### RefArch - Settings

Click Apply to save the details. Click Reset to revert to the last saved state.

Instance Type: Sandbox/Development

Deprecated. The preferred way of configuring HTTP and HTTPS hostnames is by using new features of the site aliases configuration ("SEO > Aliases Configuration"). The HTTP/HTTPS hostname values set in this section will be used if no hostnames are defined by aliases configuration and are intended only to support an older configuration style.

HTTP Hostname:

HTTPS Hostname:

Instance Type: All

Cartridges:

Effective Cartridge Path:

```

int_brain_commerce
app_storefront_base
plugin_apple_pay
plugin_facebook
plugin_payments
plugin_pinterest_commerce
plugin_web_payments
bc_content
core

```

Session Timeout: 30 Minutes

**Apply** **Reset**

## Import metadata archive

1. First, package the contents of the metadata directory into a Zip archive called `meta.zip`.
2. Navigate to **Business Manager > Administration > Site Development > Site Import & Export**
3. Upload archive using Local option in the Upload Archive section. After upload choose `meta.zip` in the list and click the import button.

Administration > Site Development > Site Import & Export

### Site Import & Export

This page allows you to export the current configuration of your organization including all of its sites. To download an archive, just click its file name.

**Import**

Upload Archive:

☒ Local ☐ Remote

No file chosen

Select	Name ▲	Location	File Size	Last Modified
<input type="radio"/>	instance/geolocation-sample.zip	local	1,018.44 KB	1/15/25 5:54:49 am
<input checked="" type="radio"/>	instance/meta.zip	local	3.25 KB	2/10/25 2:06:28 am
<input type="radio"/>	SiteGenesis Demo Site			
<input type="radio"/>	Storefront Reference Architecture Demo Sites			

**Import** **Delete**

On successful import, it will create the following metadata. **System Object (Required)**

SitePreferences			
ID	DISPLAY NAME	DATA TYPE	DESCRIPTION
brainCommerceIng estorAPIKey	Brain Commerce Api Key	STRING	Pass the Api key

brainCommerceFrontendAPIUrl	Brain Commerce Frontend API URL	STRING	Pass the Frontend Api Url
brainCommerceProductAttributeMapping	Product Attribute Mapping	TEXT	Used to map the product attributes
brainCommerceFrontendAPIKey	Brain Commerce SDK API Key	STRING	Pass the brain commerce frontend API key
brainCommerceSDKURL	Brain Commerce SDK URL	STRING	Pass the brain commerce SDK url
isBrainCommerceFrontendEnabled	Is Brain Commerce Frontend Enabled	BOOLEAN	Flag to check whether brain commerce Frontend is enabled or not
brainCommerceIngestorAPIUrl	Brain Commerce Ingestor API URL	STRING	Pass the service end point
isbrainCommerceBackendEnabled	Is Ingestion Enabled	BOOLEAN	Flag to check whether brain commerce Backend is enabled or not

[Administration](#) > [Site Development](#) > [System Object Types](#) > Site Preferences - Attribute Definitions

General **Attribute Definitions** Attribute Grouping

**Object Type 'Site Preferences'**

This page lists the attribute definitions of your object type. Use the search to find attribute definitions by ID and name.

Click **New** to create new attribute definitions. Click **Delete** to delete existing attribute definitions.

Search Attribute Definitions						
ID or Name: brain			<a href="#">Find</a>			
Select All	ID	Name	Type	Attribute Settings	Values	
<input type="checkbox"/>	<a href="#">brainCommerceFAQCustomObjectID</a>	Brain Commerce FAQ Custom Object ID	String		1	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">brainCommerceFrontendAPIKey</a>	Brain Commerce Frontend API Key	String		0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">brainCommerceFrontendAPIURL</a>	brain Commerce Frontend API URL	String		0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">brainCommerceIngestorAPIKey</a>	Brain Commerce Ingestor API Key	String		0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">brainCommerceIngestorAPIUrl</a>	brain Commerce Ingestor API Url	String		0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">brainCommerceProductAttributeMapping</a>	Product Attribute Mapping	Text		0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">brainCommerceSDKURL</a>	Brain Commerce SDK URL	String		0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">isBrainCommerceBackendEnabled</a>	Is Ingestion Enabled	Boolean		0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">isBrainCommerceFrontendEnabled</a>	Is Brain Commerce Frontend Enabled	Boolean		0	<a href="#">Edit</a>
					<a href="#">New</a>	<a href="#">Delete</a>

Showing 1 of 8 items

**System Object (Optional to fill the value)**

SitePreferences			
ID	DISPLAY NAME	DATA TYPE	DESCRIPTION
brainCommerceFAQCustomObjectID	Brain Commerce FAQ Custom Object ID	STRING	Pass the brain commerce Faq custom object id

`brainCommerceFAQCustomObjectID` is optional, we can choose to use own FAQ custom object but it has to match the required format and attributes.

Product Inventory Record			
ID	DISPLAY NAME	DATA TYPE	DESCRIPTION
<a href="#">brainCommerceLastExportedPriceAndInventory</a>	Brain Commerce Last Exported Price And Inventory	Text	To Store the last exported price and inventory

Administration > Site Development > System Object Types > Product Inventory Record - Attribute Definitions

General **Attribute Definitions** Attribute Grouping

#### Object Type 'Product Inventory Record'

This page lists the attribute definitions of your object type. Use the search to find attribute definitions by ID and name.

Click **New** to create new attribute definitions. Click **Delete** to delete existing attribute definitions.

#### Search Attribute Definitions

ID or Name:		<input type="text"/>	<input type="button" value="Find"/>			
<a href="#">Select All</a>	ID	Name	Type	Attribute Settings	Values	
<input type="checkbox"/>	<a href="#">UUID</a>	UUID	String	*	0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">brainCommerceLastExportedPriceAndInventory</a>	Brain Commerce Last Exported Price And Inventory	Text		0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">creationDate</a>	Creation Date	Date+Time	*	0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">lastModified</a>	Last Modified	Date+Time	*	0	<a href="#">Edit</a>
						<input type="button" value="New"/> <input type="button" value="Delete"/>

Showing 1 - 4 of 4 items

**Custom Object (Required, if FAQ export must be configured)**

**Object Name: brainCommerceFAQ**

ID	DATA TYPE	KEY
question	String	Primary Key
answer	String	-

General **Attribute Definitions** Attribute Grouping**Object Type 'brainCommerceFAQ'**

This page lists the attribute definitions of your object type. Use the search to find attribute definitions by ID and name.  
Click **New** to create new attribute definitions. Click **Delete** to delete existing attribute definitions.

Search Attribute Definitions						
ID or Name:			<input type="button" value="Find"/>			
Select All	ID	Name	Type	Attribute Settings	Values	
<input type="checkbox"/>	 <a href="#">UUID</a>	UUID	String	*	0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">answer</a>	Answer	Text		0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">brainCommerceFaqLastExport</a>	Brain Commerce Last Export	Date+Time		0	<a href="#">Edit</a>
<input type="checkbox"/>	 <a href="#">creationDate</a>	Creation Date	Date+Time	*	0	<a href="#">Edit</a>
<input type="checkbox"/>	 <a href="#">lastModified</a>	Last Modified	Date+Time	*	0	<a href="#">Edit</a>
<input type="checkbox"/>	 <a href="#">question</a>	Question	String	*	0	<a href="#">Edit</a>
						<input type="button" value="New"/> <input type="button" value="Delete"/>

Showing 1 - 6 of 6 items

**Object Name: brainCommerceConfigs**

ID	DATA TYPE	KEY
productLastExport	Date + Time	-
faqLastExport	Date + Time	-
brainCommerceConfigKey	String	Primary Key

General **Attribute Definitions** Attribute Grouping**Object Type 'brainCommerceConfigs'**

This page lists the attribute definitions of your object type. Use the search to find attribute definitions by ID and name.  
Click **New** to create new attribute definitions. Click **Delete** to delete existing attribute definitions.

Search Attribute Definitions						
ID or Name:			<input type="button" value="Find"/>			
Select All	ID	Name	Type	Attribute Settings	Values	
<input type="checkbox"/>	 <a href="#">UUID</a>	UUID	String	*	0	<a href="#">Edit</a>
<input type="checkbox"/>	 <a href="#">brainCommerceConfigKey</a>	Brain Commerce Config Key	String	*	0	<a href="#">Edit</a>
<input type="checkbox"/>	 <a href="#">creationDate</a>	Creation Date	Date+Time	*	0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">faqLastExport</a>	Faq Last Export	Date+Time		0	<a href="#">Edit</a>
<input type="checkbox"/>	 <a href="#">lastModified</a>	Last Modified	Date+Time	*	0	<a href="#">Edit</a>
<input type="checkbox"/>	<a href="#">productLastExport</a>	Product Last Export	Date+Time		0	<a href="#">Edit</a>
						<input type="button" value="New"/> <input type="button" value="Delete"/>

Showing 1 - 6 of 6 items

**Jobs (Required)**

The required jobs have been imported with metadata can be used to run full product export, delta product export, full FAQ export and delta FAQ export

Following steps can be referred for Jobs configuration, optional if already configured using the `meta.zip` file

**Job configuration for full product export**

The purpose of this job is to export the full product data and for configuring the job navigate to:

**Business Manager > Administration > Operations > Jobs > BrainCommerceFullProductExport > Job Steps > Configure a step and click on Assign** and job will be site specific and default site id is RefArch.

Administration / Operations / Jobs /

**BrainCommerceFullProductExport**

General Schedule and History Resources **Job Steps** Failure Handling Notification

**Job Errors**

- Invalid flow! The step flow must provide at least one step!

Job Parameters

Scope: RefArch

Configure a step

Select and Configure Step

Custom.FullProductExport

Context: Site

ID\* fullProductExport

Description

listPriceBookId Job Parameters

☐ Always execute on restart.

Exit Status Rules

Add Rule

Back Assign

If you have different site id, navigate to:

**Business Manager > Administration > Operations > Jobs > BrainCommerceFullProductExport > Job Steps** and click on **RefArch** mark near Scope and select new site to run.

To schedule the job, navigate to:

**Business Manager > Administration > Operations > Jobs > BrainCommerceFullProductExport > Schedule and History.**

Here we can schedule the job or else we can trigger the job manually.

Administration / Operations / Jobs /

**BrainCommerceFullProductExport** Run Now

General **Schedule and History** Resources Job Steps Failure Handling Notification

**Scheduling Of Custom Jobs Disabled**

Automatic time-based execution (scheduling) of this custom job is disabled.

☒ Enabled

Active

Trigger

Recurring Interval

From\* 1/31/2025 3:59:00 pm To\*

Run Time

Every

Amount\* 1 Interval\* Weeks



## Job configuration for Delta Product Export

The purpose of this job is to export the products which have been modified in the last X hours, or which have been modified after the last brain commerce export. To configure the hours, navigate to:

**Business Manager > Administration > Operations > Jobs > BrainCommerceDeltaProductExport > Job Steps** as shown in below image

The screenshot shows the 'BrainCommerceDeltaProductExport' configuration page. The 'Job Steps' tab is active. On the left, there is a 'Scope' section with a 'Refresh' button and a text input field containing 'deltaProductExport'. On the right, a 'Select and Configure Step' modal is open. The modal shows the 'Custom.DeltaProductExport' step. The 'ID\*' field is 'deltaProductExport'. The 'Description' field is empty. The 'dataPriorToHours' field is highlighted with a red box and contains the value '5'. The 'listPriceBookId' field is empty. There is a checkbox for 'Always execute on restart.' which is unchecked. The 'Exit Status Rules' section has an 'Add Rule' button. At the bottom of the modal are 'Back' and 'Assign' buttons.

## Job configuration for Full FAQ Export

The purpose of this job is to export the full FAQ data and for configuring the job navigate to:

**Business Manager > Administration > Operations > Jobs > BrainCommerceFullFaqExport > Job**

**Steps** and job will be site specific and default site id is RefArch.

To schedule the job, navigate to:

**Business Manager > Administration > Operations > Jobs > BrainCommerceFullFaqExport > Schedule and History.**

Here we can schedule the job or else we can trigger the job manually.

Administration / Operations / Jobs /

**BrainCommerceFullFaqExport**

General Schedule and History Resources **Job Steps** Failure Handling Notification

Job Parameters

Scope: **RefArch**

BrainCommerceFullFaqExport

Select and Configure Step

Custom.FullFaqExport

Context: Site

ID\*

BrainCommerceFullFaqExport

Description

☐ Always execute on restart.

Exit Status Rules

Add Rule

Back Assign

## Job configuration for Delta Faq Export

The purpose of this job is to export the products which are modified in last X hours or which are modified after the last brain commerce export. To configure the hours navigate to:

**Business Manager > Administration > Operations > Jobs > BrainCommerceDeltaFaqExport > Job Steps** as shown in below image

Administration / Operations / Jobs /

**BrainCommerceDeltaFaqExport**

General Schedule and History Resources **Job Steps** Failure Handling Notification

Job Parameters

Scope: **RefArch**

BrainCommerceDeltaFaqExport

Select and Configure Step

Custom.DeltaFaqExport

Context: Site

ID\*

BrainCommerceDeltaFaqExport

Description

faqDataPriorToHours

Job Parameters

☐ Always execute on restart.

Exit Status Rules

Add Rule

Back Assign

## Configuration

### To Create Service:

Go to **Business Manager > Administration > Operations > Services** and click New

[Administration](#) > [Operations](#) > [Services](#) > int\_braincommerce.http.service - Details

### int\_braincommerce.http.service

Fields with a red asterisk (\*) are mandatory. Click Apply to save the details. Click Reset to revert to the last saved state.

Name:	int_braincommerce.http.service
Type:	HTTP
Enabled:	<input checked="" type="checkbox"/>
Service Mode:	Live
Log Name Prefix:	braincommerce
Communication Log Enabled:	<input checked="" type="checkbox"/>
Force PRD Behavior in Non-PRD Environments:	<input checked="" type="checkbox"/>
Profile:	int_braincommerce.http.service <a href="#">Go To Profile</a>
Credentials:	int_braincommerce.http.service <a href="#">Go To Credentials</a>

[Apply](#) [Reset](#)

Service also has Profile and Credentials. In Credentials we need to configure the URL and API key

To configure Profile:

Go to **Business Manager > Administration > Operations > Services** > Click on Profile and click New

### int\_braincommerce.http.service

Fields with a red asterisk (\*) are mandatory. Click Apply to save the details. Click Reset to revert to the last saved state.

This profile is used by 1 service.

Name:	int_braincommerce.http.service
Connection Timeout (ms):	100,000
Enable Circuit Breaker:	<input checked="" type="checkbox"/>
Max Circuit Breaker Calls:	
Circuit Breaker Interval (ms):	
Enable Rate Limit:	<input type="checkbox"/>
Max Rate Limit Calls:	
Rate Limit Interval (ms):	

[Apply](#) [Reset](#)

To configure Credentials:

Go to **Business Manager > Administration > Operations > Services** > Click on Credentials and click New

[Administration](#) > [Operations](#) > [Services](#) > [Service Credentials](#) > int\_braincommerce.http.service - Details

### int\_braincommerce.http.service

Fields with a red asterisk (\*) are mandatory. Click Apply to save the details. Click Reset to revert to the last saved state.

These credentials are used by 1 service.

Name:	int_braincommerce.http.service
URL:	https://brain-ingestors.dev.eu2.rezolve.com/salesforce/v1/
User:	
Password:	*****

[Apply](#) [Reset](#)

After creating Profile and Credentials we need to apply it in service

### Custom Preferences:

Here we will configure all the required API key and URL

To configure Navigate to:

**Merchant Tools > Site Preferences > Custom Preferences > Brain Commerce Configurations** and Click on Save.

Merchant Tools / Site Preferences / Custom Site Preference Groups / **Brain Commerce Configurations** [Cancel](#) [Apply to Other Sites](#) [Save](#)

Instance Type: Sandbox

Search by ID:  [Q](#) [T](#) 1/9 of 9

Name	Value	Default Value	
Is Ingestion Enabled (IsBrainCommerceBackendEnabled)	<span>Yes</span>	No	<a href="#">Edit Across Sites</a>
Ingestor API Key (brainCommerceIngestorAPIKey) (String)	<input type="text" value="ce15db92-dbb1-43dd-a1ee-ec16314576a6"/>		<a href="#">Edit Across Sites</a>
Ingestor API URL (brainCommerceIngestorAPIURL) (String)	<input type="text" value="https://brain-ingestors.dev.eu2.resolve.com/salesforce"/>		<a href="#">Edit Across Sites</a>
Brain Commerce FAQ Custom Object ID (brainCommerceFAQCustomObjectID) (String)	<input type="text" value="brainCommerceFAQ"/>	brainCommerceFAQ	<a href="#">Edit Across Sites</a>
Product Attribute Mapping (brainCommerceProductAttributeMapping)	<pre>{   "fscAttr": "priceModel.price.currencyCode", "brainCommerceAttr": "currency" }, {   "fscAttr": "name",   "brainCommerceAttr": "title" } }</pre>		<a href="#">Edit Across Sites</a>

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### Custom Object

To Create Custom Object navigate to:

**Business Manager > Administration > Site Development > CustomObjectTypes** and click on New and create a custom object and click on Apply.

[Administration](#) > [Site Development](#) > [Custom Object Types](#) > brainCommerceFAQ

[General](#) [Attribute Definitions](#) [Attribute Grouping](#)

#### Object Type 'brainCommerceFAQ'

On this page you can edit the general attributes of a custom object type. You can select another language to enter localized names and descriptions. Fields with a red asterisk (\*) are mandatory. Retention is enabled only for non-replicable types. Click **Apply** to save changes. Click **Reset** to revert your changes.

Select Language: Default [Apply](#)

ID:\*

Key Attribute:\*  String

Name:

Description:

Data Replication:\* Replicable

Storage Scope:\* Site

Retention:  days

[Apply](#) [Reset](#)

After applying, click on Attribute Definition tab and create Attributes

Administration > Site Development > Custom Object Types > brainCommerceFAQ - Attribute Definitions

General **Attribute Definitions** Attribute Grouping

### Object Type 'brainCommerceFAQ'

This page lists the attribute definitions of your object type. Use the search to find attribute definitions by ID and name.  
Click **New** to create new attribute definitions. Click **Delete** to delete existing attribute definitions.

Search Attribute Definitions

ID Or Name:  **Find**

Select All	ID	Name	Type	Attribute Settings	Values	
<input type="checkbox"/>	<b>UUID</b>	UUID	String	*	0	<a href="#">Edit</a>
<input type="checkbox"/>	<b>answer</b>	Answer	Text		0	<a href="#">Edit</a>
<input type="checkbox"/>	<b>brainCommerceFaqLastExport</b>	Brain Commerce Last Export	Date+Time		0	<a href="#">Edit</a>
<input type="checkbox"/>	<b>creationDate</b>	Creation Date	Date+Time	*	0	<a href="#">Edit</a>
<input type="checkbox"/>	<b>lastModified</b>	Last Modified	Date+Time	*	0	<a href="#">Edit</a>
<input type="checkbox"/>	<b>question</b>	Question	String	*	0	<a href="#">Edit</a>

**New** **Delete**

Administration > Site Development > Custom Object Types > brainCommerceFAQ - Attribute Definitions > Attribute Definition Details

### Object Type 'brainCommerceFAQ' - Attribute Definition Details

On this page you can manage details of your attribute definition. Different options are available depending on the value type of your attribute. Click **Apply** to create a new attribute definition or save changes to existing attributes.

Select Language: **Default** **Apply**

ID:

**Display Name:**

**Help Text:**

**Value Type:** **String** Note: Searchable via query framework.

**Localizable:** ☐

**Mandatory:** ☒ \*

**Externally Managed:** ☐

**Min Length:**

**Field Length:**

**Field Height:**

**Regex:**

**Apply** **Reset**

After Creating Attributes, we need to need to group the attributes required under group. To group click on Attribute grouping tab and create group by Adding Id and name.

Administration > Site Development > Custom Object Types > brainCommerceFAQ - Attribute Groups

General Attribute Definitions **Attribute Grouping**

### Object Type 'brainCommerceFAQ'

On this page you can manage the attribute groups of your object type.

Provide an ID and name and then click **Add** to add a new group.

Click **Apply** to save changes to existing groups. Click **Reset** to revert your changes.

New Attribute Group

ID:  Name:  **Add**

Select Language: **Default** **Apply**

Select All	ID	Name	Description	Attributes	Sorting
<input type="checkbox"/>	<b>brainCommerce</b>	Brain Commerce		4 <a href="#">Edit</a>	

**Apply** **Reset** **Delete**

## Configure FAQ

To Configure the FAQ navigate to:

**Merchant Tools > Custom Objects > Custom Object Editor** and click on Find and select Custom object which we created for FAQ and create records by clicking on new and then click on Apply.

## Manage Custom Objects

This page allows you to manage custom objects based on your object type definitions.

Use the object type select box below to choose the object type definition for which you want to search custom objects. Use the object ID search field to further limit your search to objects with certain key values.

Click **New** to create new custom object instances for the selected object type. Click **Delete** to delete the selected custom object instances.

Custom Object Search

Simple Advanced

Object Type: brainCommerceFAQ

Object ID:

Find

Select All	Question (question)	Scope	Last Modified	Expires On
<input type="checkbox"/>	What payment methods do you accept?	Site	2/10/25 12:47:03 am	
<input type="checkbox"/>	How can I track my order?	Site	2/8/25 10:32:57 am	
<input type="checkbox"/>	Do you offer free shipping?	Site	2/8/25 10:32:57 am	
<input type="checkbox"/>	Do you ship internationally?	Site	2/8/25 10:32:57 am	
<input type="checkbox"/>	Can I modify or cancel my order after it's placed?	Site	2/8/25 10:33:30 am	
<input type="checkbox"/>	What should I do if I received a damaged or incorrect item?	Site	2/8/25 10:32:57 am	

Edit All

Edit Selected

New

Delete

Showing 1 - 6 of 6 items

### General

## Manage 'What payment methods do you accept?' (brainCommerceFAQ)

Fields with a red asterisk (\*) are mandatory. You can view and edit the name and description in other languages, if required. Click **Apply** to save the details.

Brain Commerce

Question:\*

What payment methods do you accept?

Answer:

We accept various payment methods including credit/debit cards, PayPal, Apple Pay, and other secure payment options.

Last Modified:\*

02/10/2025 : 5:47 am

MM/dd/yyyy h:mm a

Brain Commerce Last Export:

02/10/2025 : 5:50 am

MM/dd/yyyy h:mm a

Apply

Reset

## Operations and Maintenance

### Data Storage

The int\_brain\_commerce integration requires the following System Objects Extension and Custom Object Definition to store braincommerce related information.

### System Object Extensions

Site preferences custom properties:

- **brainCommerceIngestorAPIKey** - Pass the API key
- **isBrainCommerceFrontendEnabled** - Flag to check whether brain commerce SDK is enabled or not
- **brainCommerceFrontendAPIUrl** - Pass the Frontend API URL
- **brainCommerceFrontendAPIKey** - Pass the brain commerce Frontend API key
- **brainCommerceSDKURL** - Pass the brain commerce SDK URL
- **brainCommerceFAQCustomObjectID** - Pass the braincommerce FAQ custom object ID.
- **brainCommerceProductAttributeMapping** - Used to map the product attributes
- **brainCommerceImageTypes** - Pass types of product images used for ingestion
- **ingestVariationGroup** - Flag to ingest VariationGroup Products

- **brainCommerceIngestorAPIUrl** - Pass the Service End point
- **isBrainCommerceBackendEnabled** – Flag to check whether brain commerce backend is enabled or not

Product Inventory Record custom properties:

- **brainCommerceLastExportedPriceAndInventory** - To Store the last exported price and inventory

## Custom Object Definition

brainCommerceFAQ Properties:

- **question** – Attribute to store the question
- **answer** - Attribute to store the answer

brainCommerce Properties:

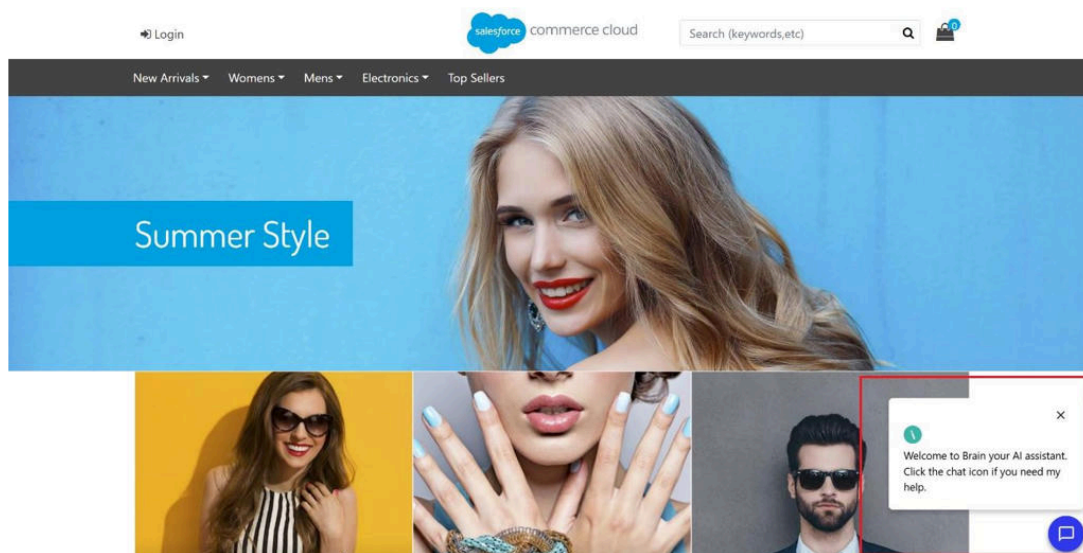
- **productLastExport** - Attribute to store the last export time of the product
- **faqLastExport** - Attribute to store the last export time of the FAQ

## User Guide

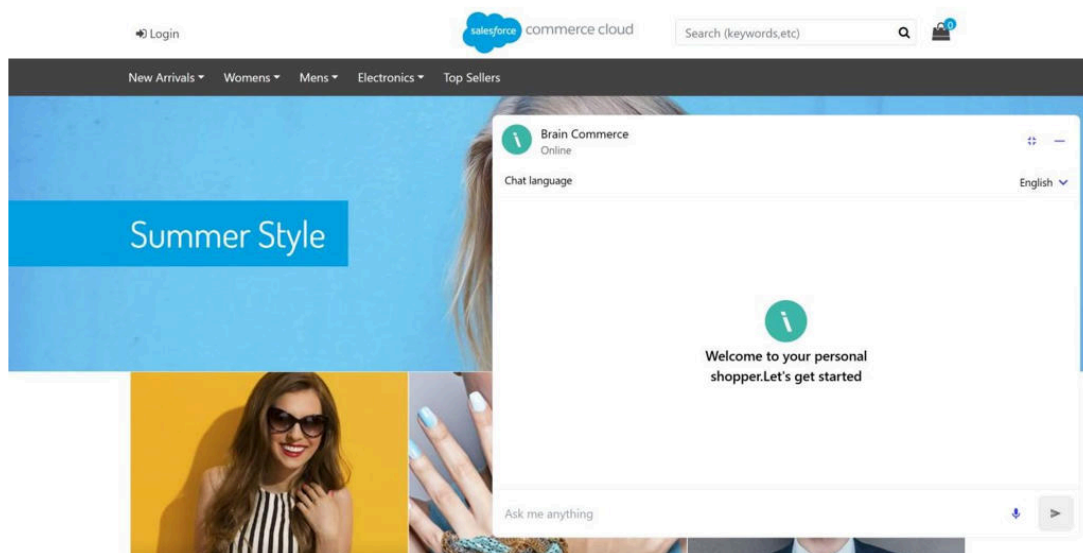
### Storefront Experience

After integrating the **int\_brain\_commerce** cartridge, we will see how the storefront functionality looks.

To begin, open the storefront and at the bottom right corner you can see the conversation UI widget as shown in the below image



Upon clicking on chat widget it will open the popup as shown in below image



Here we can search for products, suggestions or some recommendations.

